



Dear Connect Mobility rider,

You received a copy of our proposal for a No-Show Policy in the month of April. On May 22<sup>nd</sup>, 2018 (05/22/2018) the Connect Transit Board of Trustees voted to adopt this policy beginning July 1<sup>st</sup>, 2018 (07/01/2018). We will run a trial period for the month of June. During this period we will send you a letter if you are in violation of this policy, but you will receive no actual punishment. The policy will be officially implemented July 1<sup>st</sup>, 2018. If you did not receive the initial letter, or if you have any remaining questions, I have attached the policy outline. For any other questions please feel free to contact me (Brandon Miles) at 309.829.1169.



Connect Transit's goal is to provide origin to destination Paratransit service to passengers, while also complying with the Americans with Disability Act (ADA) regulations. The ADA allows public transit systems to establish a No-Show Policy. To help improve on-time performance and service efficiency Connect Transit is implementing a no-show policy. Connect Transits no-show policy and procedures were developed in compliance with the Federal Transit Administration (FTA) guidelines for ADA complementary Paratransit service.

### **Connect Transits General Policy on No-Shows**

Connect Transit understands that because Connect Mobility requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Connect Transit also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips, or failing to cancel trips at least one hour before their scheduled pick up time, can lead to suspension of service. The following information explains Connect Transit's no-show policy.

### **Definitions: No-show, Pickup Window, Late Cancellation, and Origin to Destination**

#### **No-show**

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This includes being ready and boarding the vehicle within five (5) minutes of the arrival of the vehicle, as long as the driver arrives within the thirty (30) minute window.

#### **Pickup Window**

The pickup window is defined as from fifteen (15) minutes before the scheduled pickup time to fifteen (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 five (5) minutes within the pickup window for the rider to appear.



### **Cancellation at the Door**

This is when the vehicle arrives at the pick-up location for a specific scheduled trip within the thirty (30) minute window and the customer (or customer's representative) notifies the driver that they no longer need the scheduled trip.

### **Late Cancellation**

A late cancellation is defined as either: a cancellation made less than one hour before the scheduled pickup time, as a cancellation at the door, or a refusal to board a vehicle that has arrived within the pickup window.

### **Origin to Destination**

By definition, complementary paratransit service is an origin to destination service featuring a level of personnel assistance that enables all complementary paratransit riders to travel from their origins to their destination.

### **Connect Transits 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.

### **Connect Transits No-show Policy**

A no-show includes but is not limited to:

- There is no call made by the passenger (or the passenger's assistant) to cancel the scheduled trip time
- The vehicle arrives at the scheduled locations within thirty (30) minute window. The operator cannot locate or see the passenger approaching the vehicle within the five (5) minute wait time



- The driver notifies dispatch and dispatch verifies that the operator is at the correct location, within the thirty (30) minute window, and has waited the appropriate five (5) minutes

Cancellations at the door and late cancellations, as described above, will also be treated as no shows.

Connect Transit does not count no-shows, late cancellations, or 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

Connect Transit 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:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact Connect Transit using the Connect Mobility number (309)828-7511 when experiencing no-shows or late cancellations due to circumstances beyond their control

### **Connect Transit Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations**

Connect Transit will check no-shows on a monthly basis.

- Each month, the number of no-shows and late cancellations are added together. If the monthly total is five {5} or more and represents at least five {5} percent of the riders trips for the month, the rider is in violation of the no-show policy.
- Connect Transit will calculate each months trips separately.



- Penalties are as follows:
  - 1<sup>st</sup> month in violation = warning letter
  - 2<sup>nd</sup> month in violation = 5 day suspension
  - 3<sup>rd</sup> month in violation = 10 day suspension
  - 4<sup>th</sup> month violation = 15 day suspension and cancelation of subscription service
  - 5<sup>th</sup> month violation = 20 day suspension and continued suspension of subscription service

All suspension notices include a copy of this policy, a list of the no-show/late cancellation dates, information on how to dispute no show/late cancellation dates , and how to appeal suspensions.

### **Connect Transit Policy for Disputing Specific No-Shows or Late Cancellations**

Riders wishing to dispute specific no-show or late cancelations must do so within ten {10} business days of receiving suspension letters. Riders should contact Connect Mobility at 309-828-7511, Sunday through Saturday from 8:00am to 5:00pm to explain the circumstance, and request the removal of the no-show or late cancellation.

### **Connect Transit Policy for Appealing Proposed Suspension**

Riders wishing to appeal suspension under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within fifteen (15) business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from Connect Mobility on the date listed on the suspension notice.

All suspension appeals follow Connect Transit's appeal policy.