

## **MISSED SERVICES AND LATE CANCELLATION POLICIES**

Definition of “Missed Services” - All Late Cancellations (a cancellation made less than two (2) hours before the scheduled pick-up time) and No Shows (a trip for which a patron is not present at the prearranged location and has provided no advanced communication to the DAR about a schedule change).

For patrons who have 20% (calculated by dividing validated “Missed Services” by actual “taken trips”) or higher of “Missed Services” within any given month (from the 1<sup>st</sup> day to the last), and at least three (3) “Missed Services” during that month, will have the following sanctions imposed on a progressive basis:

1. 1<sup>st</sup> Sanction – Disciplinary phone call from the Paratransit Operations Manager
2. 2<sup>nd</sup> Sanction – Formal written correspondence from LAVTA, which will warn the patron that another month of excessive “Missed Services” will result in a 15-day suspension of the service.
3. 3<sup>rd</sup> Sanction – Formal notification of a 15 day suspension of the service. The proposed suspension dates will be no sooner than 20 days after sending the written correspondence to provide time for an appeal by the patron. The notification will warn the patron that another month of excessive “Missed Services” will result in a 30-day suspension of service.
4. 4<sup>th</sup> Sanction – Formal notification of a 30 day suspension of the service. The proposed suspension dates will be no sooner than 20 days after sending the written correspondence to provide time for an appeal by the patron. The notification will warn the patron that another month of excessive “Missed Services” will result in a 60-day suspension of service.
5. 5<sup>th</sup> Sanction – Formal notification of a 60 day suspension of the service. The proposed suspension dates will be no sooner than 20 days after sending the written correspondence to provide time for an appeal by the patron. The notification will warn the patron that another month of excessive “Missed Services” will result in a 90-day suspension of service.
6. 6<sup>th</sup> Sanction – Formal notification of a 90 day suspension of the service. The proposed suspension dates will be no sooner than 20 days after sending the written correspondence to provide time for an appeal by the patron. This notification will warn the patron that another month of excessive “Missed Services” will result in another 90-day suspension of service.

Sanctions will be administered progressively for each month that the infractions continue. The number of months which exceed the 20% and 3 “Missed Services” rate will be calculated over a rolling 24-month period.

The patron has seven (7) calendar days after the date of the missed service placard to informally appeal to change a “Missed Service” to an “Excused Missed Service” to the Dial-A-Ride Operations Manager (placards cannot be used if the pick up location is a public place). The patron also has seven (7) calendar days after the date of the suspension notification to appeal the suspension in writing.

The patron is not penalized for no-shows or late cancels that occur because of verified sudden emergencies, which make it impossible for the patron to cancel more than two (2) hours before the trip. The patron is also not penalized for being a No Show if the ride arrived late (after the end of the pick up window) or if the vehicle was dispatched to a wrong address.

No Shows and Late Cancellations prevent other passengers from obtaining rides and prevent Dial-A-Ride from operating effectively. To avoid penalties, please cancel a trip you do not plan to take as soon as you know you do not want that ride, at least two (2) hours before the scheduled pick-up time.

**Cancellation Telephone Number**

To cancel your trip, call 455-7510.