

## **No Show Policy**

This policy is intended to address the actions by habitual abusers of service scheduling and provide clear protocols for addressing passengers who fail to show for their scheduled trip without properly canceling the trip. This policy is intended to address those repeat offenders, and not the occasional incident that may occur with some passengers.

### DEFINITIONS

No-show – Any passenger who is unavailable for pick-up of a scheduled trip that has not notified Preble County Council on Aging, Inc. Transportation Services to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to service will not be considered a no-show.

### NO-SHOW PROCEDURE

The transit operator will wait for passengers for 5 minutes beyond the early arrival pick-up time window. The transit operator will make reasonable attempts to locate the passenger. If the passenger cannot be located within the established 5 minutes, the transit operator must contact the Dispatcher with the no-show. Passengers who do not make themselves available within that window will be considered a no-show. The Dispatcher has the responsibility to determine if the transit operator is to continue without the passenger.

Upon permission to continue without the passenger, the transit operator is to record the arrival time, departure time, and vehicle mileage on the Daily Manifest.

Scheduled trips are to be cancelled at least twenty-four (24) hours prior to the time of the trip request. Any scheduled trip not cancelled within that window will be considered a no-show and will be logged as such. A no-show designation for a trip will be monitored to determine the habitual nature of no-shows associated with a passenger.

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures and other circumstances beyond their control. The passenger will be required to contact Preble County Council on Aging, Inc. Transportation Services as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible if applicable.

### HABITUAL NO-SHOW PROCEDURE

Passengers who have no-shows equal to three (3) times within a consecutive two (2) month period of the scheduled trips will be provided a written warning. If a passenger has 3 no-shows within a two month period, the passenger will be immediately suspended for 30 days. Example: If a passenger books three (3) or more trips within a two (2) month period and has 3 no-shows during that time, the passenger will be suspended for 30 days.

A passenger will be subject to the progressive corrective action plan only if both the minimum number of trips booked and the minimum number of no-shows are reached during a calendar month.

The length of a passenger's suspension will adhere to the progressive corrective action plan described as followed:

- Second violation/cancellation in a rolling 12-month period: Warning Letter
- Third violation/cancellation in a rolling 12-month period: 30 days suspension
- Subsequent violations after 90 day suspension period: 90 days suspension

All penalties imposed under this policy are first subject to an appeals process (see Suspension Appeals Process). Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning fourteen (14) days from the date of notice. The individual will receive a copy of the appeals process that details passenger rights in this situation. The written notice of suspension will contain instructions and materials necessary to challenge or appeal the suspension decision.

Preble County Council on Aging, Inc. Transportation Services will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the date specified in the written notice.

Subscription/Standing Order reservations may be denied upon a second suspension in any consecutive 12-month period. Privileges may be reinstated without guarantee of the original subscription/standing order.