Capital Area Transportation Authority

No-Show Rules for Curb-to-Curb Services

Individuals using CATA's curb-to-curb services may receive sanctions if there is a pattern or practice of missing scheduled trips by not being at the pick-up location and boarding the vehicle when scheduled or by late cancellation of a scheduled trip. These missed trips are “no-shows.” Having three no-shows within thirty (30) days is considered a pattern or practice of no-shows. Sanctions for no-shows include suspension from use of curb-to-curb services, restrictions as to time or use of services to address the problem, or fines as an alternative to suspension or restrictions.

CATA’s curb-to-curb services include Redi-Ride, CATA Rural Service, Connector Services, the MSU Lot Link and Night Owl and other demand response services that may be established and designated as curb-to-curb.

Definition

The CATA vehicle is to arrive at the pick-up location within a fifteen (15) minute “on time” window that begins 5 minutes before the scheduled pick-up and ends 10 minutes after the scheduled pick-up time. The customer is to board promptly on arrival. After arriving within the “on time” window, the driver will wait up to five (5) minutes for a customer who is not at the pick-up location.

A no-show is defined as a customer’s failure to board a CATA vehicle that arrives on-time as well as a customer’s failure to timely cancel a scheduled trip, as follows:

- A customer will be considered a no-show if the CATA vehicle arrives within the “on time” window and the customer fails to board the vehicle within 5 minutes of arrival.

- A customer has a no-show if the customer cancels a scheduled trip without sufficient notice to CATA no later than four (4) hours prior to the scheduled trip. CATA’s curb-to-curb scheduling days are Monday through Saturday (excluding holidays). Generally, Tuesday through Saturday trips must be cancelled four (4) hours prior to the trip. Trips scheduled for Monday before 10:30 am must be cancelled by 5:00 pm on the prior Saturday. Trips scheduled for the day after a holiday, before 10:30 am, must be cancelled by 5:00 pm on the day prior to the holiday or by 5:00 pm on the Saturday prior to a Monday holiday. Holidays are New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

No-shows, including no-shows by late cancellations, waste CATA's resources and block other customers from scheduling or using curb-to-curb services.
Examples of No-Shows:

- A customer calls Wednesday morning and schedules a same day Redi-Ride trip for 3:00 pm later that day. The driver arrives at 3:02 pm and will wait five (5) minutes until 3:07 pm for the customer to board the vehicle. If the customer does not board, the customer is considered as having a no-show.

- A customer calls Saturday afternoon and schedules a Redi-Ride trip for 9:00 am the following Monday. The customer decides not to take the trip and cancels at 7:00 am on Monday morning. The customer is considered as having a no-show. In this example, the customer would have had to cancel by 5:00 pm on Saturday to avoid having a no-show.

- A customer calls Thursday morning and schedules a CATA Rural Service trip for the next day at noon. The vehicle arrives at 11:55 am. If the customer fails to board the vehicle within five (5) minutes, by Noon, the customer is considered as having a no-show.

- A customer calls Monday morning and reserves a CATA Rural Service trip for the next day, Tuesday at 11:00 a.m. The customer decides not to take the trip and calls at 8:00 am to cancel the trip. In this example, the customer would have a no-show, because the trip was not cancelled by 7:00 am.

**It is easy to cancel trips.**

CATA makes it easy to cancel trips! Please call 517-394-CATA (517-394-2282) four (4) hours prior to the trip to cancel and avoid having a no-show. Call to cancel by 5:00 pm on Saturday for trips the following Monday before 10:30am. Call by 5:00 pm the scheduling day before a holiday for a trip the day after the holiday.

**A No-Show May Cancel Other Trips on the Day of the No-Show**

If a customer has a no-show, then all other trips scheduled for the customer that day may be cancelled by CATA.

**Suspensions**

The decision to classify a no-show as excused or unexcused will be effective when made by the Paratransit Supervisor. A no-show may be excused due to extraordinary circumstances or cause beyond the customer’s control that could not have reasonably been anticipated. An excused no-show will not be considered a no-show.

Customers who accumulate three or more no-shows within a 30-day period will be subject to suspension of CATA curb-to-curb services, as follows:
• A third no-show within 30 days will result in a warning letter.

• A fourth no-show in 30 days will result in a suspension of CATA curb-to-curb service for one week.

• A fifth no-show in 30 days will result in suspension of CATA curb-to-curb service for two weeks.

• The sixth no-show and any subsequent violations will result in suspension of CATA curb-to-curb service for four weeks.

**Alternative Restrictions**

In unusual circumstances, where there is a pattern or practice of no-shows related to particular locations, events, times, or type of service, restrictions as to time or place of service may be imposed as a sanction to address the no-show problem. Such sanctions will only be imposed where there are multiple prior sanctions for having three or more no-shows within 30-day periods and where the Director of Operations has determined that restrictions as to time and place of service are appropriate to address the no-show problem.

**Alternative to Suspension**

A customer facing suspension from CATA’s curb-to-curb services may offer to pay CATA the cost that CATA sets for trips that are no-shows. As of August 2016, the cost is $25.00 per trip. This cost may be adjusted by CATA. CATA will refuse partial payments and may refuse to accept payment from customers with repeated sanctions. When CATA refuses to accept payment, the suspension will be enforced.

**Notification to Customers Regarding No-Shows Within 30 Days**

First no-show: CATA will contact the customer by phone and advise the individual of CATA’s no-show rules as well as the date and time of the customer’s no-show.

Second no-show: CATA will contact the customer by phone and letter with the dates and times of no-shows.

Third and subsequent no-shows: CATA will inform the customer by phone and a suspension letter informing the customer of the suspension with documentation of the no-shows within 30 days, the dates the suspension begins and ends, and information on appealing the suspension.

**Appealing a Proposed Suspension or Restrictions**

The customer, or a relative or friend authorized to act on the customer’s behalf, may appeal sanctions by filing a written appeal with the Paratransit Supervisor within fifteen (15) days of the date of the suspension letter. The Paratransit Supervisor will forward the appeal to the Customer Service Manager, who may conduct a review or appoint an individual or a panel of up to three
individuals to review the appeal. The individuals who review the appeal may not have been involved in the decision to suspend service or impose restrictions. The review process will include an opportunity for the customer and others involved to be heard and to present information and arguments. The customer who appeals shall be given written notification of the decision and the reason for the decision.

If an appeal is filed, sanctions will be postponed pending the outcome of the appeal.

An appeal may be denied as untimely if a customer fails to make the appeal within the fifteen (15) day time limit.

A decision made through the above appeal process shall be considered final, except that the CATA CEO/Executive Director shall have authority to review and reduce sanctions.