



Orange Public Transportation ADA Paratransit No-Show Policy

The mission of Orange Public Transportation (OPT) is to provide quality and efficient ADA paratransit service to passengers while complying with the Americans Disabilities Act (ADA). No Shows, as well as late cancellations, result in wasted trips that could have been used by other passengers. It is the policy of Orange Public Transportation to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-Shows have on the services provided to other passengers.

Procedures

Orange Public Transportation schedules pick-up and return trips separately. We will assume all scheduled return trips are needed unless notice is given by the passenger. If a passenger is a No-Show for the first trip of the day, Orange Public Transportation will automatically cancel subsequent trips for the day. If, however, the passenger does not need the return or other subsequent trip(s), they will need to cancel them as soon as possible out of courtesy for other riders.

If a passenger has been transported to his/her destination but is a "no-show" when the bus returns, the passenger will not be stranded; however, no pick-up window will be guaranteed. Return trips that are not canceled will be counted as a No-Show.

Definitions

The Orange Public Transportation definition of a "No-Show" is any time a driver goes to pick up a customer and he or she decides not to use the service or is not at the pick-up site and has not called to cancel his/her trip at least one (1) hour before the scheduled pick-up time. Customers who call at least one (1) hour before their scheduled pick-up will not be charged with a "No-Show."

If a vehicle arrives at the scheduled location within the scheduled pick-up time window and the bus operator cannot reasonably see the customer approaching the vehicle after waiting three (3) minutes, passengers will be charged with a "No-Show."

We understand emergencies do occur, and "No-Shows" for reasons that are beyond the passenger's control will not be counted. Examples of excused "No-Shows" include but are not limited to:

- Accidents
- Family emergency
- Personal Care Attendant who did not arrive on time to assist the rider
- External acts beyond the control of humans (flood, earthquake, etc.)



“No-Shows” are not excused when the trip is not canceled at least one (1) hour prior to the scheduled pick-up time and is missed for one of the following reasons:

- Passenger did not want to travel today
- Passenger received another ride
- Passenger did not contact the OPT administrative offices to convey that they were not planning to travel.

Should you encounter an emergency situation, please contact Orange Public Transportation as soon as possible to alert transit staff of your circumstances. Taking these proper steps may prevent your trip from being recorded as a “No-Show” and deter from any possible service suspensions.

No Show Policy:

Three (3) “No-Shows” within a 90-day period will result in suspension from the service for up to a period of one (1) month.

Appeal Process:

If you have been suspended from service and you feel information regarding your “No-Show” is incorrect, you have the ability to submit an appeal. You can appeal in writing to Orange Public Transportation, and a representative will contact the passenger within five (5) working days of receiving the notification to schedule a time to visit regarding the appeal. Appeals are granted at the discretion of the Transportation Administrator.

All appeals must be submitted in writing within 30 days. Please include the time, date and pickup address of the “No-Show” ride you are appealing.

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