

Rio Metro No-Show, Late Cancellation, Cancellation and Appeals Policy

Section I – Trips Reservations and Scheduling

Shared Ride Service

Policy: *Rio Metro demand response transportation is provided on a shared ride basis, so that riders with common trip origins and/or destinations are grouped together on the same vehicle to maximize the efficiency of the service.*

IMPLEMENTING PROCEDURES:

1. All trip requests made by riders are reviewed to determine whether they can be grouped together for improved efficiency.
 - 1.1 Rider's trip parameters, including location of trip origin and destination, and requested pick-up time and drop off-time, are reviewed to determine whether the trips share enough characteristics so that they can be grouped.
 - 1.2 Trips with common or similar parameters may then be scheduled and dispatched so one vehicle will pick up the riders with similar trips and the riders then share the ride on the vehicle. This grouping of riders is referred to as shared riding.
 - 1.3 A trip which does not share enough characteristics with other trips so that it can be grouped with others will be scheduled as an exclusive ride.
2. If a caller requests that trip reservations/scheduling staff book a trip without any other rides (an "exclusive ride" trip), trip reservations/scheduling staff should inform the caller that it is a shared service, citing the reasons listed above as appropriate. Where possible, Dispatch will group similar trips together. If the trip cannot be grouped because of the parameters of the trip, then the rider will not share the trip.

Rider No-Shows and Cancellations

Policy: *Rio Metro riders who have a pattern or practice of No-Shows or late cancellations may lose their riding privileges for a designated time period.*

IMPLEMENTING PROCEDURES

1. Definitions
 - 1.1. A pattern or practice involves regular or repeated actions not isolated, accidental or singular incidents. Riders who have 3 or more no shows/late cancellations during any single month, maybe subject to suspensions if those no shows exceed 10% of their overall scheduled monthly trips.

For Example, a customer who has 3 no-shows/late cancellations and scheduled 10 trips during a single month, which equates to 30% percent no-show rate, may be suspended. A customer who has 3 no

shows and has 100 trips in a single month, which equates to a 3% no-show rate, will not be suspended.

1.2. A "Rider No-Show" is defined as:

1.2.1. Rider does not cancel a scheduled trip and is unavailable at the agreed upon pick up time and location and all of the following occur:

1.2.1.1. The vehicle is at the pick-up location within the 30 minute on time window.

1.2.1.2. The vehicle waits five (5) minutes for the rider. If the vehicle arrives 15 minutes or less before the scheduled pick-up time the five (5) minute wait begins then. If the vehicle is there at, or up to 15 minutes after the scheduled pick-up time, the vehicle will wait 3 minutes.

1.2.1.3. When a driver asserts that the rider is not available, the driver contacts his or her Dispatcher.

1.2.1.4. The Dispatcher checks the GPS reading to determine the location of the driver at the time of the call.

1.2.1.5. The Dispatcher calls the rider, if a phone number is available, before determining the rider is unavailable for the ride.

1.2.1.6. If the rider is unavailable the Dispatcher will then release the vehicle.

2. A trip will not be considered part of a pattern or practice of Rider No-Shows if the reason the rider was unavailable or unable to notify Rio Metro in a timely manner was due to circumstances beyond the Rider's control as discussed in 49 C.F.R. 37.125(h)(1). However, the responsibility to inform Rio Metro of those reasons shall be upon the rider.

3. Riders who have a pattern or practice of 3 Rider No-Shows and those No-Shows exceed 10% of their scheduled trips in any single month period, are subject to having their riding privileges suspended as follows:

3.1 For a first suspension, loss of all privileges to use Rio Metro service for five (5) service days.

3.2 For a second suspension, loss of all privileges to use Rio Metro service for ten (10) service days.

3.3 For a third suspension, loss of all privileges to use Rio Metro service for thirty (30) service days.

3.4 For a fourth and each subsequent suspension, loss of all privileges to use Rio Metro service for thirty (30) service days.

4. Riders will have the right and opportunity to informally protest the assessment of any alleged Rider No-Show within fourteen (14) calendar days of receipt of notice as set forth below. The right of protest is in addition to and not in lieu of a Rider's right to contest and thereafter appeal any suspension or other sanction sought to be imposed as a result of Rider No-Shows. In order to facilitate this right of protest:

4.1 Riders shall be notified by mail, in an appropriate format, when it is alleged that a Rider No-Show has occurred and may be assessed. The letter shall:

4.1.1. Inform the rider of the date, time, and location of the trips

4.1.2. Provide an opportunity for the rider to review the trip information

- 4.1.3. Provide an opportunity for the rider to protest the assessment of the Rider No-Shows set forth in the notice which have not been previously protested by the Rider, such a protest may include one or more of the following: (i) challenge to the factual accuracy of the basis for the proposed assessment; (ii) challenge to determination that the facts stated constitute a Rider No-Show; explanation as to why the reason for the Rider No-Show was beyond the control of the Rider.
- 4.1.4. Notify the rider of the current Rider No-Show accumulation
- 4.1.5. Explain the potential loss of service for an over accumulation of Rider No-Shows
- 4.1.6. Explain the consequences of not taking scheduled trips to the demand response system and other riders
5. If a suspension would otherwise be imposed under the provisions of this Policy, before such a suspension is imposed, the following shall occur:
 - 5.1. The Rider shall be notified in writing of the following: (i) the intention to suspend service or other sanction; (ii) the specific basis for the proposed suspension or other sanction; (iii) the nature and extent of the proposed suspension or other sanction; (iv) the Rider's right to contest the suspension with fourteen (14) days of the date of the notice; (v) that if the Rider timely files a contest and during thereof and any appeal there from, the suspension or other sanction sought to be imposed will be stayed.
 - 5.2. A contest shall set for the specific ground therefore, shall attach such written information, as the Rider believes relevant and shall state whether the Rider desires the opportunity to be heard orally to present further information and arguments.
 - 5.3. A contesting Rider shall be notified in writing of the following: (i) the results of the contest and the reasons therefore; (ii) the Rider's right of appeal and the method by which that right may be invoked; (iii) that any appeal to be valid must be filed no later than fourteen (14) days of the date of the notice; (iv) that if a timely appeal is filed, the imposition of the suspension or other sanction shall be stayed during its pendency.
 - 5.4. Any appeal of the result of a Rider contest of a proposed suspension or other sanction shall be conducted in accordance with Section III Appeals of Rider Suspensions.

Subscription Trips

POLICY: Subscription trips, where the vehicle automatically picks up the rider at the same time on the same days, can be accommodated as long as the rider is in good standing with Rio Metro.

IMPLEMENTING PROCEDURES:

1. Riders desiring Subscription Trips may call the reservation numbers to place the request with the appropriate provider.
 - 1.1. Subscription Trip service requests may be made up to two weeks in

- advance of the desired commence date and will be processed within five (5) business days. If a rider is not granted a Subscription Trip, then the provider will place the rider's request on a waiting list for a period of no less than six (6) months. The Rio Metro provider will consult this list whenever capacity conditions change to see if the request can be granted.
2. Subscription Trip service requests must have the following information in order to be processed: rider's name, mobility device and equipment used, pick-up address, drop-off address, pick-up time, drop-off time, number of companions/personal care attendants, start date, end date, day(s) of the week.
 - 2.1. Frequency of the trip may be from one (1) day to seven (7) days a week.
 - 2.2. Origins, destinations, and pick-up times may not be changed. Any changes will be a new service request. Permanent changes to a Subscription Trip require a new Subscription Trip service request and will be processed accordingly.
 3. Granting of a Subscription Trip will be made after careful consideration of a variety of factors.
 4. The "Rider No-Shows and Cancellations" policy will apply to Subscription Trips.
 5. Subscription Trip Advance Cancellation
 - 5.1 Riders with a Subscription Trip will be permitted to cancel up to thirty (30) consecutive calendar days at any given time. If the rider cancels a Subscription Trip for more than a thirty (30) day period the Subscription Trip is subject to cancellation.
 - 5.2 Subscription Trips should be cancelled two (2) hours prior to service. Subscription trips that are cancelled more than two (2) hours prior will not count against the rider as a Late Subscription Trip Cancellation.
 - 5.3 Late Subscription Trip Cancellations are Subscription Trips that are cancelled less than two (2) hours before scheduled time of service.
 - 5.3.1 Riders who have been granted a Subscription Trip may be subject to revocation of the granted Subscription Trip if they exceed three (3) Late Subscription Trip Cancellations in a single month period and 10% of their scheduled subscription trips in the same time period.
 - 5.3.2 Subscription Trips that are cancelled less than two (2) hours before the scheduled pick up time will be deemed a "No-Show", in addition to a "Late Subscription Trip Cancellation". Riders who exceed three (3) No-shows or ten percent (10%) of their scheduled trips in a single month period may be suspended from service.
 - 5.3.3 The rider will have the right to appeal any Late Subscription Trip Cancellation that is deemed a No-Show. See Policy on No-Shows and Cancellations.
 - 6 Subscription Trip trips will be automatically suspended for all observed holidays.

Section II – Dispatch

Confirming No-Shows

Policy: *Rio Metro requires that drivers contact Dispatch to confirm and mark a rider a No-Show before proceeding to the next stop.*

IMPLEMENTING PROCEDURES:

1. Riders with excessive No-Shows including excessive last-minute cancellations lose Rio Metro riding privileges for a designated time period.
2. Rio Metro requires drivers to confirm No-Shows with Dispatch before marking the rider a No-Show and proceeding on to the next stop.
3. A rider is considered a no-show when:
 - 1.1 The rider fails to board or show up at the scheduled pick-up location when the driver has waited the allotted amount of time during the Rio Metro “on-time” window for service, defined as 15 minutes before and after the scheduled pick-up time. For example, the rider has a 2:00 p.m. scheduled pick-up. The driver may arrive anytime between 1:45 p.m. and 2:15 p.m. and be considered on time; the driver then must wait the allotted time frame for the rider. Assume the driver arrives at 2:12 p.m., he or she then waits a full 3 minutes. If the rider does not show up by 2:17 p.m., the rider is considered a No-Show. Assume the driver arrives at 1:50 p.m. he or she then waits a full 5 minutes. If the rider does not show up by 1:55 p.m., the rider is considered a No-Show.
 - 3.1 The rider cancels a trip when the driver arrives for the pick-up, or the rider cancels a trip two (2) hours or less before the scheduled pick-up time of the trip.
4. When a driver finds that a rider is a No-Show, as defined above, the driver is to contact Dispatch.
5. Dispatch staff then determines whether the rider is actually a No-Show. Dispatch should call the rider if at possible before making the rider a No-Show. Dispatch then approves or disapproves of the No-Show and makes the appropriate notation in the computer.
6. Once Dispatch has made the determination, Dispatch notifies the driver that the rider is a confirmed No-Show or to take other action as determined by Dispatch.
7. If the rider has been confirmed as a No-Show, the driver hits the “No-Show” button on the Treq unit and/or marks the rider a “No-Show” on the trip sheet. To ensure proper documentation, the driver should record both the time of arrival at the scheduled pick-up location and the time of departure. Assuming the driver has arrived within the 30-minute “on-time window”.
8. If there are questions about the No-Show, Customer Service staff will discuss the incident with the driver and rider as appropriate. If it is determined that the rider is fully responsible for the No-Show, then the No-Show is considered a “documented No-Show” and is counted against the rider towards possible penalties.

Section III – Driver Operations

No-Shows and Cancellations

Policy: *Rio Metro drivers are to document riders who are No-Shows or cancel when the vehicle arrives. Riders with excessive No-Shows including excessive last minute cancellations will lose Rio Metro riding privileges for a designated time period.*

IMPLEMENTING PROCEDURES

2. Riders with excessive No-Shows including excessive last-minute cancellations lose Rio Metro riding privileges for a designated time period.
3. Rio Metro requires drivers to confirm No-Shows with Dispatch before marking the rider a No-Show and proceeding on to the next stop.
4. A rider is considered a “No-Show” when:
 - 4.1 The rider fails to board or show up at the scheduled pick-up location when the driver has waited during the Rio Metro’s “on-time” window for service, defined as 15 minutes before and after the scheduled pick-up time. For example, the rider has a 2:00 p.m. scheduled pick-up. The driver may arrive anytime between 1:45 p.m. and 2:15 p.m. and be considered on time; the driver then must wait the allotted time for the rider. Assume the driver arrives at 2:12 p.m., he or she then waits a full 3 minutes. If the rider does not show up by 2:17 p.m., the rider is considered a No-Show. Assume the driver arrives at 1:50 p.m. he or she then waits a full 5 minutes. If the rider does not show up by 1:55 p.m., the rider is considered a No-Show.
 - 3.2. The rider cancels a trip when the driver arrives for the pick-up, or the rider cancels a trip two (2) hours or less before the scheduled pick-up time of the trip. Rio Metro requires at least two (2) hours to schedule and dispatch a trip. When a scheduled trip is cancelled at the door or two (2) hours or less before the scheduled pick-up time, the vehicle has already been dispatched, thus wasting the trip.
5. When a driver finds that a rider is possibly a No-Show, as defined above, the driver is to contact Dispatch.
6. Dispatch staff then determines whether the rider is actually a No-Show.
 - 5.1. Dispatch should call the rider if at all possible before marking the rider a No-Show.
 - 5.2. The Dispatcher will request a GPS reading in order to determine and record the location of the driver and the time of the call. If the vehicle does not have GPS, the driver should notate on his or her trip sheet a “landmark” (color of house, etc.) to establish that he or she was waiting at the correction location.

- 5.3. The Dispatcher will determine whether the rider is to be considered a No-Show and will issue further instructions to the driver.
6. Once Dispatch has made the determination, Dispatch notifies the driver that the rider is a confirmed No-Show or to take other action as determined by Dispatch.
7. If the rider has been confirmed a No-Show, the driver hits the “No Show” button on the Treq unit and/or marks the rider a “No-Show” on the trip sheet. To ensure proper documentation, the driver should record both the time of arrival at the scheduled pick-up location and the time of departure. Assuming the driver has arrived within the 30 minute “on-time window”; the driver should have waited at least three minutes for the rider to appear.
8. If there are questions about the No-Show, Management staff will discuss the incident with the driver and rider as appropriate. If it is determined that the rider is fully responsible for the No-Show, then the No-Show is considered a “documented No-Show” and is counted against the rider towards possible penalties.

Appeals of Rider Suspensions

Policy: Rio Metro shall insure that when a rider is subjected to the suspension of service that their rights are protected under due process through an appeals process.

IMPLEMENTING PROCEDURES:

1. Riders will be notified by certified mail of suspensions for violating No-Show or Conduct Policies.
2. The rider will have fourteen (14) calendar days to file a written request for an appeal of the suspension before the suspension goes into effect.
 - 2.1. Suspension of riders for violent or illegal behavior or threats will be immediate.
3. The rider reserves the right to continue using the service during the appeals process.
 - 3.1. Riders suspended for violent or illegal behavior or threats will not be allowed to use the service during the appeal process.
4. An appeal will be heard not less than thirty (30) days from the date Rio Metro received the appeals request.
 - 4.1. The thirty (30) days may be waived if both parties agree to an extension.
6. Appellants have the right to be represented by the person(s) of their choice and to have witnesses appear on their behalf, if they so choose it shall not be mandatory nor necessary for appellants to have representation and/or witnesses.
7. Rio Metro has the right to present information and/or data, have witnesses appear, and/or otherwise document the allegations as needed.
8. Rio Metro assumes no liability for expenses arising from the appeal process by the Appellant.
9. The panel’s decision will be final.
10. The rider will be notified within ten (10) business days of the final ruling.