

No-Show Policy

No-shows increase GoTriangle ACCESS' operational costs, wastes taxpayers' funds and cause an inconvenience to passengers who are riding the van or who wanted to but were unable to book a trip during the time of the no-show. An unchecked pattern of no-shows encourages waste and mistreatment of the service and passengers. Therefore, it is important to identify those passengers who have developed a pattern and practice of accumulating no-shows, based on their frequency of use.

In order to be subject to a Warning or Suspension, a passenger must have booked ten (10) trips or more in a calendar month. Example: If a passenger books ten (10) trips and no-shows 20% or more of these trips during the calendar month, they will be in violation of the no-show policy and subject to the progressive corrective action plan.

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.

All suspension periods will begin on a Monday. The length of a passenger's suspension will adhere to the progressive corrective action plan described as followed:

- 1st Calendar Month with ten or more trips booked – When the no-show percentage of a passenger's scheduled trips reaches 20% of the trips booked during that calendar month, the passenger will be advised verbally of the no-show policy and a letter will be sent to the passenger's residence with a copy of the policy enclosed. All written notices will include specific details and date(s) of the no-show and/or late cancellation. The no-show record can be wiped clean if the passenger does not have any more no-shows during the next calendar month.
- 2nd Consecutive Calendar Month with no-shows – When the no-show percentage reaches 20% of the trips booked during the 2nd consecutive calendar

month, the passenger will receive a final warning letter and a copy of the no-show policy. All written notices will include specific details and date(s) of the no-show and/or late cancellation. The no-show record can be wiped clean if the passenger does not have any more no-shows within the next thirty (30) consecutive days.

- 3rd Consecutive Calendar Month with no-shows – When the no-show percentage reaches 20% of the trips booked during the 3rd consecutive calendar month, the passenger will receive a 7-consecutive day suspension.
- 4th Consecutive Calendar Month with no-shows – When the no-show percentage reaches 20% of the trips booked during the 4th consecutive calendar month, the passenger will receive a 14-consecutive day suspension.
- 5th Consecutive Calendar Month – When the no-show percentage reaches 20% of the trips booked during the 5th consecutive calendar month, the passenger will receive a 21-consecutive day suspension.
- 6th Consecutive Calendar Month – When the no-show percentage reaches 20% of the trips booked during the 6th consecutive calendar month, the passenger will receive a 30-consecutive day suspension.

Right of Appeal:

Anyone affected by the No-Show Policy and/ or disagreeing with the eligibility determination that you received, is entitled to request an appeal. Any request for an appeal must be made in writing and must be mailed within sixty (60) days of the date of the suspension or eligibility determination letter. Please address your request for an appeal to the attention of the Transit Manager. If you disagree with the decision made by the Transit Manager, you may appeal that decision in writing to the Director of EEO/DBE. Your written request for appeal must be received by the Director of EEO/DBE within 10 calendar days after the date of the written decision of the Transit Manager.