

# TTA Paratransit

## No-Show Administrative Policy

1. A warning notice will be sent to TTA Paratransit participants after the first documented no-show or one-hour cancellation.
  - Written notice will be sent by certified mail.
  - It will include specific dates and details of the no-show and/or one-hour cancellation.
  - Reference shall be made to USDOT Final Rule 49CFR Part 37.125(h) and a copy attached.
  - Recipient shall be informed that two additional no-shows and/or one-hour cancellations within sixty-day temporary loss of TTA Paratransit privileges.
  
2. A suspension notice will be sent when two additional no-shows and/or one-hour cancellations occur within sixty days of receipt warning notice.
  - Written notice will be sent by certified mail.
  - It will include specific dates and details of the no-shows and/or one-hour cancellations.
  - Reference shall be made to USDOT Final Rule 49CFR Part 37.125(h) and a copy attached.
  - Recipient shall be informed that TTA Paratransit privileges are cancelled beginning the day noticed is received.
  - A second letter shall be mailed at the end of the period of cancellation notifying recipient that Paratransit privileges are reinstated. The reinstatement letter shall also notify recipient that if two additional no-shows and/or one-hour cancellations occur within sixty-days of reinstatement Paratransit privileges will be cancelled permanently.
  
3. A cancellation notice will be sent when two additional no-shows and/or One-hour cancellations occur within sixty days of the date that TTA Paratransit privileges are reinstated after suspension.
  - Written notice will be sent by certified mail.
  - It will include specific dates and details of the no-shows and/or one-hour cancellations.
  - Reference shall be made to USDOT Final Rule 49CFR Part 37.125(h) and a copy attached.
  - Recipient shall be informed that TTA Paratransit privileges are cancelled beginning the day noticed is received.