

## **SolTrans ADA Paratransit Passenger No-Show Policy**

Effective March 1, 2013

SolTrans has adopted a new ADA Paratransit Passenger No-Show policy in an effort to bring our riders more efficient paratransit service, and to be up-to-date with Federal Transit Administration findings, best practices, and community input.

No-shows are recorded each time a paratransit passenger makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

### **Cancellations**

Cancellations are accepted as late as two hours before the scheduled trip. Cancellations made less than two hours before a scheduled trip are considered a no-show. Passengers may call Paratransit Dispatch at (707) 649-5401 to cancel a trip.

### **No-Show Policy**

Three (3) no-shows and 10% or more of a passenger's total trips in a calendar month may result in a penalty. Penalties increase each month that the passenger exceeds the no-show threshold.

### **Penalties**

- 1st month - Passenger will receive a phone call and letter to review the policy and exceptions
- 2nd month - 14 day suspension
- 3rd month and thereafter in a calendar year - increasing penalties by one (1) week up to a one (1) month suspension
- Penalties reset after one (1) year

### **No-Show Notifications**

Passengers will be notified of every no show in writing; passengers will receive a warning after three no-shows.

### **No-Shows Beyond a Passenger's Control**

Passengers are not responsible for no-shows resulting from sudden illness, family or personal emergency, transit connection or appointment delay, extreme weather conditions, operator error, or other unforeseen reasons for which it's not possible to call the Paratransit Dispatch line to cancel in time or take the trip as scheduled.

It is up to the passenger to notify SolTrans of no-shows beyond their control by calling Paratransit Eligibility & Information, (707) 648-4668.

### **Suspensions**

If a passenger should exceed the no-show threshold, they will receive a suspension letter, proposing to suspend service within two weeks and outlining the appeals process.

### **For more information about the policy:**

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