



DDOT MetroLift and New Freedom Client No-Show Advisory

Effective: September 2017

The U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulation allows transit agencies to suspend, for a reasonable period of time, the provision of service to riders who establish a pattern or practice of missing scheduled trips, also known as no-shows.

A No-Show trip is defined as any one of the following:

- *Driver's wait time exceeds five (5) minutes*
- *Client cancels at the door*
- *Client is not at the agreed upon pick-up location*
- *Client fails to cancel two or more hours in advance of scheduled trip*
- *Client fails to cancel subsequent trips (i.e. you are scheduled for a round trip, a pick-up trip is canceled, but not the return trip)*

Upon earning three (3) no-shows, the client will receive a written notice. This written notification will serve as a warning that service may be suspended if additional no-shows are incurred.

In the event a client reaches five (5) no-shows or no-shows 15% of their scheduled trips in a thirty (30) day period (whichever is greater), the client will be suspended from using these services. The client will receive a written Notification of Suspension of Service based on no-shows. The dates of the No-Show violations will be cited, along with the effective beginning and ending dates of the suspension.

A client has the right to appeal a written Notification of Suspension of Service. The client must notify DDOT in writing of his or her intent to appeal a Notification of Suspension of Service within ten (10) calendar days of the date of the notification letter.

DDOT, in accordance with ADA, will not base a suspension of service on any trips missed by a rider for reasons beyond his or her control.

