

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.

乘客预约不到场政策 2012年1月1日起有效

如果乘客因为可控因素连续性错过预约搭乘，将会面对被暂时吊销搭乘资格的情况。以下指导方针系专为此种乘客所建立的。请注意：此政策中所提及的“一趟旅程”是指搭乘旅客从指定出发地点到指定目的地的单向搭乘。一趟从旅客家里到医生诊室再从诊室返回旅客家里的预约搭乘被视为两趟旅程。

- 如果乘客在一个月内搭乘1-20趟，在一个月内乘客最多被允许有2次预约后不出现搭乘的情况。
- 如果乘客在一个月内搭乘21-30趟，在一个月内乘客最多被允许有3次预约后不出现搭乘的情况。
- 如果乘客在一个月内搭乘31-40趟，在一个月内乘客最多被允许有4次预约后不出现搭乘的情况。
- 如果乘客在一个月内搭乘41-50趟，在一个月内乘客最多被允许有5次预约后不出现搭乘的情况。
- 如果乘客在一个月内搭乘50趟以上，在一个月内乘客最多被允许有6次预约后不出现搭乘的情况。

如果乘客在一个月中超过当月最多被允许的预约后不出现搭乘情况，则乘客需服从以下吊销服务的规定：

第1次违反：收取警告信件一封

第2次违反：吊销享用乘车服务的权利一周

额外的违反：每额外违反规定一次会被额外吊销使用乘车服务资格一周，累计吊销资格时间不超过12周

此政策的主旨不在于拒绝任何一个需要求医的搭乘旅客，也不在于惩罚任何一个由于不可控因素而错过乘车预约的乘客。如乘客因以下原因而错过预约搭乘则不属于预约后不出现搭乘的范畴：

- 因病无法出行，包括因化疗或者透析而体力不支无法出行的病人
- 因家庭突发事件无法出行的
- 因安排搭乘的机构出现预约错误而无法出行的
- 因预约搭乘车辆迟到的
- 因其他经过评估属于乘客不可控因素引起的无法搭乘预约车辆的情况

如果您在任何时候认为被错误的判定为在预约搭乘后不到场，请拨打电话至859-244-2015向Lextran的辅助客运系统协调员进行申诉。

如需取消预约搭乘，请拨打电话859-233-

3433联系公司调度部门。所有取消预约搭乘的行为需至少在预约时间一小时前完成。在预约搭乘时间一小时内发生的取消行为会被作为乘客预约不到场的情况处理。