



## GoPasco Paratransit Missed Trips Policy

Pasco County Public Transportation (GoPasco) provides demand-response transportation services to qualified individuals. These customers are required to reserve specific pickup and drop-off times through the GoPasco advance reservation service. This allows GoPasco effectively to plan trips during operating hours providing services to as many customers as possible.

On occasion, a customer may not be able utilize a scheduled trip. When this occurs, the customer is required to give notify GoPasco they no longer want the trip. Additionally, GoPasco recognizes that emergency situations occur and may cause the customer to give a short cancellation notice or no notice at all. When a no-show or a late cancellation occurs, this places a strain on GoPasco services because a vehicle and driver will make a non-productive trip that could have gone to another customer. GoPasco recognizes this is normally a rare event that may occur with any customer.

However, when a customer repeatedly misses trips it places a serious strain on GoPasco services. To prevent this behavior, GoPasco established this process to warn or suspend customers who show a pattern or practice of missing scheduled trips on a regular basis and a method of determining whether a missed trip is beyond a customer's control.

GoPasco will record each customer no-show, late cancellation, and cancel at door as a missed trip classified by the definitions below. Customers with excessive missed trips may be suspended from services for a reasonable time period. This policy applies to both advance reservation and subscription trips. A no-show due to GoPasco error does not count as a missed trip.

### Terms and Definitions:

1. **Trip:** any scheduled demand-response, contract, or subscription service ride between one pick-up location and one drop-off location.
2. **No-Show:** a customer fails to board the GoPasco vehicle after the vehicle arrives for a scheduled trip during the thirty (30) minute pick-up time window, which starts fifteen (15) minutes before and ends fifteen (15) minutes after the negotiated pick-up time. Drivers will attempt to contact the customer and will wait five minutes after they arrive before recording the customer as a no-show.
3. **Late Cancellation:** the customer or their representative calls to cancel a scheduled trip less than two (2) hours prior to the pickup time. Early morning trips scheduled before 6:30 a.m. that are cancelled by 4:30 a.m. the same day are not considered late cancellations. Scheduled trips where the customer calls GoPasco during non-business hours to leave a message cancelling the trip are not considered late cancellations.
4. **Cancel at Door:** when the paratransit vehicle arrives at the pick-up location for a scheduled trip within the thirty (30) minute pick up window and the customer or their representative notifies the driver at that time that they no longer need the scheduled trip. As GoPasco cannot determine the customer's



needs, the driver will not cancel any other trips booked for the customer that day; this is the customer's responsibility.

5. Missed Trips: any no-show, late cancellation, or cancel at door trips.
6. Missed Trips Beyond a Passenger's Control: This is when a trip is missed for reasons beyond the customer's control. These include events such as a sudden illness, a family or personal emergency, an appointment delay, or another unforeseen reason where it is not possible to call GoPasco to cancel the trip in time or to take the trip when the driver arrives as scheduled. Customer should still make every effort to cancel scheduled trips in a timely manner. It is the customer's responsibility to provide GoPasco the reason for not canceling a trip as soon as possible, but no later than 30 days after the missed trip. Missed trips beyond a passenger's control will not be considered missed trips. If a missed trip is due to a customer receiving life-sustaining treatment, such as kidney dialysis, GoPasco will not consider the trip a missed trip.
7. Pattern or Practice of Missed Trips: when 30% or more of a customer's booked trips in a thirty (30) day period are missed trips. If a customer books ten (10) or fewer trips in a thirty (30) day period, three (3) or more missed trips will show a pattern or practice of missed trips.

#### **Cancelling a Scheduled Trip:**

1. Customers are responsible for cancelling any trips they no longer want or need.
2. Customers will call 727-834-3322, use the Ecolane online tool, or use the Ecolane app at least two (2) hours prior to the scheduled pick-up time window to cancel a trip. Early morning trips scheduled before 6:30 a.m. should be cancelled no later than 4:30 a.m. the same day. Customer may call GoPasco during non-business hours to leave a message cancelling the trip as well. It is solely the customer's responsibility to notify GoPasco of all cancellations.
3. GoPasco schedules pick-up and return trips separately and assumes all scheduled return trips are needed unless told otherwise (as per 4 below) by the customer or their representative.
4. If a pick-up trip is a no-show, late cancellation, or cancel at door, GoPasco will not cancel other trips for that customer on the same day unless told to do so by the customer. Drivers are not allowed, by policy, to cancel future trips; the customer must contact GoPasco by phone, use the Ecolane online tool, or use the Ecolane app. If the return trip is also a no-show, the customer will be assessed two (2) no-shows that day.

#### **Suspension or Termination of Services Due to a Pattern or Practice of Missed Trips:**

A customer who misses 30% or more of their booked trips in a thirty (30) day period due to no-shows, late cancellations, or cancels at door has shown a pattern or practice of missed trips. If a customer books fewer than ten (10) trips in a thirty (30) day period, three (3) or more no-shows, late cancellations, or cancels at door has shown a pattern or practice of missed trips. These customers can be warned, suspended from service, or have their service terminated based on the how often this policy was violated during the prior twelve (12) month period, as noted below. All communications from GoPasco regarding a violation of this



policy will be sent by Certified return receipt U.S. Mail.

1. After the first violation within twelve (12) months, the customer will receive a warning letter notifying them of the offense along with a copy of this policy. The customer will no longer be able to schedule subscription trip service at this time. The customer must now call in for any trips beyond the next two weeks to receive service.
2. After the second violation within twelve (12) months the customer will be suspended from service for seven (7) calendar days.
3. After the third violation within twelve (12) months the customer will be suspended from service for fourteen (14) calendar days.
4. After the fourth violation within twelve (12) months the customer will be suspended from service for twenty-one (21) calendar days.
5. For every subsequent violation within twelve (12) months the customer's service will be suspended for thirty (30) days.

**Examples of what would and would not constitute a pattern and or practice of missed trips:**

Example 1: A customer books twenty (20) trips in the month of April but does not show up for six of the trips. The customer never calls in to cancel any trips, nor do they call to state why the trips were missed. This customer has shown a pattern or practice of missed trips because the customer had six no-shows, and those no-shows represent 33% of the total trips booked within thirty (30) days, above the 30% limit.

Example 2: A customer books ten (10) trips in the month of September but cancels two (2) trips at their door because they forgot to cancel them. The customer calls GoPasco each time they cancel at the door to state they do not need their scheduled return trip home several hours later. This customer has not shown a pattern and practice of missed trips because the customer only had two (2) missed trips, which is 20% of their scheduled trips in the 30-day period, below the 30% limit. Missing the two (2) return trips home do not count as missed trips because the customer called in giving at least two (2) hours' notice of the cancellation.

**Notification and Right to Appeal:**

1. GoPasco will send the notification letter of suspension by U.S. return receipt Certified Mail. The letter will list each missed trip.
2. Suspensions go into effect fourteen (14) calendar days from the date the notification letter of suspension was sent.
3. The notification letter of suspension will state the date the suspension begins and the date the customer will receive service again.
4. Any customer suspended or terminated from demand response service can appeal the suspension to the Director of Public Transportation.
5. The appeal letter must be received in writing by GoPasco at least seven (7) calendar days before the



suspension or termination is scheduled to begin.

6. In the appeal letter, the customer should list their name, address, phone number, and date of birth. The customer should explain why they believe the suspension or termination was given in error, or why they should be excused from serving the suspension or termination. The customer should include any documentation supporting their case.
7. If a customer requires assistance with the appeal process, they can contact GoPasco at 727-834-3322. A GoPasco staff member will help the customer complete the appeal over the telephone. If the GoPasco staff member helps the customer write the appeal letter, the customer must sign the letter before GoPasco will accept it.
8. The customer must mail or hand-deliver the appeal to:

**GoPasco**  
**Director of Public Transportation**  
**8620 Galen Wilson Boulevard**  
**Port Richey, FL 34668**

9. Upon receipt of the appeal letter, the Director of Public Transportation will respond to the customer within fourteen (14) calendar days by Certified U.S. Mail. The customer will continue to receive demand response service while the appeal is under consideration.
10. If the Director of Public Transportation upholds the suspension or termination, GoPasco will continue to provide service to the customer for fourteen (14) calendar days so they can arrange other transportation.
11. If the Director of Public Transportation upholds the suspension or termination, but the customer needs transportation to obtain life sustaining treatment, GoPasco will continue to provide service to and from life sustaining treatment until the customer can arrange other transportation. This service will stop after 30 days with no extensions allowed.