



Connection No-Show and Late Cancellation Policy

A no-show occurs when the vehicle arrives during your scheduled pickup window time, and you fail to board the vehicle. If you "no-show" or cancel the first leg of a trip, the corresponding return trip WILL NOT be automatically canceled. You must call PTC customer service line, or use one of Palm Tran PTC's automated systems, and cancel the trip yourself. If you do not cancel that trip and a no-show occurs, it will be coded as a valid no-show and count towards the accumulation of violations.

PTC defines a valid No-Show when all six (6) of the following circumstances have occurred:

- The eligible customer has scheduled a trip on PTC's service.
- On the day of the trip, there has been no notice by the customer to cancel the scheduled trip 90 minutes before the start of the pickup window time.
- The paratransit vehicle has arrived on time at the scheduled pickup point within the specified pickup window time.
- The customer has failed to board the vehicle within five (5) full minutes after the driver's arrival. The five (5) minute wait time begins when the vehicle arrives within the agreed pick up window time and location.
- The driver has waited and made a good faith effort to locate the customer. (The driver cannot lose sight of the vehicle, nor enter the location of your pick up).
- The driver has contacted a Palm Tran dispatcher who has made one last attempt to contact the customer through the phone number on file. At this point, the driver will attempt to place a No-Show tag on the door indicating the date and time of arrival and departure. An attempt to leave a No-Show tag will only be made at a private residence that is located on the ground level.

Please be ready and waiting to board a PTC vehicle at the start of your scheduled "pickup window." The driver will wait only five (5) minutes for you to board. If you are not ready to board, you may be charged with a "no-show."

If your disability makes it impossible for you to board the vehicle within five (5) minutes, please notify PTC so your (5) minute boarding requirement can be reviewed and extended if necessary.

Cancellation Category

Advance Cancellation

An advance cancellation is a cancellation that occurs up to 1 hour 30 minutes (90 minutes) before the start of the customer's scheduled pickup window time.

Late Cancellation

A late cancellation is any trip canceled less than 1 hour 30 minutes (90 minutes) before the start of the customer's scheduled pickup window time.

Service Infraction

A Service Infraction is defined as a demonstrated pattern of service disruptions as a result of a customer missing scheduled trips. Late cancellations and no-shows are a serious disruption of service. PTC's overall no-show percentage is 3% of trips scheduled annually, and late cancellations account for 10% of PTC's scheduled trips annually.

Clients will receive a service infraction when 15% or more of their scheduled trips are no-shows or late cancellations within one month.

Circumstances beyond the control of the customer such as sickness, weather, etc. will be taken into consideration and may be considered an excused late cancellation or no-fault no show, and would not count towards a service infraction.

Example Demonstrated Pattern of Service Infraction

A client has 14 scheduled trips in one month. Out of those 14 scheduled trips, 1 trip is a no-show, and 4 trips are late cancellations. This client's infraction percentage would be calculated as 5 divided by 14, resulting in an infraction percentage of 35.71%. This client would receive a service infraction for exceeding the 15% standard.

Service Infraction Escalating Disciplinary Action

A continued pattern of service infractions within a 12-month rolling period will result in escalating disciplinary action. The first service infraction will result in a warning letter. The second service infraction will result in a 7-day suspension and a 14-day suspension of subscription service. The third service infraction will result in a 14-day suspension and a 30-day suspension of subscription service. All subsequent Service Infractions will result in a (30) thirty-day service suspension and a loss of subscription service.

Customers will receive (2) two-weeks' notice of any suspension in writing. Initially, a warning letter will be issued in an attempt to modify the demonstrated pattern or practice of chronic No-Shows and Late Cancellations. Notice of suspension will include the dates of all valid no-shows.

Note:

For the safety of all of our passengers and operators, passengers who cause physical injury to another passenger or the operator will be immediately suspended for a maximum of fourteen (14) calendar days or until an appeal is completed. A second incident involving the injury of another passenger or operator will result in permanent service termination.

Appeal Process

A passenger who disputes the basis for a suspension of service or eligibility, as outlined in this Rider Guide, will be afforded an opportunity to appeal the decision before their suspension or their service denial

Appeal Request

Customers must complete an Appeal Request Form and submit the completed form by (1) mail, (2) fax, or (3) E-mail. Appeal requests, written statements, and supporting documentation are NOT accepted by phone. The completed appeal form must be postmarked within 60 days of the date of the service suspension determination letter. Appeal requests and supporting documents must be mailed, faxed, or e-mailed to one of the following:

Palm Tran Connection

Attn: Operations Manager, Appeal Process

50 S Military Trail, Suite 101 West Palm Beach, Florida 33415

Email: palm-ptcappeals@pbcgov.org

