



555 Lakeshore Blvd. Painesville Township, OH 44077 – 1-888-525-3872

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## No-Show policy for Non-ADA and ADA Certified Customers July 2017

### General Policy Statement on No-Shows

Laketrans understands that because Dial-a-Ride requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Laketrans 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 manner may lead to suspension of service. The following information explains Laketrans's 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, the driver waits at least 5 minutes and a courtesy call to customer is placed.

**Pickup Window:** The pickup window is a 30-minute window beginning 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 a cancellation made less than 2 hours before the beginning of the pickup window 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

Laketrans 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

Laketrans does not count as no-shows or late cancellation 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 Laketrans customer service 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**

Laketrans 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 4 penalty points in one calendar month
- Have booked at least 10 trips that month
- Have "no-showed" or "late cancelled" at least 20 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. Laketrans will notify riders by telephone after they have accumulated 2 penalty points and could be subject to suspension should they accumulate 2 additional penalty points that month consistent with the criteria listed in this section of the policy above.

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

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

- Second violation: 7-day suspension
- Third violation: 14-day suspension
- Fourth violation: 21-day suspension
- Fifth and subsequent violations: 28-day suspension

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

Riders wishing to dispute specific no-shows or late cancellations must do so within 10 business days of receiving suspension letters. Riders should contact the Laketrans' Customer Relations Supervisor at 440-354-6100, Monday through Friday from 8:00 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 No-Show Suspensions**

Requests to appeal a suspension must be received within 10 business days of the date of the notice of suspension letter.

Requests for an appeal must be sent in writing to the Paratransit Appeals Committee at the following address:

Attn: Appeal Request  
Paratransit Operations Manager  
555 Lakeshore Blvd. Painesville, OH 44077

Once the request for an appeal is received, the Paratransit Appeals Committee will review it. The committee consists of three Laketran staff members: Paratransit Operations Manager, Customer Relations Supervisor and Customer Outreach Specialist.

Persons requesting an appeal will be notified in writing within 10 business days of receipt of request of the time, date and location of the appeal hearing. They are encouraged to attend the appeal hearing, although attendance is not mandatory. If persons requesting appeals cannot attend, they may request a telephone interview or have another person(s) represent them at the hearing. If the individual or a designated representative is not present at the appeal hearing, the Appeals Committee decision will be based on the documentation submitted. All copies of the appellants' application and all supporting materials used in the appeals process will remain confidential.

The Appeals Committee will issue a final written decision within 30 days of the appeal hearing. The decisions of the Paratransit Appeals Committee may be appealed within 10 business days to the General Manager of Laketran.

Upon appeal for a no-show suspension, Dial-a-Ride service will be provided pending the outcome of the appeal; suspension of service will not begin until the appeals process is complete. If a decision is not made within 30 days of the completion of the appeal hearing, the person appealing the suspension shall be granted service until a final decision has been reached.