

**REDDING AREA BUS AUTHORITY
BOARD POLICY**

SUBJECT	RESOLUTION NUMBER	POLICY NUMBER	EFFECTIVE DATE
Demand Response Late Cancellation	RABA-131	120	5/18/98

BACKGROUND

The Redding Area Bus Authority's (RABA) Demand Response system has a history of late cancellations and is in need of a policy to address the issue.

Demand Response books rides up to two weeks in advance. Of all the rides booked for service, approximately 25 percent are canceled and 30 percent of all canceled rides occur less than 24 hours before the scheduled ride time. Late cancellations create a reservation hole that is difficult to fill.

A 25 percent cancellation rate is fairly common throughout the transit industry, but having a high percentage of these cancellations occurring less than 24 hours before the service day creates a large disruption of service, a reduction in actual ridership, and a decrease in service productivity.

A late cancellation is defined as "the cancellation of any booked ride later than 3 p.m. prior to the day of service." The 3 p.m. limit allows time for staff to adjust driver manifests prior to the end of the working day and before the schedules are prepared for the next day. In addition, a clear time limit is established (as opposed to a 24-hour limit that would change depending on what time the ride was booked). While late cancellation policies vary throughout the transit industry, generally this policy allows for an accumulation of late cancels resulting in a series of warning letters and finally a denial of service much like the current no show policy.

Unlike no shows, unforeseen circumstances could arise that would force a client to make a late cancellation (i.e. illness, last minute appointment change, etc.). The following policy takes this into account and allows the client ample opportunity to modify his/her behavior prior to suspension.

PURPOSE

To establish a late cancellation policy for Demand Response.

POLICY

The policy and procedure for dealing with passengers who cancel their trip request later than 3 p.m. prior to the day of service is as follows:

1. Upon an accumulation of 2 late cancellations in a 14-day period a warning letter will be sent.

2. A second accumulation of 2 late cancellations in a 14-day period will be followed by a stronger letter warning that the use of Demand Response will not be available to this person if the pattern continues.
3. Following a third accumulation of 2 late cancellations in a 14-day period the individual will be suspended from using Demand Response for a period of thirty (30) days.

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