

Passenger No-Show Policy

Effective January 1, 2012

Passengers who continually miss scheduled rides, not due to circumstances out of their control, may face temporary suspension from the service. The following guidelines are being established for no-shows. Please note that for the purpose of this policy a “trip” is defined as a one-way ride from a pick-up point to a drop-off destination. A ride from a passenger’s home to a doctor’s office and a return ride from the doctor’s office back to the passenger’s home counts as two trips.

- If a rider takes 1 to 20 trips per month they are allowed a maximum of 2 no-shows per month
- If a rider takes 21 to 30 trips per month they are allowed a maximum of 3 no-shows per month
- If a rider takes 31 to 40 trips per month they are allowed a maximum of 4 no-shows per month
- If a rider takes 41 to 50 trips per month they are allowed a maximum of 5 no-shows per month
- If a rider takes over 50 trips a month they are allowed a maximum of 6 no-shows per month

If a rider exceeds these limits on a monthly basis, they are then subject to the following schedule for suspension of service:

- 1st violation – letter of warning
- 2nd violation – 1-week suspension of service
- Additional violations – additional week of suspension of service for each violation, not to exceed 12 weeks of suspension

It is not the intent of this policy to ever deny a rider service for needed medical treatments, nor is it the intent of this policy to punish riders for rides missed due to circumstances that were out of the rider’s control. The following circumstances would not count against a rider when determining the number of no-shows:

- Illness that prevents the rider from travelling, including chemotherapy and dialysis patients whose treatments may make them too ill to travel
- Family emergencies
- Transit agency error, including scheduling mix-ups
- Transit agency vehicle is late for the pick up
- Other circumstances that may arise that upon review demonstrate the missed ride was due to factors out of the passenger’s control

If at any point you feel you have been charged with a no-show in error or if you wish to appeal a suspension, you may call the LexTran Paratransit Coordinator directly at 859-244-2015.

To cancel a scheduled trip, please contact WHEELS dispatch at 859-233-3433. All cancellations of trips should take place at least one hour prior to your scheduled pick-up time. Cancellations that occur with less than an hour’s notice have the same practical effect as a no-show and excessive late cancellations may be treated in a similar manner as excessive no-shows when warranted.