

- Rider was inside calling to check the ride status and was on hold for extended time
- Rider's appointment ran long and did not provide opportunity to cancel in a timely way
- Another party cancelled rider's appointment
- Rider's mobility aid failed
- Sudden turn for the worse in someone with a variable condition
- Adverse weather impacted rider's travel plans, precluding the rider from cancelling in a timely way

No Shows due to operator error are not attributable to the individual passenger for this purpose may include:

- Vehicle arrived late, after the pickup window
- Vehicle arrived early, before the pickup window, and rider was not ready to go
- Vehicle never arrived
- Vehicle went to the wrong location
- Driver didn't follow correct procedures to locate the rider
- Rider cancelled in a timely way but the cancellation was not recorded correctly or wasn't transmitted to the driver in time

Notifications before Suspensions

Transit will notify the rider by telephone after each no show and document in their rider profile the reason for the no show. Transit will not count the no show if it was beyond the rider's control or operator error as listed above.

Transit will consider five (5) No Shows as a trigger to identify riders who need a detailed check on their trip history and no-show frequency to determine if service suspensions are appropriate.

Transit will verify the number of recorded no shows if a significant percentage of their total trips taken for the month exceed our standard. Transit uses a standard of 15% of a rider's total trips taken as a trigger to start the Suspension process.

Suspensions

Transit will make every effort to work with riders to reduce no shows by confirming all trips the day before, verifying rider information, and ensuring the rider understands the transit systems pickup window. Our Goal is not to deny a person service but to correct the disruption to our service.

If it is determined that a pattern of no shows or missed trips is found, Transit Dispatch Supervisor will notify the rider in writing of a service suspension. The rider will also be given an opportunity to appeal the decision.

Progressive Suspension for Rider No-Shows

1st Offense – Written Warning

2nd Offense – Loss of Subscription Service – Standing Reservation

3rd Offense - Suspension of Service for up to 2 weeks depending on the individual rider's circumstances.

Appeal Process

A Rider can request the following:

- Telephone Hearing
- Face-to-Face Hearing

Waive a Hearing and proceed with a Written Presentation provided by the Rider. Although the hearings are meant to be informal, the rider can bring a representative.