



Proposed 2025 Revised SolTrans ADA Paratransit No-Show Policy

SolTrans ADA Paratransit No-Show Policy ensures riders receive efficient paratransit service by keeping trip resources available for everyone. In accordance with ADA regulations, SolTrans has developed the following policy to address no-shows and late cancellations.

A no-show is recorded each time a paratransit rider either misses their scheduled trip or cancels with less than one (1) hour's notice before the scheduled pick-up time. Riders who establish a pattern or practice of no-shows may be temporarily suspended from using the service.

Cancellations

Cancellations are accepted up to one (1) hour before the scheduled trip. Trip cancellations received less than one hour before the scheduled pickup time are also recorded as no-shows. Subsequent trips after a no-show are not canceled automatically and could result in additional no-shows. Please cancel all trips you cannot take.

No-Show Policy

A no-show occurs when the vehicle arrives within the scheduled pick-up window, and the rider is either absent, not ready to board within five (5) minutes, or declines the trip. A pattern or practice is established if the rider no-shows three (3) or more trips within 30 days, and the number of no-shows exceeds 10% of total scheduled trips. Penalties increase every 30 days that the passenger exceeds the no-show threshold.

Penalties

- 1st instance – Passenger will receive a phone call and a warning letter reviewing the policy, exceptions, and number of no-shows and scheduled trips within the last 30 days.
- 2nd instance – Passenger receives a 14-day suspension.
- 3rd instance and after – The suspension duration increases by 7 days for each instance, up to 28 days total suspension.
- Penalties reset after one (1) year

No-Show Notifications

Passengers will be notified in writing of every no-show. A warning letter will only be sent if no-shows exceed the threshold of three (3) or more trips in 30 days which exceed 10% of total trips.

No-Shows Beyond a Passenger's Control

Passengers are not responsible for no-shows resulting from sudden illness, family or personal emergency, transit connection or appointment delay, extreme weather conditions, bus operator error, or other unforeseen reasons for which it's not possible to cancel in time or take the scheduled trip. It is the passenger's responsibility to notify SolTrans of no-shows beyond their control.

Suspensions

Upon the 2nd instance of the passenger exceeding the no-show threshold, a suspension letter will be mailed proposing to suspend service within two weeks and outlining the appeals process. The suspension letter will specify the basis of the proposed suspension, including the dates and times of no-shows leading to the proposed suspension, as well as the beginning and ending dates of the proposed suspension.

Appeals

Passengers facing suspension have the right to appeal and will be provided with information about the appeal process in their suspension letter. Appeals must include the passenger's name and contact information. A hearing will be scheduled within 30 days of receipt of the appeal. The proposed suspension will be put on hold until the appeal decision is made.



Proposed 2025 Revised SolTrans ADA Paratransit No-Show Policy

SolTrans must receive the appeal before the proposed suspension period starts. File the appeal by contacting SolTrans Administration by phone, mail, or by completing the Leave a Comment form on the SolTrans website:

SolTrans
311 Sacramento Street
Vallejo, CA 94590
707-736-6990 option 2
SolTrans.org

At the hearing, the passenger will have an opportunity to be heard and present information and arguments. If desired, the passenger may be accompanied by another person to assist them in presenting their information and arguments. The appellant, or their representative, will be provided with accessible transportation to and from the hearing free of charge upon request. The passenger is not required to attend the hearing in person, and may present their information and arguments in writing, by telephone conference call, or via a representative to present on their behalf. Within 30 days after the hearing, the passenger will be informed in writing of the outcome of the appeal.

For more information about the policy, contact:

Angel Anderson
Program Assistant/Deputy Clerk
SolTrans
311 Sacramento St.
Vallejo, CA 94590
707-736-6990 option 2