



## Excessive No-Show Policy

The following policy is designed to provide a systematic response for persons who establish a pattern or practice of missing scheduled trips. The intent is to:

- Encourage users to cancel as far in advance as possible trips they do not intend to make.
- Inform users how their no-shows affect other users and the service.
- Remind forgetful users of their responsibilities.
- Stop misuse of service by a few people.

### No-Show / Late Cancellation Violations

In accordance with Section 137.25 of the ADA regulations, AAATA will record customer no-shows, cancel at door and late cancellations as **no-shows** and may suspend riders who establish a pattern or practice of missed trips, whether trips are advanced reserved, same day or subscription trips.

### Definitions

1. **A no-show** occurs when the vehicle arrives at the correct pickup location within the scheduled pick-up window and the rider fails to board or appear.
2. **A late cancellation** occurs when a customer cancels a scheduled trip on the day of the trip. A same day cancel is considered a no-show if the trip is cancelled within 30 minutes or less of the trips scheduled arrival time.

There are good reasons for some same-day cancellations and even an infrequent no-show. But a high rate of cancellations or no-shows reduces the amount of service available for others and can disrupt service and should not be permitted. This policy is to establish a graduated response to persons who demonstrate a pattern of excessive missed trips.

**Excessive No-Show Threshold:** No-Show are considered *excessive* when a rider:

- **No-shows** Fifteen (15%) percent or more reservations in a month with at least three (3) no-shows in the month.
- **Cancel at the Door:** Fifteen (15%) percent or more reservations in a month with at least three (3) no-shows in the month.
- **Late cancellations:** Twenty (20%) percent or more reservations in a month with at least five (5) late cancellations in the month.

# No-Show Violation Responses

## Step 1

---

The rider may be sent a notice informing them of their trip record, as well as penalties for continued violations. A copy of this policy is included the first time a customer receives a Step 1 notice.

## Step 2

---

Violations within 3 months of receiving a Step 1 notice may incur a Step 2 Letter of Suspension. Step 2 penalties are:

- **A one (1) week suspension**

## Step 3

---

Violations within 3 months of receiving completing a Step 2 suspension may incur a Step 3 Letter of Suspension. Step 3 penalties are:

- **A two (2) week suspension**

## Step 4

---

Violations within 3 months of receiving completing a Step 3 suspension is considered excessive and may incur a Step 4 Letter of Suspension. Step 4 penalties are:

- **Thirty (30) day suspension**

## Continued Violations

Continued violations within three months from receiving completing a Step 4 suspension are considered excessive may result in successive one (1) month suspensions. Missed trip records are reset to zero if no violations are incurred within a three-month period from receiving a violation notice and or completing a suspension.

Revised June 15, 2022,

Page **2** of **3**

# RIGHT TO APPEAL

**Most trip disputes can be resolved by contacting AATA and discussing the specifics of your situation. Missed trips found to be invalid or beyond your control will be removed from your trip record.**

**Persons facing suspension, however, have the right to be heard and present any information and arguments regarding their case. Formal appeals are conducted by AAATA's Manager of Mobility Services. Appeal hearings are held at 2700 S. Industrial Hwy. Ann Arbor Mi. 48104.**

- A-Ride service is available for persons requesting an in-person appeal hearing.
- Customers may bring a representative to their appeal with them.
- Relevant documentation and or personnel will be made available for the appeal.
- Imposed penalties are stayed pending the outcome of an appeal.

**THE FOLLOWING STEPS MUST BE FOLLOWED IN ORDER LISTED BELOW OR YOU WILL LOSE THE OPPORTUNITY TO APPEAL THE SUSPENSION.**

## **APPEAL**

If you disagree with your suspension, you may appeal that decision. To make your appeal you must make either a verbal or written request to the Paratransit Coordinator. This must be received within 15 calendar days from issuance of your suspension notice. You will be notified in writing of your appeal decision.

## **Contact Information**

Address: Ann Arbor Transportation Authority  
2700 S. Industrial Hwy. Ann Arbor  
Mi. 48104  
Attention: A-Ride Appeals

Manager Of Mobility Services: (734) 794-1702 – Office  
(734) 973-6338 – Fax  
(734) 973-6997 – TDD

