City of Las Vegas Meadow City Express
Resolution No. 19-46

A RESOLUTION ESTABLISHING AND ADOPTING A CITY OF LAS VEGAS MEADOW CITY EXPRESS PASSENGER NO-SHOW AND LATE CANCELATION POLICY

WHEREAS, the City of Las Vegas Meadow City Express is committed to providing safe, responsible and timely origin-to-destination transit services to the passengers of the Meadow City; and

WHEREAS, the passengers of Meadow City Express are expected to abide by the administrative process set forth by Meadow City Express and in accordance with the Department of Transportation (DOT) Americans with Disabilities Act (ADA) rules and regulations to maintain effective and efficient transit services for the community; and

NOW, THEREFORE BE IT RESOLVED THAT the Governing Body of the City of Las Vegas hereby approves the City of Las Vegas Meadow City Express No-Show and Late Cancelation Policy and directs distribution to all passengers; and

IT IS FURTHER RESOLVED THAT this No-Show and Late Cancelation Policy shall be effective October 30, 2019.

PASSED, APPROVED AND ADOPTED by the City of Las Vegas Governing Body this 16 day of October, 2019.

Tonita Gurule-Giron, Mayor

ATTEST:

Casandra Fresquez by DS
Casandra Fresquez, City Clerk

APPROVED AS TO LEGAL SUFFICIENCY ONLY:

Esther Garduno-Montoya, City Attorney

CITY OF LAS VEGAS

MEADOW CITY EXPRESS

RESOLUTION NO. 19-46

NO SHOW AND Llate CANCELATION POLICY

TABLE OF CONTENTS

I. INTRODUCTION

II. PURPOSE

III. APPLICABILITY

IV. DEFINITIONS

V. SCHEDULING

VI. NO-SHOWS AND LATE CANCELLATIONS

VII. PASSENGER SUSPENSION PROCESS

I. INTRODUCTION

Meadow City Express' mission is to provide Origin-to-Destination transit services to passengers while complying with Federal Rules and Regulations for transit service. To encourage responsible trip scheduling and use, the ADA (Americans with Disabilities Act) allows public transit systems to establish and enforce a No-Show Policy. The No-Show Policies and Procedures for Meadow City Express (MCE) were developed in accordance with 49 CFR Section 37.125 of the Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations.

II. PURPOSE

It is the policy of Meadow City Express to record each customer's Permanent Scheduled No-Shows and apply appropriate sanctions when customers establish a pattern or practice of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-Shows have on the service provided to other passengers.

III. APPLICABILITY

This policy applies to all transit system passengers that are on a permanent and non-permanent schedule.

IV. DEFINITIONS

A No-Show occurs anytime the rider is not available to board a vehicle within three (3) minutes after the vehicle arrives for a scheduled pick-up. The No-Show definition includes rides that were not properly cancelled. Each No-Show is documented and the passenger is responsible to pay the No-Show fare before riding the Meadow City Express bus again. Late cancellations occur anytime a rider does not cancel at least one (1) hour prior to their scheduled pick-up.

V. SCHEDULING

Meadow City Express is a Demand Response Transit System that requires scheduling twenty-four (24) hours in advance for permanent schedules and non-permanent schedules. Scheduling up to a week in advance is acceptable and may be done every Wednesday after 2:00 p.m. Once a passenger has been placed on a permanent schedule as per their request, the passenger will not be required to continue to call for that set schedule unless they are cancelling the pick-up or there is a route change that day. Non-Permanent scheduling will be required to call for pick-ups according to the twenty-four (24) hour in advance notice.

VI. NO-SHOWS AND LATE CANCELLATIONS

Any cancellations must be done at least one (1) hour prior to pick-up but no less than one (1) hour. Late cancellations will be counted as "no-shows" due to the same operational impact as a no-show. If cancellations are done accordingly, there will be no fee. If the passenger does not show or cancel within the required time frame, they will be charged a fee. If the passenger holds

a pass, they will receive one (1) punch for each no show/late cancellation. If the passenger does not have a pass, they will be required to pay the regular fee of $0.75 for each no show/late cancellation.

Trips that are cancelled late or no-shows due to circumstances beyond the passenger's control would not be grounds for sanctions.

VII. PASSENGER SUSPENSION PROCESS

If the Permanent Schedule Passenger has had three (3) No-Shows or three (3) Late Cancellations they will no longer be scheduled as a Permanent Scheduled Passenger and their services will be suspended. Before service is suspended, the Dispatcher will call and notify the passenger that they are going to be removed from the permanent schedule and the passenger will be notified in writing outlining the reasons for removal and the total amount owed. Meadow City Express must provide the passenger an opportunity to appeal the decision. The letter will contain an Administrative Hearing Request Form for the passenger to complete and get it back to the Meadow City Express office within ten (10) days. The passenger may call the office at any time within the ten (10) days to set up the hearing if they are having trouble getting the form back within the time frame allotted.

The passenger may continue to ride as a non-permanent if they pay the amount owed in full and abide by the rules of a non-permanent passenger which requires scheduling twenty-four (24) hours in advance for every ride and/or until their hearing has taken place and a determination has been made accordingly.

PASSED, APPROVED, AND ADOPTED THIS DAY 16 **OF** October, 2019.

Tonita Gurule-Giron, Mayor

Ann Marie Gallegos, Interim City Manager

Attest:

City Clerk

Approved as to legal sufficiency only:

Esther Garduno-Montoya, City Attorney