

Union City Paratransit No-Show Policy (updated February 19, 2016)

Union City Paratransit understands that because trips are required to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Union City Paratransit also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips (or failing to cancel trips in a timely way) can lead to suspension of service. The following information explains Union City Paratransit's No-Show Policy.

Definitions of a No-Show, Pickup Window, and Late Cancellation

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 five (5) minutes.

Pickup Window

The pickup window is defined as the scheduled pickup time up to thirty (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 pickup window for the rider to appear.

Late Cancellation

A late cancellation is defined as either: a cancellation made less than two (2) hours before the scheduled pickup time or as a

cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

Union City Paratransit does not count as no-shows (or late cancellations) any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- 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 five (5) minutes

Union City Paratransit 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
- Power, Phone, or Mobile Network Outage

Riders should immediately contact Union City Paratransit when experiencing 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 (1) trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels those 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.

Policy for Disputing Specific No-Shows or Late Cancellations

Riders will be notified by phone each time they have no-showed (or late cancellation). Riders wishing to dispute specific no-shows (or late cancellations) must do so within three (3) business days of the scheduled trip. Riders should contact the Union City Paratransit at 510-476-1500, daily from 8 a.m. to 5 p.m., to explain the circumstance and request the removal of the no-show or late cancellation.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

Each verified no-show (or late cancellation) that is consistent with the above definitions counts as one (1) penalty point. Riders will be subject to a no-show violation after all of the following conditions are met:

- Accumulated three (3) penalty points in a 30-day period
- Have no-showed (or late cancelled) at least ten (10) percent of those trips

Progressive penalties for violations will be as follows:

- First violation in a calendar year: warning letter (no suspension of service)
- Second violation in a calendar year: seven (7) day suspension
- Third violation in a calendar year: fourteen (14) day suspension
- Fourth and subsequent violations in a calendar year: twenty-one (21) day suspension

Policy for Appealing Proposed Suspensions

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. Riders must submit written appeal requests within seven (7) business days of receiving suspension letters to:

Union City Paratransit
34009 Alvarado-Niles Road
Union City, California 94587

E-mail: transit@unioncity.org

Riders who appeal a suspension will be allowed to continue to use Union City Paratransit pending the outcome of the appeal hearing.

Riders who miss the appeal request deadline will be suspended from Union City Paratransit on the date listed on the suspension notice.