



KATS No Show Policy

Last minute cancellations, or "no-shows," are detrimental to the efficient and effective operations of the KATS transportation system. No-shows waste resources that could be used to provide transportation to other passengers. This being stated, KATS understands that occasional schedule conflicts and other circumstances will inevitably occur from time to time and that it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. The goal of KATS is to work with passengers in a positive way in order to minimize no-shows.

What Constitutes a "No-Show"?

If a passenger is unable to make his or her scheduled trip, and does not call the dispatcher to cancel the trip at least 1 hour in advance of the scheduled pick-up time, the trip will be considered a "no-show." Passengers who are not ready by their scheduled pick-up time may also be considered a "no-show" if they are more than five minutes late. At this point, the driver will contact dispatch who will then attempt to contact the passenger through a phone call. If there is no contact available, the driver will leave after waiting five minutes and contacting the dispatcher. Missed trips are defined as no-show trips. A trip missed by the client for reasons beyond his/her control, including but not limited to a KATS operating error, will not be counted as a missed trip.

Educating people about "No-Shows" and how to avoid them

KATS realizes there are several reasons that people may "no show" that could possibly be out of the control of the rider. Only no-shows that are under the rider's control may be counted against the rider. No-shows caused by reasons beyond the rider's control (e.g., scheduling problems, late pickups, and operational problems on the part of the transit provider or a family emergency or sudden turn for the worse in a variable medical condition) or (operator & KATS operations) error must not be counted against the rider. KATS goal is to work with passengers in a positive way in order to minimize no-shows. When a new passenger signs up for the KATS Dial A Ride system, written policies are sent with the welcome letter. Our welcome letter directs people to read, become familiar with and understand the policies. We welcome anyone to contact us if they have additional questions. KATS dispatch team will also verbally work with passengers to explain the pickup window, the vehicle wait time policy, the importance of being ready, and the need to cancel rides as soon as possible when their plans change. KATS understands that some newer people may need a little more of a "learning curve" in order to understand how the system operates. Dispatchers try to communicate clearly and effectively upon scheduling a trip to make sure that both scheduler and passenger agree on the precise pick up and drop off location. No-shows resulting from

circumstances beyond the control of the passenger will not be counted; however, KATS would request that the passenger notify KATS dispatch as soon as possible by calling 423-224-2613 that the missed ride was beyond their control. Transit agency errors will never be recorded as a no-show for the passenger.

"No-Show" Patterns

A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental, or singular incidents. Frequency of use and proportion of trips missed will be considered when determining if a pattern has formed. A KATS no show pattern is defined as a KATS client who has missed more than 15% of their scheduled trips or more in the most recent 30-day period **and** has had a minimum of 3 no-shows. Total must exceed 3 no-shows.

No Show Consequences

If a pattern begins to form with an individual where they are having excessive "no-shows" intentionally, repeated, or regularly, KATS will issue a warning letter that states the exact dates of the no-show trips. (see definition of an established pattern above).

The suspension schedule is as follows (per calendar month):

- 1st violation: Written Warning
- 2nd violation: 3 Days suspension of service
- 3rd violation: 5 Days suspension of service
- 4th violation: 10 Days suspension of service

The warning letter will be a reminder to the individual of our cancellation, no-show, and suspension policy.

Suspension of Service Definition

A suspension means that the passenger will not be able to schedule or receive any rides during the suspension period, which will be based upon the pattern of no-shows and/or reasons for the passenger's missed trips. A passenger will always receive a warning prior to a suspension given. The following verbiage is included in any suspension of service for No-Shows.

To appeal this determination a written request for hearing must be filed with the city ADA Coordinator, George Decroes at ADAcontact@KingsportTN.gov or via the grievance online form. The appeal should be submitted as soon as possible and must be submitted no later than 60 calendar days after the alleged violation. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will offer to meet with the grievant to discuss the complaint and possible resolutions either over the

phone, electronically, or in person. More information regarding the details of the Appeal Process can be found at <https://www.kingsporttn.gov/government/ada-compliance/>.

Grievance Procedure

KATS follows the city of Kingsport ADA Grievance Procedure for formal complaints and appeals process. An individual who has requested a communication aid or service for, or attempted to access, a city service, activity, or program and is dissatisfied or believes that he or she has been subjected to discrimination on the basis of a disability, may file a formal complaint (in accordance with this grievance procedure established to meet the mandates of the Americans with Disabilities Act). Details of the City's ADA Compliance and Grievance Procedure can be found at:

<https://www.kingsporttn.gov/government/ada-compliance/>