

Passenger No-Show Policy

General Policy Statement

The Wheels program understands that because trips are required to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. The Wheels Program also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips [or failing to cancel trips in a timely way] can lead to suspension of service. The following information explains the Wheels program no-show policy.

Definitions

No-Show – A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least [5] minutes.

Pickup Window - The pickup window is defined as [from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time]. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of [5] minutes within the pickup window for the rider to appear.

Late Cancellation - A late cancellation is defined as either: a cancellation made less than [1 hour] before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

Trip – A trip is defined as a one-way ride from a pick-up point to a drop-off destination. A ride from a passenger's home to a doctor's office and a return ride from the doctor's office back to the passenger's home counts as two trips.

No-Shows Due to Transit Agency Error or to Circumstances Beyond a Rider's Control

The Wheels program does not count as no-shows [or late cancellations] any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required [5] minutes

The Wheels program does not count as no-shows [or late cancellations] situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the Wheels program call center at 859-233-3433 when experiencing no-shows [or late cancellations] due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of Excessive No-Shows and Late Cancellations

The Wheels program reviews all recorded no-shows [and late cancellations] to ensure accuracy before recording them in a rider's account. Each verified no-show [or late cancellation] consistent with the above definitions counts as [1] penalty point. Riders will be subject to suspension after they meet all of the following conditions:

- Accumulate four (4) penalty points in one calendar month
- Have booked at least sixteen (16) trips that month
- Have "no-showed" or "late cancelled" at least twenty-five (25) percent of those trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

All suspension notices include a copy of this policy, information on disputing no-shows [or late cancellations], and how to appeal suspensions.

The first violation in a calendar year triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: Three (3) day suspension
- Third violation: Five (5) day suspension
- Fourth violation: Ten (10) day suspension
- Fifth and subsequent violations: Twenty-five (25) day suspension

Policy for Disputing Specific No-Shows or Late Cancellations

If at any point you feel you have been charged with a no-show or late cancellation in error you may contact the Wheels program call center at 859-233-3433 to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file for an appeal request. If at any point you wish to appeal a suspension, you may call the Lextran ADA Paratransit Coordinator at 859-255-7756. If a rider has a pending appeal, paratransit service will be provided pending the outcome.