

# THE CONNECTOR

## *NO-SHOW* POLICY

### **Definition**

In this policy, a *no-show* is defined as the act of a person, who having scheduled a Connector trip, changes his/her mind about making the trip, but does not cancel the appointment, allowing the van or bus to arrive, but not boarding it. If the trip is not cancelled at least one hour before the scheduled pick-up, it will be considered a no-show. Incidents that are true emergencies will not be considered no-shows. Scheduling problems, late pickups and other operational problems are considered beyond the rider's control and will not result in a no-show.

### **Purpose**

The purpose of this policy is to set forth the procedure for informing users of The Connector about the importance of scheduling service appointments and of suspending service to individuals who develop and fail to correct a pattern of *no-shows*. It is in everyone's best interest if the available funding is going to trips that are actually being taken rather than paying for trips that no one rides. Therefore, it is important to limit the number of no-shows and late cancels.

### **Procedure**

When a person has scheduled The Connector, he/she has the responsibility to be ready to board the van or bus when it arrives or to cancel the trip at least one hour before the scheduled pick-up time.

Valley Transit will maintain records in order to keep track of *no-show* incidents. For the first *no-show* incident, Valley Transit will send a written reminder to the person of the importance of canceling at least an hour before the scheduled pick up time.

If a person has a second *no-show* within a three-month period, Valley Transit will send a letter to the person advising them that one more *no-show* will cause a suspension of service for one month. A copy of the *no-show policy* will be attached to the letter.

The third *no-show* within the three-month period will result in suspension of service for one month. Written notice of the suspension will be sent by Valley Transit with an explanation of the appeals process.

Riders wishing to challenge a suspension shall have the right to appeal. The appeals process will function as follows. Upon receipt of a written appeal, the General Manager of Valley Transit will convene a panel made up of an Operations Supervisor, a Transit Commissioner, and someone from the funding agency (United Way). The person making the appeal, or their representative, can present their case to the appeals panel either in person or in writing. Valley Transit will convey the decision to the person in writing within 30 days of the date of his/her letter. This decision of the panel will be final. If the decision is not in favor of the person appealing, he/she will lose The Connector service for one month.