Purpose:
The purpose of the policy is to increase service availability, improve performance standards and conserve resources by establishing an administrative process to identify and suspend for AnchorRIDES eligible riders who establish a pattern or practice of missing or late canceling scheduled trips, except where the trips are missed for reasons that are not under their control.

Definitions:
Cancel at Door: A trip is called off by the rider or rider’s representative when the driver reaches the pick up location. Policy penalty points are assessed if reason is within the control of the rider or rider’s representative.

Late Cancel: A trip called off two (2) or less hours by the rider or rider’s representative from the scheduled pick up window impacting scheduling and efficient operations. Policy penalty points are assessed if reason is within the control of the rider or rider’s representative.

No Show: A rider fails to appear at the agreed pick up-point for vehicle boarding and the driver has waited at least five (5) full minutes within the scheduled pickup window. Policy penalty is assessed if reason is within the control of the rider or rider’s representative.

Scheduled Time: The agreed time for a trip pick up between AnchorRIDES and the rider. This time is used to determine the pick up window.

Pick Up Window: The agreed on span of time when riders are to be ready for pick up and when drivers can arrive and be considered on time that is fifteen (15) minutes before and after the scheduled time.

Suspension: Temporary loss of transportation service on AnchorRIDES. Trips may not be booked or performed during periods of suspension.

Policy:
AnchorRIDES policies are available in the rider guides for the following services: ADA Paratransit, Senior Citizens, Eagle River Connect and HCB Medicaid Waiver. Riders are required to schedule trips the day before and up to seven days in advance. AnchorRIDES is a shared ride service and advance notice works to increase service availability and decrease ride lengths and late trips for all passengers.

Riders are also required to cancel trips at least 2 hours prior to the scheduled time. Trips scheduled by riders’ representatives such as agency staff, caregivers or guardians are subject to the same penalties.
NO SHOW AND LATE CANCELLATION POLICY)

If no show or cancel at the door occurs on the first leg of a trip, all later rides for the day will not automatically be canceled. It is the rider’s responsibility to cancel each individual ride no longer needed. Failure to cancel rides will result in penalty points. Each trip that is no-showed is assessed independently in accordance with ADA regulations. Riders will be assessed no-show points for each trip they no-show regardless of whether there are multiple no-shows for the same day.

AnchorRIDES provides staff coverage during all hours of operation for riders to call regarding their trips that are occurring on the same day of service at 343-2550. Additionally, there is a 24-hour Cancellation Line for leaving messages to cancel any scheduled trip at 343-2548.

Penalty Assessment:
AnchorRIDES will track scheduled trips, no shows and late cancellations by each rider. The following points will be assigned:
- Late cancel: 1 point
- No-Show: 2 points

AnchorRIDES will identify riders who have, within a thirty (30) day period, no shows and late cancellations which meet both of the following criteria:
1. No shows/late cancellations represent ten percent (10%) or more of their scheduled trips;
And
2. The rider has six (6) or more no shows or late cancel points.

Suspension:
Customers incurring excessive missed trips as defined above are subject to suspension for a reasonable period of time. Repeated violations of this Policy will cause the length of suspensions to be increased. The following suspension periods shall apply to violations of this Policy that occur within the same rolling 6-month period.

<table>
<thead>
<tr>
<th>Points</th>
<th>Minimum % of trips</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>10</td>
<td>Warning letter</td>
</tr>
<tr>
<td>12</td>
<td>10</td>
<td>7 day suspension</td>
</tr>
<tr>
<td>18</td>
<td>10</td>
<td>14 day suspension</td>
</tr>
<tr>
<td>24</td>
<td>10</td>
<td>30 day suspension</td>
</tr>
</tbody>
</table>

Appeal:
If a rider is assessed a no show penalty, it can be appealed. All appeals must be received in writing by postal mail, fax or e-mail within ten (10) days of the notification letter date. The
MUNICIPALITY OF ANCHORAGE
PUBLIC TRANSPORTATION DEPARTMENT
AnchorRIDES TRANSPORTATION SYSTEM

NO SHOW AND LATE CANCELLATION POLICY

AnchorRIDES Contract Administrator or designee will make a decision within five (5) business days. Appeals are made to the Public Transportation Department, Customer Service Division:

Public Transportation Department
Attn: AnchorRIDES
700 W. 6th Ave., Suite 109
Anchorage, AK 99501

E-mail: AnchorRIDES@muni.org
Fax: (907) 343-4042

Accommodations for individuals unable to prepare written appeals are available on request by calling (907) 343-7433. If the rider is not satisfied with the administrative decision, a formal appeal can be made to the AnchorRIDES Appeal Committee. The request for an appeal must be received before the beginning of the suspension date. An appeal hearing will be scheduled within thirty (30) days. The rider or representatives, in person or in writing, may present evidence or testimony at the hearing. The rider will be notified in writing or accessible format within five (5) business days of the Appeal Committee’s decision and the effective dates of the penalty, if applicable. Riders may continue to use AnchorRIDES service while an appeal is pending. Recording of no shows and late cancellation infractions will continue during the time period under appeal, and additional penalties may apply if infractions continue.

Procedure:

AnchorRIDES drivers will wait for passengers for five minutes within the on-time pick-up window. AnchorRIDES drivers are required to make reasonable attempts to locate and alert riders who may not be able to identify a waiting vehicle. AnchorRIDES Transportation is required to ensure that the special instructions for alerting riders are included on run manifests or electronic trip transmissions and are available to drivers and dispatchers. If the driver is not able to make in-person contact with the customer, they will notify dispatch and will make a reasonable effort to locate and alert the customer by telephone. Dispatchers will ensure the vehicle is within the pick up window, verify the correct vehicle location, and ensure special instructions or alerts have been reviewed. If contact is not made with the customer and at least five minutes has elapsed from the time of the driver’s arrival within the pick-up widow, the dispatcher will instruct the driver to depart the pick-up location and record the customer as a “no-show” on the manifest.

Riders who are located or contacted by driver’s dispatcher and who indicate they are not ready or will not be traveling as scheduled will also be recorded as no-shows. AnchorRIDES must enter notes into the trip record related to each no-show and late cancellation recorded. Riders who do not call and cancel at least two hours prior to the negotiated pick-up time will be recorded as “late cancels,” which is considered a form of no-show.

AnchorRIDES will review all no-shows and late cancellation to ensure that the process was followed properly and an accurate count is represented. AnchorRIDES will then use the Trapeze Suspension module to process trip data and generate notification and suspension letters for mailing. The notification and suspension mailings will contain a list of the trips considered as penalties, a copy of the policy, and appeal information.
AnchorRIDES will use a variety of tools to research rider trip records such as staff notes, rider or caregiver notes, vehicle GPS location data and phone recordings. Any no show or late cancellation that is found to be in error or beyond the rider’s control will be recorded as excused from the rider trip records.

AnchorRIDES will provide staff coverage during all hours of operation for riders to call regarding their trips that are occurring on the same day of service at 343-2550. Additionally, there will be a 24-hour Cancellation Line for leaving messages to cancel any scheduled trip at 343-2548.

AnchorRIDES staff will be available during normal business hours to assist with strategies to avoid no show and late cancellations, to explain policy, research penalty trips by calling 343-7433, Monday – Friday during normal business ours.

References:
- U.S. DOT regulations under the Americans with Disabilities Act of 1990, specifically 49 CFR 37.125(h).
- AnchorRIDES Rider Guides