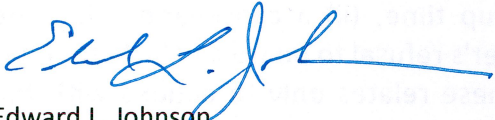


MOBILITY SERVICES NO SHOW POLICY/PROCEDURE	Policy Number:
SUBJECT: Paratransit No Show Policy	EFFECTIVE DATE: 12-01-2018
SIGNATURE OF APPROVAL:  Edward L. Johnson Chief Executive Officer, LYNX	REVISION NUMBER: 1 REPLACES: SOP Dated 07/06/2016 APPROVED DATE: 20 Nov 18

OBJECTIVE:

The Central Florida Regional Transportation Authority d/b/a LYNX (hereinafter, the "Authority" or "ACCESS LYNX") was created by Part III, Chapter 343, Florida Statutes, to own, operate, maintain and manage a public transportation system in the area of Seminole, Orange, Osceola Counties, and to adopt such policies as may be necessary to govern the operating of a public transportation system and public transportation facilities. The Chief Executive Officer is authorized to establish and administer such policies. Therefore, it is necessary to establish a No Shows in Paratransit policy.

AUTHORITY:

Authority for this policy and procedure are as follows:

- Florida Statutes, Title XXVI, Chapter 343, Part III
- Administrative Rule 2, Board Governance (By Laws), Rule 2.6 Policies and Procedures
- Department of Transportation (DOT) Americans with Disabilities Act (ADA) Paratransit Regulations, 49 C.F.R. Part 37

1. INTRODUCTION

Mobility Services - ACCESS LYNX is a shared ride paratransit service under Central Florida Regional Transportation Authority, d/b/a LYNX. The program provides service for eligible individuals who are not able to use the regular bus service (also called "fixed route") because of various limitations.

2. OVERVIEW

The U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) circular (FTA C 4710.1) allows ACCESS LYNX to suspend, for a reasonable period of time, the provision of paratransit service to riders who establish a pattern or practice of missing scheduled trips, also

known as "no-shows." ACCESS LYNX incurs the entire cost of the service when a vehicle is sent to a customer's location and the customer does not ride. ACCESS LYNX provides its services by using federal, state, and local funds, plus the fare charged to each customer. As a good steward of public funds, ACCESS LYNX has an obligation to ensure minimum wasted expenses.

3. DEFINITIONS

- a. Late Cancellation -- A "late cancellation" includes (i) a cancellation made less than one [1] hour before the scheduled pickup time; (ii) a cancellation that the customer makes at the door; or (iii) the customer's refusal to board a vehicle that has arrived within the pickup window. Each of these relates only to actions with the individual rider's control and not any errors by the transit agency (including the agency's late arrival).
- b. No Show -- A "No Show" occurs when (i) a rider fails to board the vehicle for a scheduled trip when the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits (or has waited) at least five [5] minutes; or (ii) the rider makes a late cancellation. "No show" occurrences will be assessed based only on those actions within the control of the individual rider. As such, transit agency errors (including late arrivals outside the pickup window) will not result in a "No Show" occurrence.
- c. Pickup Window -- The "pickup window" is defined as 30 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of five [5] minutes within the pick-up window for the rider to appear.
- d. Subscription Service -- A "subscription service" is any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day, and extends over a period of thirty (30) days.
- e. Casual Demand Trip Service -- The "casual demand trip service" includes trips that are scheduled one (1) day prior to the expected date and time of travel.
- f. Offense -- An "offense" is defined as five (5) or more No Show/late cancellation occurrences in one calendar month.

4. NO SHOWS / LATE CANCELLATIONS

To cancel a trip, customers must notify ACCESS LYNX at least one (1) hour before the scheduled pick-up time. **Late cancellations are considered "No Show" occurrences and will be subject to the suspension guidelines.** Riders must cancel each leg of a trip separately.

a. Offenses Triggering Suspension

The first offense will trigger ACCESS LYNX to identify the rider and send a warning letter. If the No Show occurrences are 50% or more of the rider's total scheduled trips within a calendar year, a three (3) day suspension will be triggered. The customer will be notified in writing of the suspension.

The second offense within the calendar year will trigger ACCESS LYNX to identify the rider and generate a letter. If second offense is 25% or more of the rider's total scheduled trips within a calendar year, a seven (7) day suspension will be triggered. The customer will be notified in writing of the suspension.

The third offense within one calendar year will trigger a ten (10) day suspension and/or loss of subscription service. ACCESS LYNX will review the customer's No Show history for the calendar year and will re-evaluate services for the customer. A final termination letter will be sent to the customer.

Four consecutive months in which the rider schedules a trip without a single No Show, late cancellation, or cancel at the door occurrence will clear a rider from past offenses and start anew.

The suspension of service with regard to each offense level is subject to the appeal process outlined in this policy.

b. No Rider Stranded

When ACCESS LYNX takes a rider to a destination, the rider won't be left stranded there, even if the rider No Shows for the scheduled return ride. Return service is provided as soon as possible, but such service will be provided without a guaranteed on-time window and will count as a no show occurrence.

6. SUSPENSIONS

Riders may have their transportation services suspended for (i) exhibiting a pattern or practice of "No Shows" or late cancellations; or (ii) engaging in behavior that is detrimental to the welfare of the program, other riders, operators, staff, or the public. Such behavior may include verbal abuse, violent or illegal conduct, and threatening action that could cause direct or indirect physical harm to others.

a. Notification

- i. **Written Notification Before Suspensions Are Imposed** (accessible formats will be utilized): Before any suspension of service because of no-shows/missed trips, ACCESS LYNX will notify the individual rider citing specifically the full reason for

the proposed suspension and its length, as well as the exact "No Show" dates, times, pickup locations, and destinations on which the proposed suspension is based. The notification also will include information related to the appeal process and the procedures for filing an appeal. Finally, the notification will explain that a suspension determination is not based on any "No Shows" that were beyond the rider's control or any trip missed due to the transit agency error.

- ii. **Appeal Process for Suspensions** – Appeals of proposed suspensions must be filed within fifteen (15) days after the date indicated on the written notification of the suspension. If no appeal is filed, the suspension shall become effective beginning on the next ACCESS LYNX service day after the time for appeal expires. Riders wishing to contest a suspension determination should contact the LYNX Main Line 407-841-2279, Option 3 for customer relations, Monday through Friday from 9:00 a.m. to 6:00 p.m. to explain the circumstance and request an appeal. TTY Relay calls are accepted by dialing 711 or 800-955-8771 or Spanish 877-955-8773. Customers may also send an email to inquiry@golynx.com or fax (407) 517-9537. The appeal will be referred to the LYNX Mobility Manager for review and determination. When a rider appeals a suspension, ACCESS LYNX will continue to provide service to the rider until the appeal is heard and decided. If the matter is not resolved to the customer's satisfaction, a hearing will be scheduled with the Deputy Director – Mobility Services during which the rider will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten (10) business days after the hearing.

- b. **Length of Suspensions** – Suspensions will be in proportion to the amount of usage by the rider and never extend past one (1) month per suspension.

7. DISPUTE PROCESS

Riders wishing to dispute specific No Shows or late cancellation occurrences must do so within five (5) days after the date of the dispatcher's phone call or the date indicated on any warning letter regarding such occurrences. Designated Mobility Services staff will review the information provided by the customer (or the customer's representative) and make a decision either to uphold the No Show/late cancellation or to excuse it. This decision will be made within ten (10) business days.

Separation of Authority -- The decision on an appeal will be made by a person or panel of people uninvolved with the initial decision to suspend service. Neither a subordinate of the person who made the initial decision, nor his or her supervisor, shall hear appeals.

ACCESS LYNX will notify the rider in writing of its final determination and will explain

in detail the reasons supporting such determination. The written notice will be provided in a format that is accessible for the rider.

8. CONCERNS INVESTIGATION

Thorough investigation of all concerns related to a rider's use of ACCESS LYNX paratransit service will take place in a timely manner. All rider concerns are documented and investigated with timely responses to riders with information about the outcome of the investigation. Customers may call the LYNX Main Line 407-841-2279, Option 3 for customer relations, Monday through Friday from 9:00 a.m. to 6:00 p.m. TTY Relay calls are accepted by dialing 711 or 800-955-8771 or Spanish 877-955-8773. Customers may also send an email to inquiry@golynx.com or fax (407) 517-9537.

