



## NO SHOW/LATE CANCELLATION POLICY

### Definitions

ACCESS customers are responsible for calling in advance to cancel any rides not needed, and being ready to leave when the driver arrives at the appointed time.

A **no show** occurs when a driver arrives ***within*** the prescribed time (not more than 10 minutes before or 20 minutes past the scheduled pickup time) at the correct location, announces him/herself properly, waits at least five minutes for any passenger who cannot be located but the customer has not called to cancel the trip and does not go.

Failing to cancel a trip at least 15 minutes before the scheduled time is also considered a no show.

A **late cancellation** is a trip which is cancelled between 15-59 minutes before the scheduled time. Trips should be cancelled at least an hour before the scheduled time, whenever possible.

You can help save resources by calling to cancel your trip if the ACCESS vehicle is late and you decide to leave before it comes. If the vehicle is late and you decide not to take the trip, it is ***not*** considered a no show if you choose not to wait and you do not call to cancel the ride. The driver will arrive anyway since we assume you still wish to go if you have not told us otherwise, so we greatly appreciate a call to cancel the ride. If you no show the first trip of the day, the return trip will remain scheduled unless you call to cancel it. Please remember to cancel any ride you do not need.

### Policy

When you have accumulated 3 no shows or the equivalent combination of no shows and late cancellations within one month, you will receive a warning letter from ACCESS as soon as possible, but within 30 days. If you believe the information in the warning letter is incorrect, the letter explains how to let ACCESS know that you believe there has been an error. If there were special circumstances or events beyond a customer's control that caused the individual to miss the trip, the no show is not counted. If ACCESS does not provide notification of the no show within 30 days of the date you have accumulated 3 no shows or the equivalent, the no shows will not be counted.

Following each additional no show further progressive action culminating in the suspension of service will occur as listed in the following no show and suspension charts.

### No Show Point Scale Chart

ACCESS riders will be assigned points for chargeable no-shows on a monthly basis. Each no show will count as five (5) points, while a late cancellation will count as two (2). The point scale and corresponding actions are:

15 points	First warning letter
20 points	Second warning letter and possible loss of standing order
25 points	Final letter and investigation of potential suspension initiated

### Suspension Chart

Riders will be subject to suspension if all the following conditions are met:

- Accumulate 25 penalty points in one month
- Have booked at least 6 trips that month
- Have no showed at least 9% of those trips

If suspension of service occurs, the length of suspension is as follows:

First suspension	One week (7 days)
Second suspension	Two weeks (14 days)
Third suspension	Three weeks (21 days)

### Resolving Disputes

Every attempt will be made to resolve any disagreement concerning specific no shows. Passengers are encouraged to call ACCESS immediately to report any details of the no show which may be in dispute, including circumstances beyond the individual's control. The customer will be informed of the opportunity to request a formal appeal of a suspension or of any points assigned, including the opportunity to be heard in person.

### Appeal Procedure

The customer must request a formal appeal within 10 days of receiving the notification of any points, a warning letter or of a suspension letter by submitting the Request for Appeal Form. ACCESS will provide assistance by telephone with the completion of the Request for Appeal Form, if needed. The appeal process includes a right to be heard in person by the appeal committee.

The appeal committee consists of two CAT members and one ACCESS staff member not involved in the initial decision. The purpose of the appeal will be for the customer to present any information about special circumstances or events beyond the customer's control that caused a trip to be missed which may not have been considered, or to provide additional information about errors that may have occurred in the no show process. Details about how a suspension of service would subsequently affect a customer are not considered as part of the appeal process.

In the event of an appeal concerning a suspension, the suspension does not begin until the customer has had the opportunity to be heard in person, and has received the decision in writing from the appeal committee.

The customer will be notified in writing of the appeal committee's decision within 2 business days after the day the appeal was received or within 2 business days after an in-person appeal was held. If the proposed actions are reversed as the result of an appeal, the suspension and/or the points will be eliminated. If the decision is upheld, the customer will be suspended, or the points will remain as originally determined.

### **How to submit a No Show / Suspension Appeal**

- 1.) If you believe that there is an error in any of the no show information contained in the attached notification letter, please contact ACCESS immediately. If there are extenuating circumstances that you believe should be considered, please explain them.
- 2.) If, after talking with the ACCESS representative, you still believe that the no show information is incorrect, you have the right to request a formal appeal of any points or action assigned. The request must be made within 10 days of the date of the attached notification letter.
- 3.) Request the review by completing the "Request for Appeal" Form. ACCESS staff will provide assistance by telephone with the completion of the Request for Appeal Form, if needed. When filing the appeal, present any information about special circumstances or events beyond your control that caused a trip to be missed which may not have been considered, or provide additional information about errors that may have occurred in the no show process.
- 4.) Once received, the Request for Appeal will be considered by the review committee. If you choose to request an in-person meeting, it will be scheduled as soon as possible, but not more than five days from the date your Request for Appeal is received.
- 5.) You will be notified in writing of the committee's decision within two (2) business days after the date ACCESS received your Request for Appeal or two (2) business days after the date of the in-person meeting. If any decisions are reversed, the associated points and/or actions will be eliminated. If the decision is upheld, your points and/or suspension will remain as originally determined.

If you have any questions or need further information, please call ACCESS at (412) 562-5353 or TTY 711. Office hours are Monday through Friday, 8 AM to 4:30 PM.