



St. Joseph Transit

managed by First Transit



"No-Show Policy"

Effective: April 1, 2008

A "No Show" is a trip that has been scheduled, but the rider did not show up for and/or did not call to cancel the reservation thirty (30) minutes prior to the scheduled pick up time.

Nothing in this policy is intended or shall be construed as prohibiting any person from boarding a St Joseph Transit Bus at any Bus Stop or Transfer Station.

- **1st No Show = Verbal/Written Review of No Show Policy.**
Verbal review, subject to St Joseph Transit's ability to contact the "No Show". If no verbal contact can be made, a written review will be mailed to the last known address of the "No Show".
- **2nd No Show = Written Notice Concerning Lack of Compliance.**
Written notice concerning lack of compliance will be mailed to the last known address of the "No Show".
- **3rd No-Show = Written Notice of Suspension of Subscription Service.**
Written notice of *suspension of subscription service for 30 days* will be mailed to the last known address of the "No Show".
- **4th No-Show = Written Notice of Suspension of all pre-scheduled services.**
Written notice of *suspension of all pre-scheduled Casual and Subscription services for 30 days* will be mailed to the last known address of the "No Show".
- **5th No-Show = Written Notice of Suspension of all pre-scheduled services.**
Another No-Show within 30 days of reinstatement from a 30 day suspension will result in a written notice of *suspension of all pre-scheduled Casual and Subscription services for 60 days* being mailed to the last known address of the "No Show".
- **6th No-Show = Written Notice of Suspension of all pre-scheduled services.**
Another No-Show within 30 days of reinstatement from a 60 day suspension will result in a written notice of *suspension of all pre-scheduled Casual and Subscription services for 90 days* being mailed to the last known address of the "No Show".
- **7th No-Show = Written Notice of Suspension of all pre-scheduled services.**
Another No-Show within 30 days of reinstatement of a 90 day suspension, making it the 7th No-Show within a 12 month period, will result in a written notice of *suspension of all pre-scheduled Casual and Subscription services for up to 1 year* being mailed, via Certified Mail, to the last known address of the "No Show".

Pre-scheduled Services Description:

Casual: A pre-scheduling service provided by St. Joseph Transit that allows customers to schedule one same day, or future day, one way or round-trip.

Subscription: A pre-scheduling service provided by St. Joseph Transit that allows customers to schedule the same trip(s) on multiple days.

Individuals who receive notification of imposition of sanctions or suspension have the right to be heard and present written and/or oral information and arguments. Sanctions will be begin upon receipt of written notification from St. Joseph Transit, unless an appeal is requested. If appealed, service will continue during the process which must be completed within 90 days from the date of the sanctions.

APPEALS PROCESS

The following St Joseph Appeal Process shall apply to appeals regarding suspension of services due to No-Show events; and sanctions regarding incidents of *unsanitary conditions*, violent or threatening behavior. The process has been designed as a means to provide individuals with full "Due Process".

In the event of a suspension but before suspending service, St Joseph Transit shall:

1. Notify the individual in writing that St Joseph Transit proposes to suspend service, citing with specificity the basis of the proposed suspension and setting forth the proposed sanction; and
2. Inform the individual of his/her appeal rights as described in this policy. Sanctions are stayed pending the outcome of the appeal.

Details of the Administrative Appeal Process shall be provided in writing as a part of the correspondence related to the denial of eligibility for service, determinations of violation of the St Joseph Transit No-Show Policy and incidents of violent or threatening behavior. The Administrative Appeal Process documents shall be provided in an accessible format that can be utilized by the individual making the request.

APPEALS PANEL

Drawing from the membership of the St Joseph Transit Suspension Review Committee a four-member Appeal Panel will be formed to review appeals regarding service eligibility determinations, sanctions for No-Show events and incidents of violent or threatening behavior. The Chairman of the Suspension Review Committee, at the beginning of his/her appointment or at the time of the appeal, shall appoint the individuals that will serve on the Appeal Panel. The Appeal Panel shall include the following representatives from the Suspension Review Committee:

- 1 Transit Operations Representative
- 1 Transit Driver Representative
- 1 Service User
- 1 Disability Service Board

The Appeal Panel shall not include any individuals who may be directly involved in the initial eligibility review/denial or the compilation of the record regarding No-Show and/or incidents of *unsanitary conditions*, violent or threatening behavior.

APPEALS PROCESS

The final, formal decisions issued by the Appeal Panel shall stand as the "Due Process" resolution of the appeals under the St Joseph Transits formal written Administrative Appeal Process described herein.

Step 1: Letter of Intent to Appeal

Individuals desiring to exercise their right to due process shall provide written notification to the Chairman of the St Joseph Transit suspension review Committee within 14 calendar days of receipt of notification of denial of service, for No-Show incidents, or incidents of unsanitary conditions, violent or threatening behavior. The written notification to St Joseph Transit shall at a minimum include the following:

1. Full name, complete mailing and physical addresses and daytime telephone number.
2. A statement that an in-person review is requested before the Appeal Panel or that an in-person review is not requested but review by the Appeal Panel is being requested.
3. In the event that an in-person review is desired, the statement shall include the details of any support assistance that may be required (i.e., representation by another individual, transportation service for appearance, etc.).
4. A statement concerning the basis upon which the appeal is being made.
5. Any other information or additional documentation, which supports the individual's appeal.

The above-described written notification of the Intent to Appeal shall be addressed as shown below:

St Joseph Transit Administrative Appeal Process
C/O Suspension Review Committee
702 South 5th St
St Joseph Mo 64501

Step 2: Appeal Panel Actions

1. Within (7) calendar days of receipt of a written notification of Intent to Appeal, the Chairman of the Suspension Review Committee shall appoint a replacement representative if a current panel member is unable to serve for any reason and name the Appeal Panel's Chair for that appeal. In addition, the Appeal Panel shall be provided with a copy of the written notification of Intent to Appeal and any other pertinent documentation.
2. Within fourteen (14) calendar days of receipt of a written notification of Intent to Appeal, a time and location for a formal review by the Appeal Panel shall be scheduled. The formal review/ hearing shall be scheduled within 21 days of the receipt of the original notification of Intent to Appeal.
3. The individual requesting an appeal review by the Appeal Panel shall be simultaneously notified by St Joseph Transit in writing of the scheduled review/hearing and all members of the Appeal Panel shall be formally notified of the scheduled meeting
4. The Appeal Panel review/hearing shall be conducted as scheduled and the Panel shall be afforded no more than 14 calendar days, from the review/hearing date, to deliberate and issue a formal decision. In appeals involving service eligibility, if the Appeal Panel has not issued a formal decision within the 14-day period, presumptive eligibility shall apply until a formal final decision is rendered.
5. Individuals appealing to the Appeal Panel shall be provided formal written notification, via registered mail, of the final decision of the Panel within 21 calendar days of the review/hearing date. Such notification shall state the basis upon which the decision was rendered.

The final, formal decision issued by the Appeal Panel shall stand as the "Due Process" resolution of appeals under St Joseph Transits formal written Administrative Appeal Process described herein.