

No Show Policy

Troup Transit is authorized by federal and state regulation to establish an administrative process to suspend, for a reasonable period of time, the paratransit/shared ride service of customers who establish a pattern or practice of missing scheduled trips, except where the trips are missed for reasons that are not under their control. This Policy implements the administration of "no shows."

Troup Transit will record each customer "no show" or "late cancellation" as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may be suspended for a reasonable period of time. This policy applies to both advance reservation and subscription trips. A "no show" that occurs due to a Troup Transit error does not count against the transit customer.

DEFINITIONS

- A "**no show**" occurs when the vehicle arrives at the pick-up location within the pick-up window, waits the required 5 minutes and the customer does not board the vehicle.
- A **late cancellation** occurs when a customer cancels a trip less than **one hour** before the scheduled pick up window.

CANCELLING A TRIP

Customers are responsible for cancelling any trips they no longer need. To cancel a trip, customers must call either 706-883-1673 at least one hour prior to their trip.

If a customer "no shows" their first trip of the day, for an ADA passenger, the subsequent trips will not be automatically cancelled. For all other passengers those trips will be cancelled. It is the responsibility of the customer to call Troup Transit to alert us for all cancellations.

EXCESSIVE MISSED TRIPS

No-Showed trips are considered excessive and will be considered a "pattern or practice" of missed trips when a customer meets the following criteria:

- Customer has reserved 10 or more trips within any month
- Customer "no shows" or late cancels 3 trips within any month

A **Practice of No-Shows** is considered when No-show's total 30% or more of a customer's total trips in a 30-day period, and may result in a penalty. Penalties increase each time that the customer exceeds the No-Show threshold. The customer will be given a phone call notification that he/she has violated the Paratransit/Shared Ride No Show and Suspension / Termination Policy and is subject to suspension.

NO SHOW POLICY SUSPENSIONS

Customers incurring excessive missed trips, as defined in this Policy, are subject to suspension for a reasonable period of time. Repeated violations of this Policy will cause the length of the suspensions to be increased. The following suspension periods shall apply to violations of this Policy that occur within the same rolling 12-month period.

Step 1: The customer receives a warning phone call when he or she reached the threshold.

Step 2: For an additional violation, the customer receives a one-week suspension. Customer will not be eligible for subscription (standing order) service for six months.

Step 3: For the third violation, the customer receives a 14-day suspension

Step 4: For the fourth violation, the customer receives a 21-Day suspension

In addition, subscription service will be cancelled for any customer who is suspended under this Policy. Any suspended subscription service customer must reapply if he/she wishes to be considered for a new subscription. The application will not be considered until 6 months after the end of the suspension period.

Non-No Show Service Suspension/Termination

Troup Transit has the right to suspend or terminate service to a client when the following occurs:

The client no longer needs service.

The client misuses the service.

The client displays uncooperative behavior.

Actions leading to suspension and/or termination of service include, but are not limited to the following:

"No Shows" as defined in this policy

Any action that impedes on safe vehicle operation

Use of obscene language

Uncooperative, threatening, offensive, or immoral behavior

Smoking on the vehicles

Eating or drinking on vehicles

Willful damage to Troup Transit property

Willful injury or assault to another passenger, employee or volunteers

Willful damage to the property of any Troup Transit representative

Reoccurring or unresolved hygiene or incontinence issues

Issues related to health and safety of others

Any unlawful actions

Any transfer of transit script or tickets

NOTICE OF SUSPENSION

Troup Transit will call relaying a notice of suspension to customers in violation of this Policy. The notice will identify each late cancellation and/or "no show" that customers made. All suspensions will go into effect five (5) business days from the date of the phone call notifying the client of service suspension. The notice will also advise customers of the dates when the suspension begins and ends, as well as the date customers can begin to use paratransit service again.

Appeal Process

Anytime Troup Transit must suspend or terminate a customer's service the customer has the right to appeal Troup Transit's decision.

For suspension or termination purposes, upon receiving Troup Transit's phone call notifying them that their service will be suspended or terminated, the customer must complete a Service Suspension/Termination Appeal Form and return the form(s) along with why they believe that the violations were charged in error and/or should be excused, including any supporting documentation. These documents must be postmarked within 4 calendar days of the date the suspension was scheduled to begin. If a Service Suspension/Termination Appeal Form cannot be completed within the appropriate timeframe, the customer must call the Troup Transit Office at 706-883-1673 and a Troup Transit staff member will complete this form over the telephone. The appeal should be sent to the Transit Coordinator of Troup Transit.

After receipt of the Service Suspension/Termination Appeal Form, Troup Transit, will respond to the customer's appeal within 10 business days. All appeals will be reviewed by members of the Administration. The customer must continue to receive service while the suspension is under appeal, with the exception of issues of safety. If service is suspended for a Troup Transit customer, the customer must have service available for an additional two weeks, so that alternate service can be arranged.

If you wish to file an appeal, and you need assistance, you can call Troup Transit at 706-883-1673 and we will assist you.