



## **Minibus No Show Policy and Appeals Process**

This policy may be subject to change. If/when any change should occur, notification of said change shall be issued to all riders.

### **“No-Show” Definition:**

1. A rider missing a scheduled trip without canceling two (2) hours prior to the scheduled trip time. If the rider is able to provide information to the driver at the time of pick up that indicates that the No-Show is out of their control, the ride will not be considered a No-Show and will be documented as an excused ride.
2. A care provider (aka care giver) or an agency representative is required to receive the customer at the point of destination, but the care provider or agency representative is not present when the rider arrives. If the care giver and/or agency are able to provide information that indicates that the care giver or agency was not able to meet the rider because of conditions out of their control, the ride will not be considered a No-Show.
3. Ordinary absentmindedness, locating an alternate means of transportation or deciding against taking the trip without canceling at least two (2) hours before the trip is not a valid excuse and will result in a No-Show.

If the rider or caregiver is not at the pick-up location at the scheduled time, the driver will attempt to make contact at the location. If the driver is unable to make contact they will request that dispatch make contact with the location. After these attempts have been made and the rider or caregiver is not yet at the pick-up location, the driver will need to continue on their way to avoid other riders from being delayed.

If the Jule vehicle arrives after the scheduled pick-up window and the rider has left or declines to take the trip, the ride will not be considered a No-Show.

### **Warnings and Penalties:**

It is the intention of this policy to prevent No-Shows, and therefore The Jule will work with agencies and care providers to assist with their clients to prevent possible No-Shows.

A rider's total scheduled trips and No-Shows will be tracked each month. A No-Show rate of 10% of total average trips/month following a warning letter sent after three (3) No-Shows is considered to be sufficient for suspension of service.

1. When a rider has had three (3) No-Shows during any single calendar month, a warning letter will be sent to alert the rider and/or the care provider. This letter will contain the passenger's average trips per month and the number of additional No-Shows they can have before reaching the 10% threshold.
2. When a rider reaches the 10% threshold, they will be contacted by phone, initiating a suspension of service for one (1) week beginning (7) days after the call is made. A follow-up letter will be sent to provide documentation of the suspension period.
3. Following the suspension, the rider is considered to have completed their penalty and future No-Shows will reinstate the warning process.

## Appeals:

There is an appeal process available to the rider following receipt of the warning letter. Each No-Show can be appealed if the rider disputes it as being beyond his/her control. During the appeal process a rider may continue to utilize the service. Riders have 60 days to file an appeal for a No-Show suspension.

Riders are encouraged to appeal a No-Show at the time it is initially received and recorded, and to not wait until a service suspension is pending. If a rider believes a No-Show has been incorrectly recorded, he/she should immediately contact The Jule using the form below.

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### **Minibus No-Show Appeal**

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

Date of Appealed No-Show: \_\_\_\_\_

#### Description of No-Show Circumstances

Please include reason for requested removal of No-Show from your record:

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The rider can contact the Operations Supervisor and file the appeal by phone. If the rider needs clarification and/or assistance with the appeal process, the staff of The Jule will assist upon request.

The Appeal will be reviewed by The Jule's Operations Supervisor. The rider and/or care provider will be notified in writing of the Appeal decision within ten (10) days of receipt of the appeal letter and the required verification and information. If the rider is dissatisfied with the decision, they may submit a formal appeal.

When the passenger requests a formal appeal, the previously provided information will be forwarded to the Transit Advisory Board (TAB). The TAB meets the third Thursday of each month. Additional information may be provided to The Jule prior to the formal appeal hearing with the TAB. prior to making a determination. The rider and/or care provided will be notified in writing of the Formal Appeal decision within five (5) business days of the TAB meeting. If the No-Show is substantiated as being beyond the rider's control, the No-Show will be removed from the rider's record.