

RESOLUTION NO. 1997 - 186

AUTHORIZING THE REPLACEMENT OF THE GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY'S (GCRTA) EXISTING AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT SERVICE NO SHOW POLICY WITH A REVISED POLICY WHICH CLARIFIES THE TERMS AND DELINEATES CUSTOMER RESPONSIBILITIES, SERVICE INFRACTIONS AND APPEAL PROCESSES.

WHEREAS, Federal Transit Administration (FTA) regulations pursuant to the Americans with Disabilities Act (ADA) require certain Paratransit services to be provided as a complement to fixed-route service; and

WHEREAS, the FTA regulations address the problem of no shows which deny other ADA eligible persons travel opportunities; and

WHEREAS, GCRTA desire to optimize its Paratransit resources to transport eligible ADA customers and reduce incidences of persons not properly using their scheduled trips; and

WHEREAS, the existing (1993) no show policy requires replacement to clarify terms of no shows, trip cancellations, customer responsibilities, service infractions and appeal processes.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority that:

Section 1: The definitions of the terms no show, cancellations and customer behavior be revised to reflect customer responsibilities, penalties for infractions and establish an ADA appeals process for conflict resolution as described in Attachment A.

Section 2: If the Paratransit vehicle operator fails to arrive 15 minutes before or after a customer pickup time, such an incident will not be classified as a customer No Show.

Section 3: This resolution shall take effect immediately upon its adoption.

Attachment A: Americans with Disabilities Act (ADA) Paratransit Service No Show, Cancellations and Customer Behavior Policy.

Adopted: \_\_\_\_\_ October 21 \_\_\_\_\_, 1997

  
\_\_\_\_\_  
President

Attest:   
\_\_\_\_\_  
General Manager and Secretary/Treasurer

## ATTACHMENT A

### AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT SERVICE NO SHOW, CANCELLATIONS AND CUSTOMER BEHAVIOR POLICY.

#### PURPOSE AND SCOPE

This policy replaces the no-show policy introduced in the 1993 Update of the ADA Complementary Paratransit Plan. It addresses the Authority's concern with optimizing paratransit resources to transport eligible ADA customers and reduce incidences of persons not properly using their scheduled trips. Non-productive paratransit trips incur an average cost of \$27.85 per trip (1997 dollars), generate no passenger fares, and deny other ADA eligible persons travel opportunities. Customer behavior items parallel the Authority's commitment to customer security and safety.

The following topics require attention to improve paratransit service and achieve the ADA goal of providing quality accessible public transportation to individuals with disabilities.

#### NO-SHOW (NOT SHOWING FOR A SCHEDULED TRIP)

A paratransit customer would commit a NO-SHOW service infraction if:

- a) a customer fails to show 15 minutes before or after a scheduled pick-up time.
- b) a customer declines to make his/her scheduled trip once the vehicle has arrived.
- c) a customer is not ready for their trip when the vehicle arrives at the scheduled time. Persons not ready due to medical appointment delays are exempted.

Penalties for committing a number of No-Shows include the suspension of service for a period of time for those scheduled trips not taken.

Reinstatement of eligibility for paratransit service may be obtained through participation in the RTA's ADA Appeals Process.

#### CANCELLATIONS

Customers may cancel their scheduled paratransit trip up to thirty (30) minutes before their pick-up time. It is preferred that cancellations are made at least 24 hours in advance so that other ADA eligible persons may use the available trip time for their travel needs.

Late cancellations, defined as a customer calling in less than thirty (30) minutes before a scheduled trip, are another burden on the paratransit operation. While not as serious as no-shows, late cancellations also deprive other ADA eligible persons the opportunity to schedule their paratransit trips.

Penalties for continued abuse of the cancellation of scheduled paratransit trips may include the suspension of service for a period of time.

Reinstatement of eligibility for paratransit service may be obtained through participation in RTA's ADA Appeals Process.

### **CUSTOMER BEHAVIOR**

All RTA customers are to be provided safe, reliable and courteous transportation services. It is considered abusive and illegal behavior if any person attacks, endangers, injures or otherwise harms another customer or employee. Abusive behavior includes either physical or verbal harmful activity. RTA also considers it abusive behavior when a person willfully damages property of another customer, employee or the Authority.

Therefore, in order to provide safe ADA paratransit service, the following restrictions are incorporated to insure the safety of the service:

- a) No person utilizing the Paratransit service shall fail to comply with any reasonable requests made by a Paratransit operator.
- b) No persons shall restrict, obstruct or abuse the operator of a Paratransit vehicle while the Paratransit operator is performing his/her duties.
- c) No person utilizing the Paratransit Services may harass or abuse other passengers or anyone else on the Paratransit vehicles.

Penalties for violation of the above will result in immediate suspension of service for violent activity and may include further legal action. Repeated occurrences of abusive behavior will result in permanent loss of service.

Reinstatement of service eligibility may be obtained through participation in RTA's ADA Appeals Process.

Attached are RTA's ADA administrative procedures related to the above policy.