

## **No Show/Late Cancellation Policy**

### **No Show**

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.

### **Pickup Window**

The pickup window is defined as 15 minutes before the scheduled pickup time to 15 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 5 minutes after arrival for the rider to appear.

### **Late Cancellation**

A late cancellation is defined as either:

- a cancellation made less than 2 hours before the scheduled pickup time,
- a cancellation made at the door or,
- refusal to board a vehicle that has arrived within the pickup window.

### **No Show Due to Operator Error or Circumstances beyond a Rider's Control**

Harris County Transit does not count as no-shows or late cancellation any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at a location other than that which is requested by rider
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

Harris County Transit does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical Emergency
- Family Emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the Harris County Transit office as soon as possible for no-shows or late cancellations due to circumstances beyond their control.

## **Policy for Handling Subsequent Trips Following No Shows**

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

## **Suspension Policies for a Pattern or Practice of Excessive No Shows or Late Cancellations**

Harris County Transit verifies all no-shows and late cancellations to ensure accuracy before recording them in a rider's account. The Americans with Disabilities Act (ADA) of 1990, section 37.125(h) states that "The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary Paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips." Harris County Transit has established the following points-based process to enforce its late cancellation and no show policy.

### **Points System**

Based on the definitions in the Cancellations and No Shows section above, points are assessed for each occurrence of the following infractions:

- Advanced Cancellation: 0 points – Thank you!
- Same Day Cancellation: 0 points – If the trip is canceled more than 2 hours prior to scheduled pickup
- Late Cancellation: 1 point – If canceled less than 2 hours prior to scheduled trip
- No Show: 2 points

NOTE: Trips missed by the individual for reasons out of his or her control are not assessed points and are not used as a basis for determining if a pattern or practice of No Shows or Late Cancellations exists.

### **Violations**

No-Shows and Late Cancellations are recorded and accumulated each calendar month for purposes of enforcing the no show policy. Harris County Transit reviews total points assessed during each calendar month and calculates penalties as follows:

- 6 points in a 30 day period: Warning Letter
- 8 points in a 30 day period: Two (2) week suspension
- 24 points in a 60 day period: One (1) month suspension
- 48 points in a 180 day period: Three (3) month suspension

NOTE: The total number of points are tracked each year from January 1 through December 31. Each year, you start over from zero (0) points for no-shows/late cancellations.

To account for frequent ridership, penalties are NOT assessed if total No-Shows and Late Cancellations for the period are less than 10% of the rider's total trips.

Riders in violation of the Late Cancellation and No Show Policy will receive written notice of the violation including details of the pending suspension of service.

Riders will be given 15 days from the date of the notice to appeal the decision (see Appeals process) or to arrange for alternative transportation options during the suspension. Following the suspension period, riders will automatically be cleared to resume service.

Subscription service will not be automatically reinstated following a suspension. Please call Harris County Transit at 713-578-2216 to re-apply for subscription service.

### **Policy for Disputing Specific No-Shows or Late Cancellations**

Riders wishing to dispute specific no-shows or late cancellations must do so within 15 business days of receiving suspension letters. Riders should contact the Harris County Transit 713-578-2216, Monday through Friday from 8:00 a.m. to 4:00 p.m. to explain the circumstance and request the removal of the no-show or late cancellation.

### **Process for Appealing Proposed Suspensions**

All suspension appeals follow Harris County Transit appeal process:

- Riders wishing to appeal suspensions under this policy have the right to file an appeal request which must be in writing by letter or via e-mail to:

Harris County Transit  
8410 Lantern Point Drive  
Houston TX 77054

Or e-mail: [Transt@hctx.net](mailto:Transt@hctx.net)

- Riders must submit written appeal requests within 15 business days of the date of suspension letter.
- Riders who miss the appeal request deadline will be suspended from Harris County Transit service indicated in your appeal letter.
- Any service suspension imposed due to No Shows will begin five 5 business days from the date of notification of the sanction being imposed. The sanction is stayed pending the outcome of an appeal and transportation will be provided free to the appeals process.