



Service Infractions

Manage your service usage and suspension policies with ease.



Effectively monitoring and enforcing your suspension policies greatly reduces the no-shows, late cancellations, and missed trips that negatively impact the quality of your service.

Service Infractions helps you monitor and manage abuse of transit services, quickly identifying clients who adversely affect the efficiency and cost of delivering service. Our browser-based solution streamlines the implementation of your suspension policies through integration with PASS scheduling software, automates parts of the suspension management process, and gives you more flexibility to modify suspensions.

Overview

Eliminate Manual Work and Easily Verify Infractions

- Sets up policy sequence between warnings and suspensions, preventing suspension without advance warning; provides option to investigate infractions immediately, instead of waiting until end of the month
- Creates and manages missed trip policies with specific date ranges, threshold time periods, (rolling time windows or fixed periods – monthly, quarterly, yearly)
- Defines infractions by specific schedule statuses (e.g. late cancellations, no shows, at-door cancellations), service types (ADA, Medicaid, Dial-A-Ride, etc.), providers, trip purposes, and behavior types
- Allows for appeals of suspension and suspension periods; adjusts decisions according to investigation outcome; enables user to specify a day of week when suspensions should begin

Effectively Manage Client Information

- Maintains complete records of correspondence pertaining to warnings and suspensions, all in one place
- Easily accesses notes and records to help dispatchers in correctly coding missed trips

Quickly Inform and Notify

- Easily defines editable Microsoft letter templates, with mail merge fields to easily customize information for each client, for warnings, short fare infractions, suspensions, and appeals
- Automatically generates, updates, and manages letters and notifications associated with different stages of the warning and suspension process
- Alerts PASS system users of client suspension dates to prevent clients from booking future trips during suspension period

Accurately Track Your Performance

- Analyzes trends in no-shows, late cancellations, missed trips, etc., from the client, vehicle, and driver perspectives
- Direct tie-in to live PASS trip data allows for quick, overall view of infractions across your agency; real-time dashboards enable you to visualize trends and quickly act on what your data tells you
- Creates fair suspension policies by evaluating overall rider trends and adjusting policies accordingly
- Drills down to data easily to manage workflows in the process of reviewing infractions and suspending clients

Agency Benefits



Improved Productivity

Validating cases against policies, writing warning and suspension letters to clients, and conducting appeals to suspension decisions are all manual-intensive processes that take up considerable time and effort. By automating parts of the process your staff can quickly identify “problem” clients and initiate the appropriate responses in a fair and consistent manner while freeing up their time to address other operational challenges.



Reduced Paratransit Costs

Reducing no-shows and late cancellations saves money that can be reallocated to resources that further improve your paratransit service. Considering that each no-show costs you about half of a regular trip (\$40), reducing no-shows by 30 a day already saves you \$600, or \$180,000 a year.



Correct and Fair Assessments

Our solution ensures that cases are correctly assessed and confirms that a client’s no-shows are a significant percentage of trips taken, not just isolated occurrences. The system also automatically generates letters so riders are quickly notified of infractions. They can then effectively respond if the no-show was beyond their control instead of having to remember specific circumstances after weeks or even months have elapsed.

Passenger Benefits



Accurate Decisions

- Validates missed trips easily with respect to negotiated pick-up windows and AVL data in map view, allowing for accurate information and forgiveness of infractions
- Reduces human errors in assigning no-shows and late cancellations to passengers and correctly identifies missed trips beyond the rider’s control



Better Client Management

- Automatically generates letters during case management process, alerting riders of no-shows promptly and restating agency policies for passenger guidance



Improved Customer Experience

- Actively monitors no-shows and late cancellations to implement effective infractions policies, to keep clients fully informed and aware of their actions, reducing passenger frustration

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