



## **No-Show Policy**

It is our intention to provide a positive transportation experience to all individuals. There are many factors that impact our daily operation and our ability to run efficiently. No-shows have a negative impact from a financial and customer service perspective. We recognize that on rare occasions there will be circumstances beyond the customer's control which will cause a no-show. If it is determined that the no-show was beyond the customer's control the no-show will not count against them. However, most no-shows can be prevented by the customer simply calling to cancel their ride. We provide a phone line exclusively for cancelations to make it easier for our customers. This will minimize the wait time and provide the option to leave a message.

This policy is designed to encourage customer responsibility and to maximize agency resources. A no-show occurs when a customer fails to appear to board the vehicle for a scheduled trip. Drivers may only wait five (5) minutes for the customer. Additionally, in an effort to avoid customer having multiple no-shows on the same day, when a no-show occurs NET Trans cancels subsequent scheduled trips for that day. If a customer establishes a pattern or practice (involves intentional, repeated or regular actions that are not isolated, accidental or singular incidents) of missing scheduled trips then the No-Show Policy will apply.

NET Trans will track no-shows by customers on a rolling 90-day time period. Customers who meet the following criteria will be in violation of the No-Show Policy and be subject to suspension of services:

- If, within a rolling 90-day time period, the customer has three (3) no-shows; and
- Then, the three (3) no-shows represent at least five percent (5%) of the customer's total scheduled trips within a rolling 90-day time period. All scheduled trips that were not cancelled are included in the total scheduled trips count.

The following notifications and penalties will apply for no-shows within a rolling 90-day time period:

- 1<sup>st</sup> No Show: IVR alert to customer regarding no-show and suspension policy
- 2<sup>nd</sup> No Show: IVR alert to customer regarding no-show and suspension policy
- 3<sup>rd</sup> No Show: IVR alert to customer regarding no-show and suspension policy
- After review of no shows in relation to total scheduled trips, if appropriate, 10-day suspension will be entered into RouteMatch and customer will be notified of 10-day suspension via telephone.

If a customer is suspended, after the suspension, the customer record will be cleared and the rolling 90-day time period will renew.

A customer suspended from NET Trans services may appeal their suspension. Appeals must be in writing and submitted to the NET Trans office within ten (10) days of the date of the suspension. If appealed, the remainder of the suspension will be stayed pending the outcome of the appeal. Customer will be notified of the outcome within ten (10) days of receipt of the appeal. If suspension was warranted, the remainder of the suspension period will be in effect.