

No-Show/Late Cancellation Violations

NYC Transit will record each customer no-show or late cancellation as a missed trip and may suspend, for a reasonable period, any customer whose missed trips are excessive, whether the trips are advance reservation or subscription trips. You may not dispute an individual violation at the time it occurs.

A **no-show** occurs when the vehicle arrives at the pickup location within the 30-minute pickup window, waits the required five minutes and the customer does not board the vehicle. **Each no-show = 1 point.**

A **late cancellation** occurs when a customer cancels a trip less than two hours before the scheduled trip. **Each late cancellation = 1 point.**

Pattern or practice of missed trips

Missed trips may occur for reasons beyond a customer's control. Therefore, customers will be given seven (7) points each month that can be used in the event of a no-show and/or late cancellation. One point will then be deducted for each no-show and/or late cancellation that occurred during that month. When a customer's no-shows and/or late cancellations exceed the allotted 7 points within the month, it will be considered a "pattern or practice" of missed trips and a violation of the Policy.

The customer will be sent written notification that she/he has violated the *No-Show/Late Cancellation Policy* and is scheduled for suspension.

Suspensions

Customers shall be subject to the following suspension periods for violation of this Policy within a rolling 12-month period. Repeated violations will cause the length of the suspensions to increase.

| | |
|----------------------|--|
| 1st violation | Warning Notification with no suspension |
| 2nd violation | 1st suspension 1-week period |
| 3rd violation | 2nd suspension 2-week period |
| 4th violation | 3rd suspension 3-week period |

The 5th violation and subsequent suspension during the rolling 12-month period will result in a 4-week suspension period per suspension.

In addition, *Subscription Service* will be cancelled for any customer who is suspended.

Suspended *Subscription Service* customers must reapply to be considered for a new subscription. The application will not be considered for 30 days after the suspension end date.

Notification of Suspension

Before a suspension occurs, customers will receive a notice of suspension identifying each trip that was *no-showed or late cancelled*. The notice will also advise the customers of the dates when the suspension begins and ends, as well as the date that the customers can start to use paratransit service again.

Right to Appeal Suspension

Written Appeals

- Customers must submit the completed **Notice of Intention to Appeal Suspension** form.
- Customers must submit either the **Statement of Appeal** form or a letter documenting why they believe that the violations should be excused and any supporting documentation.
- These documents must be postmarked within 14 calendar days of the date the notice of suspension was issued.

In-person Appeals

- Customers must submit the completed **Notice of Intention to Appeal Suspension** form postmarked within 14 calendar days of the date the notice of suspension was issued.
- Customers will be contacted to schedule an appeal hearing.
- Customers must be available to attend the hearing at a mutually agreed-upon date. No suspension will take effect if the customer has filed an appeal in accordance with the instructions and deadlines noted in this policy and the Paratransit Appeals Board has not determined the outcome of the appeal.

Appeal Decision

NYC Transit will advise customers in writing of its decision concerning their appeal. If the suspension is upheld, the notice of decision will provide customers with the beginning and ending dates of the suspension period.