

**Adams
County
Transit**

Rider's Handbook



Rider's Handbook
1109 Dayton Street, Room 1
Decatur, IN 46733
260-724-5316



Thank you for riding with us! Adams County Transit (ACT) is a public transportation service for the citizens of Adams County Indiana. ACT provides the reservations, scheduling, and operation of door-to-door service. Drivers are trained in safety and passenger assistance. Wheelchair accessible vehicles are available.

This guide will provide helpful information regarding:

- Service Area
- Fares
- Scheduling Your Trip
- Changing and Canceling Reservations
- “No-Show” Policy
- Getting There on Time
- Accompanying Riders
- Mobility Equipment
- Package Policies
- Confidentiality
- Holidays
- Lost Items
- Driver/Passenger Conduct
- Emergencies

We hope this Rider's Guide answers questions you may have. Should you require additional information, please call the office at 260-724-5316.

Who do you call?

Call 724-5316 to schedule a trip, make cancellations, ask any questions, or convey complaints.

Office Hours: Monday – Friday 8:00 a.m. – 4:00 p.m.

Vehicle Operation Hours: Monday – Friday 6:00 a.m. – 6:00 p.m.

Scheduling Your Trip

Reservations must be made by noon one business day prior to your trip. Scheduling sooner, even weeks and months in advance is very helpful. ACT operates on a demand-response system, which means all reservations are made on a first come, first served basis.

Certain information is required for ridership reporting purposes. When scheduling a ride, please have the following information ready:

- Your name and home address.
- Your pick-up address, if different than home address and your telephone number.
- The time you want to be picked up and the time of your scheduled appointment.
- Your destination address.
- Whether you use a wheelchair or other mobility equipment.
- Whether another person, persons, or service animal will be riding with you.

Every effort will be made to meet your request. If there are no openings for the requested time, we will work with you to schedule an alternate time that will fit with your schedule. REMEMBER: The sooner you call, the better your chance of getting a ride when you need one!

Service Area

ACT is available to all residents of Adams County. We also offer out-of-county medical only trips as availability permits for \$1/mile each way, regardless of age.

Fares

For those who are aged 60 and older, ACT operates under the Older Americans Act Senior Transportation Service with a grant through Aging and In-Home Services. Riders aged 60 and older, are asked to make suggested donations based on their trip distance. For example, a trip within a rider’s own city limits has a suggested donation of \$5 for the roundtrip. The suggested donation for a trip out of the rider’s city limits, but within Adams County is \$10 for the roundtrip. Any additional stop, requested when the trip is book, has an additional suggested donation of \$2.50.

For those who are under 60, public transportation with ACT is funded, in part, through the Indiana Department of Transportation. This funding, along with other community donations, helps keep in-county rates low. Please see the table below.

Trips within Adams County within 0-9 miles	\$5.00 each way
Trips within Adams County within 10-20 miles	\$10.00 each way
Trips within Adams County within 21-30 miles	\$15.00 each way
A medical trip from Adams County to Wells or Allen County	\$1/mile up to 50 miles one way
Children under the age of 12 accompanied by an adult	\$1 each child
Children under the aged of 6-12 traveling alone will be charged the regular ACT fare listed above.	

Getting There on Time

It is ACT's goal to provide the greatest number of passengers with prompt, efficient, and friendly service. The following are ways you can help us serve you:

- Please keep seat belts and child safety restraints buckled for the entire trip. The drivers will not put the vehicles in gear until all passengers are securely buckled in.
- Please do not expect unscheduled stops. This can make the driver late for the next scheduled pick-up.
- Please do not change seats, unless instructed to do so by the driver. This will only occur if another passenger has a special need, requiring a certain seat.
- Please do not refuse to ride with another passenger. If there is a reoccurring problem with another passenger, please call the ACT office and report it.
- Please keep in mind that there may be other stops during your trip. Delays due to traffic stops or bad weather are beyond our control.
- Please understand that drivers are not permitted to enter your home. They may assist you and assist with packages to and from your door, but not enter home or the buildings.
- Please be ready for your pick-up 15 minutes ahead of your scheduled pickup time.

Changing and Canceling Reservations

Changes and cancellations can be made by calling the ACT office. Changes to a reservation should be made before 12:00 noon one business day before your trip. While we will make every effort to accommodate your changes, we cannot guarantee any changes made after this time.

Cancellations should be made as soon as possible, and no later than one hour before your scheduled pick-up time. This policy allows for illness or other events beyond your control, requiring last minute changes in plans. An unreported cancellation is called a "no-show" and will incur a \$10 fee that will need to be paid before you are permitted to ride with us again. If the driver reports to pick you up and you cancel at the door, that is also a "no-show" and will incur a \$10 fee that will need to be payed before you are permitted to ride with us again.

Fares can be paid by using cash, check or charge. Fares paid by cash must be tendered in exact change. The driver does not carry cash, and cannot make change. Fares must be collected prior to departure. Riders cannot carry a balance. If you would like to pay using a credit card, all drivers have a credit card authorization form on their clip boards. All you need to do is fill it out and the driver will give it to the Transportation Coordinator to keep locked in a file cabinet. We will not charge your card without your authorization.

Out-of-county transportation is available. The number of trips we can do per day is limited. Charges for trips going out of Adams County for medical only are \$1 per mile, each way, regardless of age. The total roundtrip fare, given when the trip is booked, is to be paid at the

beginning of the trip. If you are not able to pay the entire trip fare at the beginning of the trip, you will need to reschedule your trip and will incur a \$10 fee for the cancellation at the door.

“No-Show” Policy

Our drivers are required to wait five minutes beyond the scheduled pick-up time, and then move on, in order to keep the appointment times of other riders. The driver will contact the dispatcher to make sure there is not a problem, and to report the “no-show.” “No-shows” will be charged a \$10 fee. An unreported cancellation is called a “no-show” and will incur a \$10 fee that will need to be paid before you are permitted to ride with us again. If the driver reports to pick you up and you cancel at the door, that is also a “no-show” and will incur a \$10 fee that will need to be paid before you are permitted to ride with us again.

Accompanying Riders

If you need a caregiver to accompany you on your ride, we ask that you get a note from your doctor stating that your loved one requires a caregiver as their attendant for transportation. The caregiver can ride with you at no additional cost once the note is on file in the office. Please inform the dispatcher at the time of reservation if the caregiver will be joining you for your ride.

Guide dogs and other service animals are allowed to accompany passengers as well. We request notification of service animals riding at the time of scheduling, so we can accommodate passengers or drivers who have allergies or other difficulties with animals. Service animals will not be refused.

Mobility Equipment and Oxygen Tanks

ACT provides transportation for riders with mobility equipment, such as wheelchairs, scooters, walkers, and portable oxygen tanks. We have vans equipped to strap down wheelchairs safely, and seat belt the rider in the wheelchair. We also can strap in motorized scooters, however, for their safety, it is recommended that the passenger ride in a van seat, and wear the seat belt provided.

Confidentiality

The Adams County Council on Aging and Adams County Transit are required to abide by the terms of the Notice of Privacy Practices for Protected Health Information. Any personal or medical information obtained for transportation purposes, will be kept confidential. Any employee of ACCOA or ACT, not in compliance with the Privacy Act will be held accountable.

Package Policy

Passengers are required to limit carry-on packages to five (5) per paid rider. Drivers will assist passengers with these packages if they are less than five (5) pounds. If additional assistance is necessary, passengers should have an accompanying rider with them. All packages must be

small enough to be placed in the storage area of the vehicle or out of the aisles. No big boxes, bulky items, or large bags that would be considered a “household” move are permitted.

Lost or Damaged Items

ACT is not responsible for lost, stolen, or damaged items. However, drivers check their vans daily and turn in loose items to the dispatcher. To check on a lost item, please call the ACT office.

Holidays

We are closed on the following holidays:

New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, The Friday following Thanksgiving Day, Christmas Eve and Day. We are also shutdown between Christmas Day and New Year’s Day. If a holiday falls on a Saturday, the prior Friday may will be observed. If it falls on a Sunday, the following Monday may be observed.

Emergencies

There may be times that Emergency Management declares a county-wide emergency. ACT will not operate during such an event. ACT reserves the right not to travel roads that are believed to be unsafe.

Americans with Disabilities Act of 1990

The Americans with Disabilities Act (ADA) regulations require ACT, as a public entity, to provide services to individuals without disabilities. The ADA requires the development of programs that will ensure the integration of all persons into public transportation system, and thus all of the opportunities transportation makes possible. The goal is to ensure non-discriminatory, equitable, accessible, and safe public transportation, enhancing the social and economic quality of life for people with disabilities.

Title VI of the Civil Rights Act of 1964

Notice to the Public

To make ACT riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, ACT has presented the following information, in both English and German, on its Riders’ Guide, onboard notices; and will be added to the website.

Your Civil Rights

ACT operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under **Title IV** or **ADA**, may file a complaint with ACT.

For more information on ACT's civil rights program and the procedures to file a complaint, please contact the Adams County Council on Aging at 260-724-5316; email director@adamscountycouncilonaging.org; or visit our administrative office at 1109 Dayton Street, Room 1, Decatur, IN from 8:00 am to 4:00 pm, Monday – Friday. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about ACT programs and services, visit www.adamscountycouncilonaging.org. If information is needed in another language, please contact 260-724-5316.

PASSENGER DISCIPLINARY POLICY

Purpose

Adams County Transit is a service administered by the Adams County Council on Aging that manages and operates the demand response transit service. The Adams County Council on Aging's mission is to provide safe, reliable, convenient, and efficient public transportation for citizens and visitors.

These Rules of Conduct ('Rules') are designed to:

- ◆ Promote the health, safety and comfort of the Adams County Council on Aging riders and assure that facilities are safe, clean and accessible;
 - ◆ Promote and facilitate the safe, efficient and proper use of the Adams County Council on Aging facilities and services;
 - ◆ Protect the Adams County Council on Aging facilities, staff, and riders; and
- These rules describe conduct that is appropriate and conduct that is prohibited when on or using the Adams County Council on Aging facilities and services. These rules also detail the procedures the Adams County Council on Aging will follow for ordering riders who exhibit prohibited conduct off of the Adams County Council on Aging vehicles and other facilities and temporarily or permanently prohibiting such persons from using Adams County Council on Aging facilities and services ('Excluding' such persons). They also describe the process to be followed for appealing such exclusion actions.

The Adams County Council on Aging may suspend, amend, modify, or revoke the application of any or all these rules at any time as it deems necessary.

Goals

To provide the Adams County Council on Aging with a documental means of addressing passenger violations of policy, and behavior or other occurrences that impact the safety of other passengers, transit staff or the vehicle.

The passenger rider guide provides the requires passengers' policies for the Adams County Council on Aging, and should be referenced when addressing violations. Note; this policy is

intended to be utilized to address passenger’s violation of service policies and other behaviors that impact the safe operation of the transit vehicle, and is not intended to be utilized as a means of denying service. Each policy violation must be independently investigated.

Applicability

This policy applies to all passenger that utilize the Adams County Council on Aging services, while on Adams County Council on Aging properties and while communicating with Adams County Council on Aging staff.

Conduct

All persons using Adams County Council on Aging facilities and services shall exhibit conduct that supports and is consistent with the safe and orderly use of the Adams County Council on Aging public transit system in which riders of different ages and abilities travel in close proximity to one another on Fixed Route and ADA paratransit vehicles.

- ◆ Appropriate conduct (‘Appropriate Conduct’) means that all persons using the Adams County Council on Aging Facilities or Services shall:
 - ◆ Listen to and follow the lawful orders and directives of the Adams County Council on Aging operators and supervisors;
 - ◆ Obey written instructions that Adams County Council on Aging posts;
 - ◆ Conduct themselves in ways that:
 - Does not threaten their own health or safety or the health or safety of others;
 - Does not unreasonably annoy, disturb, or intrude on the space of others; and
 - Does not unreasonably obstruct the aisles, seats, or doors of vehicles or obstruct others from using or accessing facilities or services.
 - Unreasonable riding the vehicle with the intention of exceeding all normal round-trip ride times.
- ◆ No person using the Adams County Council on Aging facilities or services shall engage in prohibited conduct. Prohibited Conduct is conduct that:
 - Is illegal under any federal, state, or local law, regulation, or ordinance;
 - Damages any real or personal property of the Adams County Council on Aging, operator, any rider, or any other person;
 - Injures an operator, any rider, or any other person; or
 - Substantially interferes with or tends to interfere with the Adams County Council on Aging service or facilities.
- ◆ Specific Prohibited Conduct is more fully described below. A person who exhibits Prohibited Conduct may also be subject to criminal process or civil legal actions pursued by the Adams County Council on Aging or others.

Definitions

In addition to the definitions contained elsewhere in these rules, the following definitions apply.

- ◆ Exclude, Excluded, Exclusion: Means a person may not enter upon or remain on Adams County Council on Aging facilities or use Adams County Council on Aging services for a specified period of time.
- ◆ Facilities: Means all real and personal property and equipment of or used by the Adams County Council on Aging in the provision of Adams County Council on Aging services. Facilities include, but are not limited to:
 - ◆ Operator: Means the driver of an Adams County Council on Aging vehicle.
 - ◆ Person: Means any individual, association, or entity.
 - ◆ Rider: Means any person using Adams County Council on Aging facilities or services.
 - ◆ Services: Means Adams County Council on Aging fixed route and ADA paratransit and related services and such other services as may be offered from time to time by the Adams County Council on Aging.
 - ◆ Service Animal: Means a guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to;
 - ◆ Guiding individuals with impaired vision,
 - ◆ Alerting individuals with impaired hearing to intruders or sounds
 - ◆ Providing minimal protection or rescue work,
 - ◆ Pulling a wheelchair,
 - ◆ Fetching dropped items
 - ◆ Unless required by law, the term Service Animal does not include a therapy animal or animal used for emotional support or comfort. The term Service Animal does include a working dog or other animal of a law enforcement agency.
 - ◆ Sound Production Device: Means any device capable of producing sound including but not limited to: radio, television, musical instrument, tape recorder, cassette or compact disc player, speaker device or system, computer, computer tablet, smart phone, and any sound amplifier or sound-producing device like those items listed but excluding an auxiliary aid or assistive device when utilized by a person with a disability as defined by the Americans with Disabilities Act.
 - ◆ Supervisor: Means the Adams County Council on Aging Transit Services Administrator or an Adams County Council on Aging employee in a supervisory position. Supervisors are authorized to trespass a person from facilities.
 - ◆ Vehicle: Any Adams County Council on Aging bus or other vehicle used for public transport.

Prohibited Conduct

Level I Prohibited Conduct includes:

- ◆ Entry onto a vehicle when a person's ability to function safely and in an orderly manner is believed to be weakened or diminished by the consumption of alcohol or by

the taking of any drugs or other substance.

- ◆ Disturbing other riders or the operator or impeding, interfering with, or obstructing the provision of safe, efficient, comfortable, clean, and hygienic service. This includes but is not limited to:
- ◆ Refusing to vacate seats and areas designated by signs for senior citizens and people with disabilities when requested by a senior citizen or a person with a disability or by the Operator on behalf of such persons.
- ◆ Using a sound production device except when such sound production device is used with headphones or earphones such that sound from such device is heard by the user only.
- ◆ Standing when the vehicle is in motion in front of the standee line at the front of the vehicle near the operator's seat.
- ◆ Bringing any animal on a vehicle unless such animal is caged. The cage must be capable of being held in the lap of the rider possessing the animal. This prohibition does not apply to service animals.
- ◆ Bringing on-board a vehicle any packages, articles, or equipment that cannot be safely carried by the rider in one trip and that cannot be or are not secured by the rider outside of the aisle. Packages, articles, or equipment may not block any exits or restrict the free and safe movement of riders. Strollers and carts are permitted provided they are collapsed, secured by the rider outside of the aisle, and do not block exits or restrict the free and safe movement of riders. This prohibition does not apply to wheelchairs, crutches, canes, or other mobility aids or assistive devices.
- ◆ Distracting, or attempting to distract, an operator.
- ◆ Engaging in canvassing, selling, or soliciting on or at a facility.
- ◆ Distributing any paper or other material on or at a facility.
- ◆ Changing a child's diaper in a vehicle.
- ◆ Spilling food or drink, littering, or otherwise leaving trash or garbage on or at a facility.
- ◆ Exhibiting personal hygiene that may cause a health or safety hazard.
- ◆ Hanging or swinging from stanchions or other vehicle equipment with feet off the floor.
- ◆ Hanging out, reaching out, or putting any item, article or other substance outside of vehicle windows.
- ◆ Engaging in conduct that may cause a safety hazard.
- ◆ Excessive riding on a vehicle beyond the normal roundtrip length of the route or trip.

Level II Prohibited Conduct includes:

- ◆ Destroying any property including marking, soiling, painting, inscribing, writing, spray painting, or placing graffiti upon and facility; removing, injuring, or tampering with any facility; or attempting to commit any of those acts, except as specifically permitted or directed by Transportation Coordinator.

- ◆ Stealing or wrongfully taking any Adams County Council on Aging facility or other property or the property of another person while on or using a facility.
- ◆ Disorderly or disruptive conduct, including:
- ◆ Fighting.
- ◆ Assaulting another or threatening to inflict bodily injury on another through words or actions.
- ◆ Offensively touching another or using force on another without their consent or intentionally injuring another.
- ◆ Harassing another.
- ◆ Screaming or shouting offensive and unwelcome words at another.
- ◆ Stalking another.
- ◆ Smoking or lighting any incendiary device, including a match, lighter, or torch on a vehicle; or using vapor products, including but not limited to electronic cigarettes, on a vehicle.
- ◆ Possession of a weapon on the Adams County Council on Aging property or vehicles (except as permitted under Indiana Code 35-47-11.1).
- ◆ Obstructing or interfering with the Operator's safe operation of the Vehicle.
- ◆ Exposing any private part of a Person's body.

Enforcement of the Rules

- ◆ The operator may refuse entry onto a vehicle to any person who violates these Rules of Conduct. The operator or a supervisor may provide oral and written warnings and may eject (order a person to leave) or exclude Persons from facilities and suspend the use of the Adams County Council on Aging services as follows:
- ◆ If an operator or supervisor becomes aware that any person is engaging in any prohibited conduct, such operator or supervisor may give that person an oral first warning to immediately cease engaging in the conduct and/or not to engage in the conduct again. If the person does not cease engaging in the conduct, or if the person was engaged in any Level II prohibited conduct, then the operator or supervisor may direct the person to immediately leave the vehicle or other facility.
- ◆ If a person fails or refuses to leave a vehicle or other facility after being directed to do so by an operator or supervisor, then such person is subject to arrest and prosecution. Additionally, failing to leave a vehicle or other facility after being directed to do so may also subject a person to the exclusion procedure, described in Section 5.
- ◆ The remedy described in this section is not exclusive, and the Adams County Council on Aging or any other person may pursue such further legal action as applicable and appropriate.

Facility Exclusion Procedures

If a person has failed or refused to follow an order to cease prohibited conduct and the Adams County Council on Aging determines that an individual should be excluded from Adams County

Council on Aging facilities and/or services, or that conditions should be placed on the person's continued use thereof, the process is as follows:

The Adams County Council on Aging Transit Services Administrator or his/her designee will issue an Exclusion Order to the person stating the reasons for the exclusion, the time period of the exclusion, and the facilities and/or services to which the exclusion order applies.

The following suspension schedule will be observed as disciplinary action:

1. **A 1st offense** within a one-year period shall result in a verbal warning from the driver, stating that riding privileges are in jeopardy. The driver will inform the dispatcher of the warning, and it will be documented as a 1st offense.
2. **A 2nd offense** within a one-year period shall result in suspension of service for 30 days.
3. **A 3rd offense** within a one-year period shall result in suspension of service for 60 days.
4. **A 4th offense** within a one-year period shall result in termination of services until successful completion and documentation of behavior modification training.

The written Exclusion Order shall also advise the Person of his/her right to appeal the decision and include a copy of the appeal procedure. The Adams County Council on Aging Transit Services Administrator shall provide a copy of the written Exclusion Order to the Adams County Transit Advisory Board (TAB) and will inform appropriate staff about the reasons for and length of the exclusion.

If an appeal is not filed by the excluded party within ten (10) business days from the commencement of the exclusion, the right to appeal terminates and the Exclusion Order is final.

Appeals

Any Person Excluded from Adams County Council on Aging facilities or services may appeal such Exclusion Order by submitting a written Notice of Appeal to the Transit Services Administrator at the following address:

Adams County Council on Aging
1109 Dayton Street, Room 1
Decatur, IN 46733

Such Notice of Appeal must be submitted within ten (10) business days from the date of the Exclusion Order. The Notice of Appeal shall state with specificity the grounds for the appeal and all the facts that the Excluded Person believes are relevant to the appeal.

The Transit Services Administrator shall review and may uphold, reconsider, or modify the Exclusion Order and shall make his/her decision in writing within fifteen (15) business days of receipt of the Notice of Appeal. Exclusion Orders shall remain in effect pending an appeal. Should the Excluded Person wish to appeal the decision of the Transit Services Administrator, the Excluded Person may appeal the Transit Services Administrator's decision to the Chairperson of the Transit Advisory Board (TAB) by filing a written Notice of Appeal of Transit Administrator's Decision within ten (10) days of the date of the decision of the Transit Administrator at the following address: 1109 Dayton Street, Room 1, Decatur, IN 46733.

The TAB Chairperson shall hold a hearing within thirty (30) business days after the appeal has been filed. A notice of the hearing including a statement of the time, place, and nature of the hearing shall be mailed to the Excluded Person by the Adams County Council on Aging transit staff. The Excluded Person shall attend the hearing and may be represented by counsel and/or accompanied by a representative and one attendant. The Appeals Hearing is an administrative meeting and is NOT a public meeting. All decisions by the TAB are final.

Non-Compliance with Exclusion Order: Trespassing

If any person subject to an Exclusion Order enters the specified facilities or services before the termination date listed in the Exclusion Order, that person shall be trespassing and is subject to arrest and prosecution.

APPEAL SUSPENSION OF SERVICE

PURPOSE

The purpose of this policy is to provide procedures for handling the suspension of service and appeals process for those passengers who have had their use of the service with the Adams County Council on Aging suspended. The purpose of the suspension may include violations of passenger behavior rules, violation of the no-show policy or for inappropriate or disruptive behavior. Regardless of the reason for suspension, each and every passenger has a right to appeal the decision through this appeals process.

Definitions

Pattern or Practice of No-show - is determined by the number of trips scheduled compared to the number of trips travelled. A pattern is established when a customer No-Shows for 30% or more of booked trips in a 30-day period.

Advanced Cancellation - when the customer (or the customer's representative) calls and cancels a specific scheduled trip at least 2 hours prior to the pickup time. Early morning same-day, trips scheduled for pickup before 8 AM, are to leave a cancellation message with the answering service, or use the automated system to cancel the trip before 6 AM.

Late Cancellation - the customer (or the customer's representative) does not call to cancel a specific scheduled trip at least 2 hours prior to the pickup time (other than early morning trips as identified above). Late cancellations will be treated as No-Shows.

A Missed Trip occurs when a vehicle arrives after the end of the 30-minute window and the rider is not available or chooses not to take the trip. This will not count as a rider No-Show. It will be counted as a missed trip. If the rider chooses to board the vehicle, this will count as a late pick-up by the Adams County Council on Aging for the purposes of calculating Adams County Council on Aging on time performance.

Cancel at Door - when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick up window and the customer (or the customer's representative) notifies the driver at that time that they no longer need the scheduled trip. The driver is not responsible for canceling any other trips booked for that day.

The Adams County Council on Aging schedules pick-up and return trips separately and assumes all scheduled return trips are needed unless notice is given by the customer or their representative. If a pick-up trip is a No-Show, the Adams County Council on Aging will not cancel the return trip unless advised by customer. If the return trip is also a No-Show, the customer will be assessed two (2) No-Shows. Drivers are required to wait five minutes after the agreed schedule time.

Adams County Council on Aging defines a No-Show as when any or all of the following criteria have occurred:

- There was no call by the customer (or the customer's representative) to cancel the scheduled trip 1 hour or more before the pick-up window.
- The vehicle arrives at the scheduled pick-up location within the 30-minute pick up window and the customer does not show. The dispatch office is notified. At this time, dispatch will verify that the operator is at the correct location.
- Late cancellations and cancellations at the door will also be treated as no-shows.

No-Shows Beyond a Passenger's Control

Trips cancelled for reasons that are beyond the customers control will not be considered No-Shows. This includes missed trips resulting from sudden illness, family or personal emergency, appointment delay, or other unforeseen reasons for which it is not possible to call the Adams County Council on Aging to cancel in time, or to take the trip as scheduled. Although No-Shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel scheduled trips in a timely manner. It is the customer's responsibility to provide the reasoning for not canceling a trip.

Contact should be made with the Adams County Council on Aging as soon as possible. Lack of any contact will result in a No-Show being issued. Repeated failures to take scheduled trips, regardless of the reason, are subject to review.

Pattern or Practice of No-Shows

Service suspension penalties will be assessed for a pattern or practice of No-Shows. The Adams County Council on Aging imposes penalties for consistent late cancellations and No-

Shows. Drivers are required to wait five minutes after the agreed scheduled time. Customers may be suspended from paratransit service when they show a “pattern and/or practice” of No Shows of 30% or more during a 30 days period. Examples of what would and would not constitute a pattern and/or practice of No Shows:

Example: 1 A customer books 20 trips in a 30-day period and misses’ six trips. This customer has a pattern and/or practice of No Shows because (a) the customer had six No Shows, and (b) those no shows represent 30% of the total trips booked in a month;

Example 2: A customer books 10 trips in a 30-day period and misses four trips. This customer will not have a pattern and practice of No Shows because the customer did not have six or more No Shows in the 30-day period, or 30% of the total trips booked.

A Practice of No-Shows is considered when No-show’s total 30% or more of a customer's total trips in a 30-day period, and may result in a penalty. Penalties increase each period that the customer exceeds the No-Show threshold.

PROCEDURE

Customers will be notified in writing each time there is a No-Show. This notice could be a certified letter in the mail, or an e-mail if there is an e-mail address on record. The mail or e-mail message will list the date, time, and location of the missed or late cancelled ride. Excessive No-Shows and late cancellations may result in suspension of service, as shown below.

Consequences for an established pattern or practice of no-shows in a 30-day period.

- ◆ **1st violation:** Letter of warning and/or phone contact
- ◆ **2nd violation:** 1-week suspension
- ◆ **3rd violation:** 2-week suspension
- ◆ **4th violation:** 3-week suspension

A violation occurs when a customer exceeds the No-Show threshold in a 30-day period. Once a violation has occurred, a new 30-day period begins the next day. No-Shows will accumulate toward a new violation while a suspension is in process or in appeal. If a customer should exceed the No-Show threshold, they will receive a suspension letter or email, proposing to suspend service within 15 days of the suspension notice and outlining the appeals process. The suspension of service will become effective fifteen days from the date the registered letter or e-mail of notification is mailed in order to allow the individual an opportunity to appeal the suspension. The rider will have 15 days, from the date the registered letter of notification is mailed, to appeal the suspension decision by following the appeals process as outlined below.

The “No-Show” appeal process is as follows:

Riders who wish to appeal a decision will have 15 days from the receipt of their suspension letter to appeal the decision in writing to the Adams County Council on Aging. Appeals will be heard and decided within 30 days of the receipt of the request.

While the appeal is in process, riders will still be able to receive transportation services until a final decision is rendered.

A panel composed of members of the Adams County Council on Aging board of directors will hear appeals.

Individuals who appeal have the right to speak in person on their own behalf and/or have others represent them (at the rider’s expense) at appeal proceedings.

The determination made from the appeal will be in writing and will be final.

After a thorough review of all available information and testimony, the Appeals Committee will have 72 hours in which to issue a recommendation to sustain or reverse the suspension. The Committee recommendation will be forwarded to the Transit Manager for final review and implementation.

The Transportation Coordinator will have three (3) days to issue a final suspension decision in writing to the passenger involved. All final decisions will be implemented within seven (7) days of passenger notification.

All communications will be made available in alternate format upon request.