



LIFT Policy	
Title: Same Day Trip Time Changes	ATP-007
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1.0 Purpose

To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. TriMet LIFT’s ADA Paratransit Customer No Show/Late Cancellation policy is part of an effort to bring our customers more efficient paratransit service, and to be current with Federal Transit Administration findings and best practices. However, for circumstances outside of a customer’s control (detailed on pages 2-3), LIFT recognizes that allowing the flexibility to reschedule a pick-up from the same reserved address, when the pick-up was missed or is not able to be achieved for the rider, may eliminate the program inefficiencies that result from requiring a customer to no-show a trip before LIFT will exercise it’s No Strand Policy or reschedule the pick-up to a later time, with advance notice.

This policy is intended to complement TriMet LIFT’s Customer No Show and No Strand policies.

2.0 Definitions

No Show - a No Show is when all of the following criteria are met:

- A LIFT-eligible customer has a scheduled trip on LIFT; **AND**
- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip 61 minutes or more before the pick-up window; **AND**
- The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window; **AND**
- The driver cannot locate the customer within 5 minutes, or the driver locates the customer and announces their arrival, but the rider fails to appear within five minutes; **AND**
- LIFT dispatch is notified. At this time, dispatch will verify that the operator is at the correct location.

Late cancellations and cancellations at the door, as defined below, will also be treated as No Shows.

Advance Cancellation - when the customer (or the customer's representative) calls and cancels a specific scheduled trip **at least 61 minutes prior** to the pick-up window.

Late Cancellation - the customer (or the customer's representative) does not call to cancel a specific scheduled trip at least 61 minutes prior to the pick-up window. Late cancellations will be treated as No Shows.

Cancellation at Door - when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick-up window and the customer (or the customer's representative) notifies the driver at that time that they no longer need the scheduled trip. These are considered No Shows.

3.0 Regulatory Basis

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 paratransit service to riders who establish a pattern or practice of missing scheduled trips, also known as No-Shows. In permitting suspensions, the DOT ADA regulation acknowledges that paratransit riders who repeatedly fail to appear for their prearranged rides can have a detrimental effect on operational efficiency, cost, and the quality of the service for other riders.

The Americans with Disabilities Act (ADA) Department of Transportation (DOT) regulations at 49C.F.R § 7.125(h) and 49C.F.R. Part 37, App. D, § 37.125 provide this specific guidance.

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.131(b), paratransit service must be provided to eligible individuals on a next-day response time. While transit systems are permitted to use real-time scheduling, it is not required. Where same-day service is provided, it is often a premium service. Because paratransit is a shared ride, allowing riders to change their drop-off locations or times on the same day of the scheduled trip could lead to late pickups or drop-offs for other riders. Therefore, this service is provided by TriMet LIFT as a premium service to riders, and this policy is subject to change at the discretion of TriMet.

No Shows Beyond Customer's Control

The ADA does not allow transit agencies to base a suspension of service on any trips missed by a rider for reasons beyond his or her control, including trips missed due to transit agency error or lateness. Those trips may not be a basis for determining that a pattern or practice of missing scheduled trips exists. Therefore, trips cancelled for reasons that are beyond the customer's control will not be considered by TriMet LIFT as No Shows, and flexibility will be offered to riders who must reschedule their pick up as a result of one of the reasons listed below:

- Family emergency
- Illness that precluded the rider from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the rider
- Rider's appointment ran long and did not provide opportunity to cancel in a timely way (for example, a medical appointment, court appointment, social service appointment, or Rider was required to stay at work later due to no choice of their own, customer's flight was delayed, etc.)
- Another party cancelled rider's appointment
- Rider's mobility aid failed
- Sudden turn for the worse in someone with a variable condition
- Adverse weather impacted rider's travel plans, precluding the rider from cancelling (or rescheduling in the case of late start or late opening for a worksite) in a timely manner

Additional issues beyond the rider's control, include Transit agency error, which may not be

counted as a rider no-show, and includes but is not limited to:

- Vehicle arrived late, after the pickup window
- Vehicle arrived early, before the pickup window, and rider was not ready to go
- Vehicle never arrived
- Vehicle went to the wrong location
- Driver didn't follow correct procedures to locate the rider
- Rider cancelled in a timely way but the cancellation was not recorded correctly or wasn't transmitted to the driver in time

Although No Shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel (or reschedule) scheduled trip(s) in a timely manner. It is the customer's responsibility to provide the reasoning for not canceling a trip. Contact should be made with TriMet LIFT dispatch as soon as reasonably possible so that No Shows occurring beyond a customer's control can be excused and trips can be rescheduled before a vehicle is sent to perform the originally scheduled trip, resulting in a waste of resources. Lack of any contact with LIFT Dispatch will result in a No Show record remaining intact and may lead to a service suspension as detailed in the TriMet LIFT No Show policy.

4.0 Responsibilities:

Reschedule Request:

As soon as is practicable, a LIFT customer should notify LIFT Dispatch of their need to reschedule their same day pick-up **to a later time**, due to a reason beyond the customer's control (reason must be provided). If LIFT Central dispatch determines that the reason is within the allowable reasons for a same day time change, a No-Show will not be recorded and the new trip will be entered into the scheduling software, providing the customer with a new pick up window.

Consistent with LIFT's No Strand Policy, Dispatch will accommodate the customer's time change request within 120 minutes of the request, if the request is for an imminent trip. Requests made more than two hours in advance will be negotiated with the customer for a time that is within 60 minutes of the requested time.

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.131(b), paratransit service must be provided to eligible individuals on a next-day response time, therefore same day trips (or same day trip changes) are offered as a premium service. Because paratransit is a shared ride service, allowing riders to change their drop-off times on the same day could lead to late pickups or drop-offs for other riders, therefore limiting same day trip changes should be the goal of customers and dispatchers. Because this is a premium service provision, a "denial" will not be recorded if LIFT cannot accommodate the customer's requested time change.

If there are subsequent trips in the day that must be amended due to the initial trip change, dispatch will also make those changes.

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