

ADA Paratransit Service No Show and Appeals Process

Definition of a “No-Show”

A No Show is defined when **all** of the following criteria have occurred:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip 1 hour or more before the pick-up window **AND**
- The vehicle arrives at the scheduled pick up location within the 30 minute pick-up window **AND**
- The driver cannot reasonably see the customer approaching the vehicle within 5 minutes **AND**
- The dispatch office is notified. At this time, dispatch will verify that the operator is at the correct location.

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, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call Dial-A-Ride to cancel in time or to take the trip as scheduled.

Although a no show 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 Dial-A-Ride as soon as reasonably possible. Lack of any contact will result in a No Show being issued.

No Show Notifications and Penalties

No Shows of 25 percent or more of the customers average 30 day trip frequency within a 30 day period may result in suspension of service of up to one week or 25 percent of their average 30 day trips, whichever is less. Individuals will receive written notification prior to suspension of service.

First notification: warning letter

Second notification: Up to one week suspension or 25 percent of the customers average 30 day trips, whichever is less

Before suspending services, StarMetro must notify the customer in writing of the proposed service suspension, cite specifically the basis of the proposed suspension and describe the proposed sanction.

Appeal Process

Within ten (10) days after receiving the notification letter, the customer should write a brief letter or email to starmetro.customerservice.com (Appeal in the subject line) stating the reasons why the “No Show” suspension was not warranted.

The letter is sent to:

StarMetro
Paratransit Appeals
555 Appleyard Dr.
Tallahassee, FL 32304

- Provide additional information regarding the “No Show” to staff evaluating the appeal.
- Either attend an appeal meeting, OR send written information for that meeting if requested.
- Upon receipt of an appeal, the Superintendent of Paratransit Operations will evaluate the information provided relating to the “No Show”. The Superintendent will acknowledge in writing the filed appeal to all affected parties within five (5) business days of receipt of the appeal. Should an appeal meeting be required, the date, time, and place of the appeal meeting will be sent to you.
- The appeal meeting will be held within thirty (30) days after the receipt of your letter. You do not need to attend the meeting. Instead, you may send information to the Superintendent. If you do decide to attend, you may bring another person with you.
- If you require transportation for the appeal meeting, StarMetro will provide this for you.
- Aids and services related to your disability (such as Braille material, voice amplification, sign language interpreter) will be provided if you request them at least five (5) business days prior to the meeting.
- Within thirty (30) days of the hearing, StarMetro will provide a written response to the appeal.