



CITY OF CLOVIS

CITY HALL • 1033 FIFTH STREET • CLOVIS, CA 93612

TRANSIT DIVISION

May 8, 2015

Dear RoundUp Passenger,

As part of our ongoing effort to provide outstanding service to all of our passengers, we are updating our No Show Policy. Our current No Show Policy states:

- Rides must be cancelled at least two hours prior to the scheduled pickup time or risk accruing a no show.
- Two or more unexcused no shows within a one-month time period may result in ride suspension for one calendar month.

Our new No Show Policy states:

- Rides not cancelled at least one hour prior to the scheduled pick up time may be considered a No Show.
- After four unexcused No Shows within one calendar month, your ride history will be assessed to determine the overall percentage of No Show rides during that month. A No Show rate of more than 3% of all rides scheduled for a calendar month will result in a warning letter. Additional instances of No Show rides may result in suspension of ability to ride the Round Up bus. You will receive ample notice and can appeal service suspension.

We welcome your feedback on this new policy. Please read the attached draft of the new No Show policy and direct any questions or comments by June 15, 2015 to Amy Hance, Transit Supervisor at (559)324-2769 or amyh@cityofclovis.com. A copy of the policy is also available on our website, www.cityofclovis.com/transit. The new No Show policy will go into effect July 1, 2015.

Sincerely,

Clovis Transit Round Up

DRAFT

Clovis Transit RoundUp Service No Show Policy

A No Show trip is one which the passenger does not board the vehicle to take their reserved ride or when the passenger cancels their ride less than one hour prior to their scheduled pick-up time. When a passenger No Shows a scheduled leg of a trip, the remaining segment(s) will not be canceled unless requested by the passenger.

Passengers who do not take their reserved ride or fail to notify the office more than one hour prior to their scheduled pick up time may jeopardize their ability to ride Round Up.

When a passenger fails to take their ride, the dispatcher will investigate the No Show to determine, if possible, the reason why the passenger missed their trip. No Shows can be excused if the trip was missed for reasons beyond the passenger's control. Some examples are sudden illness, mobility device failure, late connecting transportation, and family emergency. No Shows that won't be excused include, but are not limited to, the passenger changing their mind about taking the trip, not knowing that a trip had been scheduled, or not wanting to ride with a specific driver or passenger or on a specific vehicle. Rides that are canceled less than one hour prior to the scheduled pick-up time will be counted as a No Show.

Violations of the No Show policy will be analyzed on a monthly basis. Any passenger who has 4 No Shows that have been determined to be unexcused in one calendar month will be assessed to determine the overall percentage of missed rides during that month. A No Show rate of 3% of all rides scheduled for the passenger during the calendar month will result in the following:

- First month of > 3% No Show = Warning letter
- Second month of > 3% No Show within a 6 month rolling calendar = 2 week suspension of service

- Third month of > 3% No Show within a 6 month rolling calendar = 3 weeks suspension of service
- Fourth month of > 3% No Show within a 6 month rolling calendar = 4 weeks suspension of service

The day after a No Show, written notification will be mailed to the address on record in the form of a postcard with the missed trip information and Clovis Transit contact information. Passengers who miss a trip and want to contest the No Show must contact the transit office within 14 days.

Additionally, when the > 3% threshold is reached, written notification will be sent to the passenger that will include detailed information about missed trips. The passenger has the right to appeal a suspension of service and can do so in writing or in person within 30 days of receipt of the suspension letter. Clovis Transit will inform the passenger of the results of the appeal within 10 days. The suspension letter will include the dates of the suspension to allow the passenger ample time to make arrangements for alternative transportation. During the appeal process, the passenger will continue to have the right to schedule and complete trips.

DRAFT