

## **General Policy Statement on No-Shows**

KART understands that because KART's Paratransit Service requires trips to be scheduled in advance, passengers may sometimes miss scheduled rides or forget to cancel rides they no longer need. KART 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 in a timely manner can lead to suspension of service. The following information explains KART's no-show policy.

### **Definitions: No-Show, Pickup Window, and Late Cancellation**

#### **No-show**

A no-show occurs when a passenger 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. Passengers 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 passenger 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.

### **Definition: No-Shows Due to Operator Error or to Circumstances beyond a Rider's Control**

KART 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

KART does not count as no-shows or late cancellations, situations beyond a passenger's control that prevent the passenger 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

Passenger should contact KART's reservation center when experiencing no-shows or late cancellations due to circumstances beyond their control.

### Policy for Handling Subsequent Trips Following No-shows

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

### Pattern or Practice of No Shows

Penalties will be assessed for a pattern or practice of No Shows.

A **Practice of No Shows** is considered when No Shows total 7.5% or more of a customer's total trips in a rolling 30-day period, and may result in a penalty. Penalties increase each period that the customer exceeds the No Show threshold.

Trips booked per period and not cancelled in advance	Number of No Shows per period=Violation
1-20	2
21-40	3
41-60	5
61 or more	6

Penalties will be assessed when customers exceed the maximum number of No Shows allowed for their level of service in a 30-day period. Customers should not consider the maximum number of No Shows as a justification for not calling when a trip is not needed.

An ongoing **Pattern of No Shows** that falls below the maximum number indicating a practice of No Shows may also be penalized. For example, a customer with more than 60 one-way trips per month who regularly No Shows every Friday afternoon may not exceed 6 No Shows in a month, but has an obvious pattern and may be penalized.

### No Show Notification and Penalties

Customers will be notified of every no show in writing, and will receive a warning after two No Shows. Customers will receive a No Show notice postcard in the mail or an e-mail notice for any day they have No Shows. The postcard or e-mail message will list the date, time, and location of the missed or late cancelled ride. Excessive No Shows and late cancels may result in suspension of service, as shown in the table below.

Consequences for an Established Pattern of Practice of No Shows	
1 <sup>st</sup> Violation	Letter of warning and/or phone contact
2 <sup>nd</sup> Violation	2 Day Suspension
3 <sup>rd</sup> Violation	5 Day Suspension
4 <sup>th</sup> Violation	10 Day Suspension and Loss of Subscription Service
5 <sup>th</sup> + Violation	30 Day Suspension and Loss of Subscription Service
<b>Violation history covers a 12-month floating period.</b>	

A violation occurs when a customer exceeds the No Show threshold in a rolling 30-day period. Once a violation has occurred, a new 30-day period begins the next day. No Shows may accumulate toward a new violation while a violation is in process or in appeal.

Loss of Subscription Service takes effect with 4 violations in a floating 12-month period, and will not be removed until the customer has 3 consecutive months without any No Shows or late cancellations.

If a customer should exceed the No Show threshold, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.

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

Passengers wishing to dispute specific no-shows or late cancellations must do so within 7 business days of receiving suspension letters. Passengers should contact the KART's Paratransit Service Administration Office at 559-852-2611 Monday through Friday from 9:00 a.m. to 4:30 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

#### **Policy for Appealing Proposed Suspensions**

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit written appeal requests within 14 business days of receiving suspension letters. Passengers who miss the appeal request deadline will be suspended from KART's Paratransit service on the date listed on the suspension notice.

All suspension appeals follow KART's appeal policy.