

**RADAR**

540.343.1721



Helping transportation disadvantaged individuals.

Serving the Greater Roanoke Valley for over 3 decades.

800-964-5707

[RadarTransit.org](http://RadarTransit.org)**VALLEY METRO  
STAR**

(SPECIALIZED TRANSIT ARRANGED RIDES)  
ADA COMPLIMENTARY PARATRANSIT SERVICE  
CONTRACTED WITH RADAR BY VALLEY METRO  
NO-SHOW AND CANCELLATION POLICY (EFFECTIVE MAY 11, 2009)

No-Show Policy

## Purpose

The purpose of this policy is to set forth the procedure for informing users of the Specialized Transit Arranged Ride (STAR) service, as provided by Roanoke Area Dial A Ride (RADAR), about the importance of scheduling service appointments and the penalty of being suspended or barred from paratransit service for individuals who fail to correct a pattern of excessive no shows. The American with Disabilities Act (ADA) of 1990, under 49 CFR Section 37.125 (h), allows for such policies in specific instances. The procedure that follows conforms to ADA regulations. The American with Disabilities Act (ADA) of 1990, under 49 CFR Section 37.125 (h), allows for such policies in specific instances. The procedure that follows conforms to ADA regulations.

## Definition

In this policy, a no-show is defined as (1) failure to be at the scheduled pick-up location within five (5) minutes of the arrival of the vehicle, or (2) failure to cancel your reservation by giving RADAR at least one (1) hour, no more than twenty-four (24) hour notice that you will no longer need a scheduled trip.

## Procedure

When a person has scheduled paratransit service through RADAR, he/she has the responsibility to be ready to board the vehicle when it arrives or to cancel the trip no less than one (1) hour, no more than twenty-four (24) hours before the scheduled pick-up time. To cancel a trip, you must call the RADAR office no later than 5:00 p.m., Monday through Friday, 540-343-1721, Extension 3.

**If you are considered a "no-show", all other trips you have scheduled for that day will be cancelled.**

The following penalties will be imposed for No Shows:

A cumulative total of three (3) no shows in a twelve (12) month period will result in being suspended from the STAR service for a seven (7) day period; three (3) no shows in a subsequent twelve (12) month period will result in a fourteen (14) day suspension; a third set of three (3) no shows in a twelve (12) month period will result in being barred from the STAR service for a twelve (12) month period. After the twelve (12) month period, the prospective rider will be eligible to reapply for services.

The following steps leading up to the imposed penalties will be taken for each set of three (3) no show infractions:

- 1) First (1<sup>st</sup>) No Show- A warning letter serving as a reminder of the No Show Policy will be mailed to the rider.
- 2) Second (2<sup>nd</sup>) No Show- A second (2<sup>nd</sup>) warning letter will be sent to the rider confirming a scheduled meeting with the Assistant General Manager, Valley Metro, in order to establish an action plan to avoid

future no shows. The meeting will be at the Valley Metro office located on 1108 Campbell Ave, SW, Roanoke, Virginia 24032. The rider may call the Valley Metro offices at 540-982-0305 Monday through Friday between 8 a.m. and 4 p.m. to either reschedule the meeting or decline to meet.

- 3) Third (3<sup>rd</sup>) No Show- A third (3<sup>rd</sup>) no show within a twelve (12) month period will result in the rider being either suspended or barred from the STAR service. The rider will have five (5) weekdays from the date of the letter to contact the Valley Metro offices at 540-982-0305 Monday through Friday between 8 a.m. and 4 p.m. to schedule an appeal to the decision to be suspended or barred.
- 4) These same steps will be followed for the second and third sets of no show infractions.

**NOTE FOR MEDICAL/HEALTH APPOINTMENT TRIPS: It is important that you or a staff person of the medical/health facility notify RADAR by telephone if you will not be ready for your return trip within five (5) minutes of your scheduled pick up time. This call must be made no less than thirty (30) minutes prior to your scheduled pick up time. If this call is not made and the RADAR vehicle arrives and you are not ready to leave, you will be charged with a no-show.**

### Cancellation Policy

#### Purpose

The purpose of this policy is to set forth the procedure for informing users of the Specialized Transit Arranged Ride (STAR) service, as provided by Roanoke Area Dial A Ride (RADAR), about the importance of scheduling service appointments and the penalty of being suspended or barred from paratransit service for individuals who fail to correct a pattern of excessive cancellations. The American with Disabilities Act (ADA) of 1990, under 49 CFR Section 37.125 (h), allows for such policies in specific instances. The procedure that follows conforms to ADA regulations.

#### Definition

A ride not taken is considered a cancelled trip and not a “no show” if the rider calls to cancel the trip no less than one (1) hour, no more than twenty-four (24) hours in advance of the scheduled pick-up time.

#### Procedure

When a person has scheduled paratransit service through RADAR, he/she has the responsibility to be ready to board the vehicle when it arrives or to cancel the trip no less than one (1) hour, no more than twenty-four (24) hours before the scheduled pick-up time. While unexpected events will occur resulting in a rider having to cancel their scheduled trip with RADAR, it is expected that these cancellations be held to a minimum. To cancel a trip, you must call the RADAR office no later than 5:00 p.m., Monday through Friday, 540-343-1721, Extension 3.

A cumulative total of six (6) cancellations in a twelve (12) month period will result in being suspended from using the STAR service for a seven (7) day period; six (6) cancellations in a subsequent twelve (12) month period will result in a fourteen (14) day suspension; a third set of six (6) cancellations in a twelve (12) month period will result in being barred from the STAR service a twelve (12) month period. After the twelve (12) month period, the prospective rider will be eligible to reapply for services.

The following steps leading up to the imposed penalties will be taken for each set of six (6) cancellations:

- 1) After three (3) canceled trips within a twelve (12) month period, a warning letter serving as a reminder of the Cancellation Policy will be mailed to the rider, confirming a scheduled meeting with the Assistant General Manager, Valley Metro, in order to establish an action plan to avoid future cancellations. The meeting will be at the Valley Metro office located on 1108 Campbell Ave, SW, Roanoke, Virginia 24032.

The rider may call the Valley Metro offices at 540-982-0305 Monday through Friday between 8 a.m. and 4 p.m. to either reschedule the meeting or decline to meet.

- 2) After six (6) canceled trips within a twelve (12) month period, a letter will be sent to notify the rider that he or she has been either suspended or barred from the STAR service. The rider will have five (5) weekdays from the date of the letter to contact the Valley Metro offices at 540-982-0305 Monday through Friday between 8 a.m. and 4 p.m. to schedule an appeal to the decision to be suspended or barred.
- 3) These same steps will be followed for the second and third sets of cancellation infractions.