

Scott County Transit System, Inc.

No-Show Policy

Scott County Transit System, Inc.'s No-Show Policy is intended to address the actions of passengers, dispatchers, and provide clear procedures for addressing passengers who fail to show for their scheduled trip without properly canceling the trip. This policy is intended to address repeat offenders, and not the occasional incident that may occur with some passengers.

Definitions

Trips missed due to factors within Scott County Transit System's control, such as scheduling errors or service delays, will not be classified as no-shows.

No-Show Procedure

The dispatcher will determine whether the driver should proceed to the next scheduled stop or remain on site longer.

Upon permission to continue without the passenger, the driver is to record the arrival time, departure time, name of the passenger, and no show on the daily trip sheet.

Passengers must cancel scheduled trips at least one (1) hour prior to the scheduled pickup time to avoid a no-show designation.

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures and other circumstances beyond their control period. The passenger will be required to contact dispatch as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible if applicable.

Habitual No-Show Procedure

A passenger will only be subject to warnings or suspension if they have booked at least five (5) trips during a calendar month.

A passenger will be subject to the progressive corrective action plan only if both the minimum number of trips booked and the minimum number of no-shows are reached during the calendar month.

The length of a passenger suspension will adhere to the progressive corrective action plan described as followed:

- First violation in a rolling 12 month period: Verbal Warning
- Second violation in a rolling 12 month period: Final Warning Letter

- Third violation in a rolling 12 month period: 7 Day Suspension
- Fourth violation in a rolling 12 month period: 14 Day Suspension
- Fifth violation in a rolling 12 month period: 21 Day Suspension
- Sixth and subsequent violations in a rolling 12 month period: 30 Day Suspension

All penalties imposed under this policy are first subject to an appeals process (see Suspension Appeals Process). Before any suspension, the potentially affected individual will receive a written notice that transportation service will be suspended beginning fourteen (14) days from the date of notice. The individual will receive a copy of the appeals process that details passenger rights in this situation. The written notice of suspension will contain instructions and materials necessary to challenge or appeal the suspension decision.

Scott County Transit System, Inc. will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the first date specified in the written notice.

Standing reservations may be denied upon a second suspension in any consecutive 12-month period. Privileges may be reinstated without guarantee of the original standing reservation.

To cancel a trip, contact Dispatch at (573) 472-3030.

Suspension Appeals Process

Passengers have the right to appeal any suspension decision. Appeals must be submitted within seven (7) calendar days of the date on the suspension notice. Appeals may be submitted in writing or by phone.

To file an appeal:

1. Contact Executive Director at (573) 472-3030 to request an appeal, or submit a written appeal to:

*Scott County Transit System, Inc.
Appeals Department
105 E. Center
Sikeston, MO 63801*

2. The appeal must include the passenger's name, contact information, the date of the suspension notice, and the reason for the appeal.

3. Upon receipt of the appeal, Scott County Transit System will review the case and schedule an administrative review within fourteen (14) calendar days.
4. Passengers will be notified in writing of the decision. Transportation service will continue during the appeal process until a final decision is made.