



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY



No-Show and Late Cancellation Policy

Presented to 2010 APTA BUS & PARATRANSIT CONFERENCE

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Connecting with Customers

In only 5 months since the MetroAccess No-Show Policy was fully introduced, 1,000 to 2,000 additional passengers each month are being connected with dispatch or a vehicle operator.



MetroAccess No-Show Policy Overview

Policy
Thresholds
Penalties

- **No-Show Policy Description**

Review
Process

- **No-Show Review Process**

Statistics
Reviews
Connections

- **Recent No-Show, Late Cancellation, and Cancel at Door Statistics**



No-Show & Late Cancellation Thresholds

Policy

Thresholds

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- **No-Show**: customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window
 - one (1) penalty point
- **Late Cancellation**: customer cancels a trip less than two hours before the start of the 30-minute pick-up window
 - one-half (1/2) a penalty point
- **A customer is suspended if ALL of the following requirements are met:**
 - booked 10 trips or more in a calendar month*
 - no-showed or late cancelled at least 10% of the calendar month's trips*
 - accumulates 3 or more penalty points in the calendar month

*A trip cancelled more than two hours before the start of the pick-up window will not be counted in the total number of trips booked, nor will it receive penalty points.



No-Show & Late Cancellation Penalties

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- All suspensions based on penalty points incurred during 1 calendar month
- All suspension periods begin on a Monday
- All penalty point counts are reset to zero on January 1
- Suspension Progression:

Violation	Length of Suspension
First violation in the calendar year	Warning letter
Second violation	7 days (1 week)
Third violation	14 days (2 weeks)
Fourth violation	21 days (3 weeks)
Fifth and subsequent violations	28 days (4 weeks)



No-Show Review Process

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- **100% review of all No-Shows and Cancel at Doors**
- **Customers can call to initiate an investigation if they:**
 - believe they have been incorrectly No -Showed
 - were No-Showed due to a situation beyond the customer's control
- **No-Shows, Late Cancels, and Cancel at Door can be Invalid or Excused**
 - **Invalid No-Show:** any deviation in No-Show procedure by MetroAccess
 - **Excused No-Show:** customer missed their trip due to circumstances beyond their control

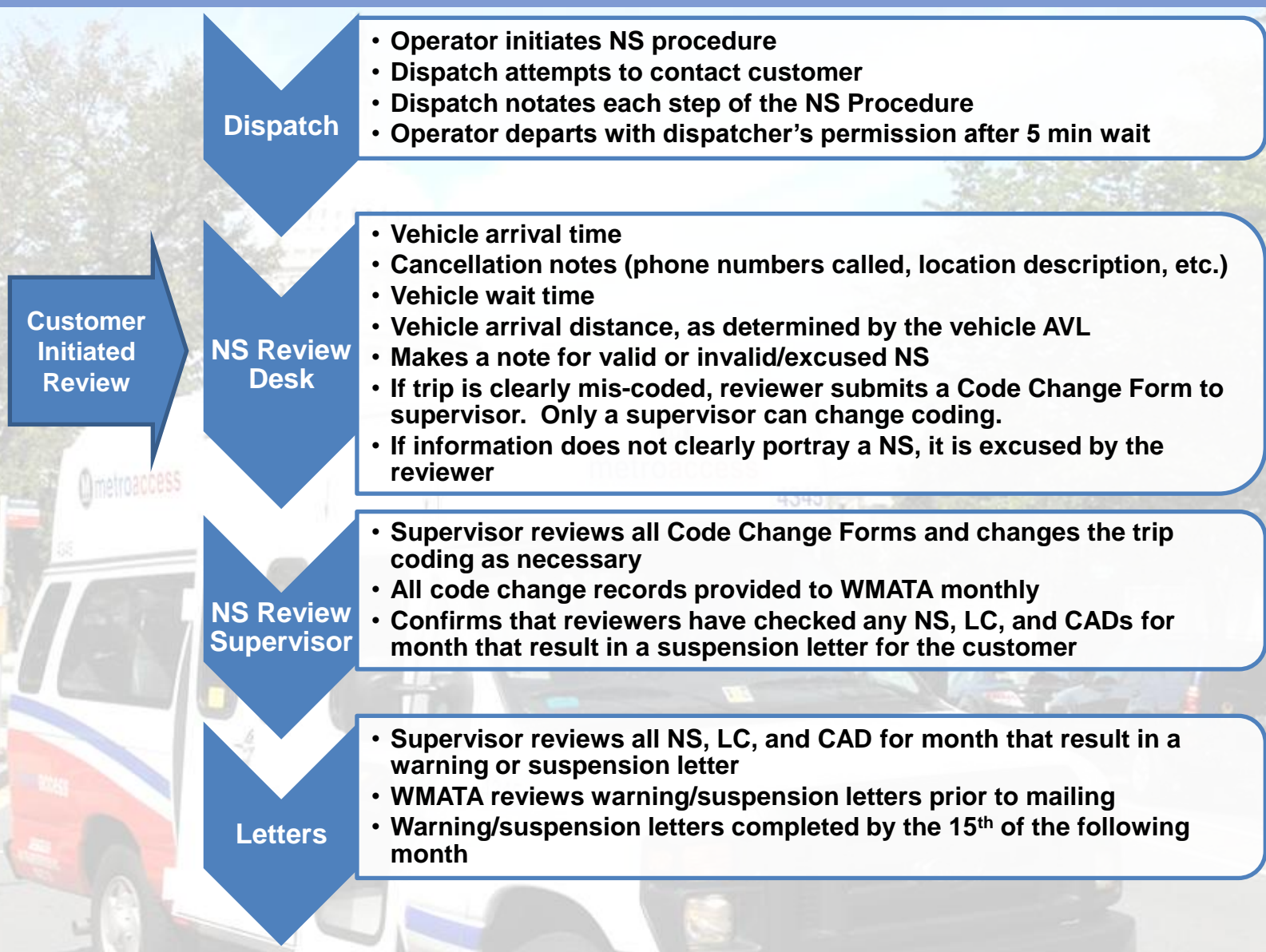


No-Show Review Process

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- Dispatch**
- Operator initiates NS procedure
 - Dispatch attempts to contact customer
 - Dispatch notates each step of the NS Procedure
 - Operator departs with dispatcher's permission after 5 min wait

- NS Review Desk**
- Vehicle arrival time
 - Cancellation notes (phone numbers called, location description, etc.)
 - Vehicle wait time
 - Vehicle arrival distance, as determined by the vehicle AVL
 - Makes a note for valid or invalid/excused NS
 - If trip is clearly mis-coded, reviewer submits a Code Change Form to supervisor. Only a supervisor can change coding.
 - If information does not clearly portray a NS, it is excused by the reviewer

- NS Review Supervisor**
- Supervisor reviews all Code Change Forms and changes the trip coding as necessary
 - All code change records provided to WMATA monthly
 - Confirms that reviewers have checked any NS, LC, and CADs for month that result in a suspension letter for the customer

- Letters**
- Supervisor reviews all NS, LC, and CAD for month that result in a warning or suspension letter
 - WMATA reviews warning/suspension letters prior to mailing
 - Warning/suspension letters completed by the 15th of the following month



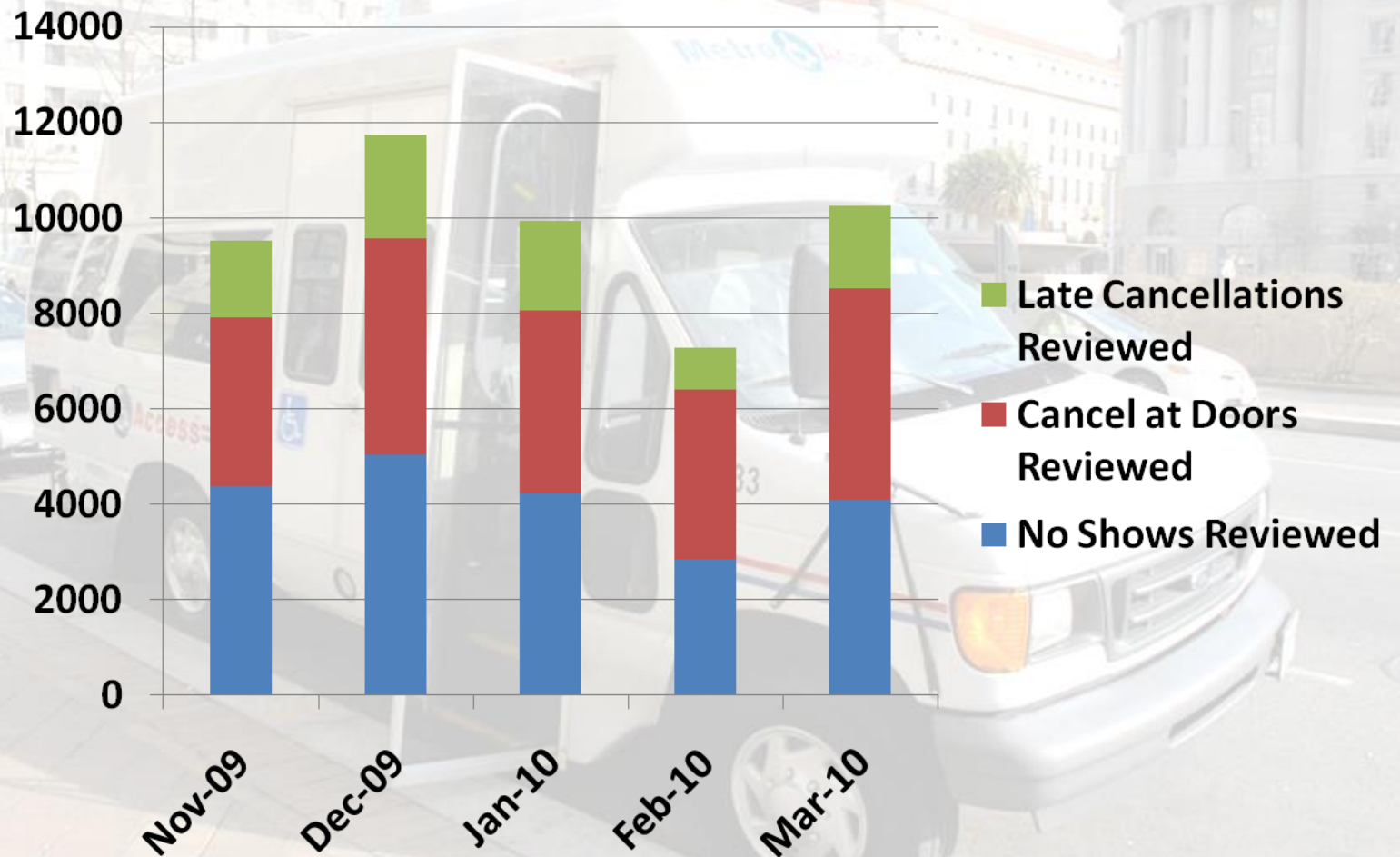
No-Show, Late Cancel, and Cancel at Door Reviews

of Late Cancels, Cancel at Doors, & No-Shows Reviewed by Month

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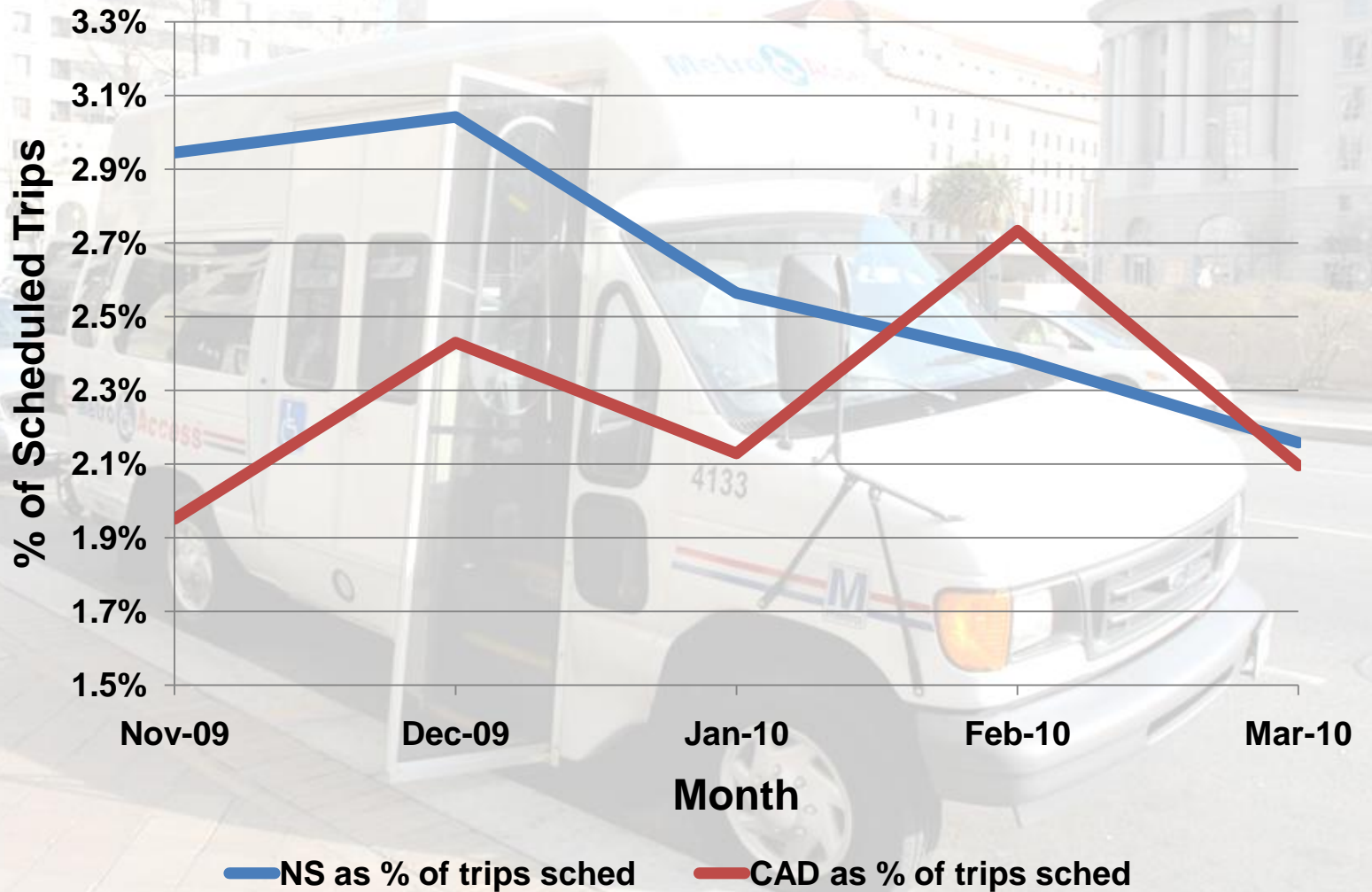
Connecting with Customers

MetroAccess No-Shows and Cancel at Doors as a % of Trips Scheduled

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MetroAccess No-Show Summary

Policy
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- **Customers are assessed penalty points for No-Shows, Cancel and Doors, and Late Cancellations according to a carefully crafted system**

Review
Process

- **All No-Shows and Cancel at Doors are closely reviewed for accuracy**

Statistics
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- **MetroAccess No-Show Policy has sparked system improvement and increased service/customer connectivity in only 5 months**



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QUESTIONS?