



1900 Main
P.O. Box 61429
Houston, TX 77208-1429
713-225-0119
713-652-8969 TDD
www.ridemetro.org

No-Show/Late Cancellation Policy with progressive (5-10-15-20 day) penalties

June 1, 2014

Definition: A **No-Show (NS)** is when the vehicle arrives at the scheduled time and location but the customer and driver do not connect and the driver leaves without the customer. A **Late-Cancellation (CL)** is when a trip is cancelled less than two (2) hours before the customer's user time.

Both No-Shows and Late-Cancellations hurt the service but repeated, excessive No-Shows and Late-Cancellations by a few riders constitute a pattern or practice that is abusive to the METROLift system, affecting other riders, drivers and dispatchers.

Exclusions: We realize that there are times when you cancel and the vehicle still arrives to pick you up. We strive to communicate with the driver to avoid this but sometimes it can't be done. If you cancelled your trips using MACS at 713-225-0410, or MACS-WEB at www.ridemetro.org, we have a record of your cancelled trips, and they will not count against you. No-Shows or Late Cancellations due to circumstances beyond your control are not counted against you. Also, if the vehicle arrives outside of the 30-minute pickup window and you do not ride, then the No-Show will be recorded as a missed trip (NM) and not counted against you.

Penalties: At the end of each month, suspension letters will be computer generated and mailed to those riders who have had a combination of five (5) No-Shows and/or Late-Cancellations equaling 5% or more of their total trips. The suspensions are as follows: 1st violation = warning letter, 2nd violation = 5 day suspension, 3rd violation = 10 day suspension, 4th violation = 15 day suspension, 5 or more violations = 20 day suspension. The policy will be from January 1 – December 31, with the penalty progression starting new each calendar year.

Letters are mailed at the beginning of each month; patrons have at least 15 days to request an appeal. If no appeal is requested, the suspension will start on the date stated in the letter.

Right to Appeal: You have the right to appeal the Suspension and to provide information and/or documentation that may explain the No-shows or Late Cancellations.

Appeals are conducted by the Appeals Committee, comprised of an independent group of people with disabilities and advocates for people with disabilities. You have the right to an in-person hearing with the Appeals Committee; however, you may waive your right to an in-person hearing and have the Appeals Committee review your case without your presence. You may also participate by telephone; a call in number will be provided if you elect to participate via telephone.

To request an appeal hearing you have several options:

- Call Customer Service and Eligibility, Appeals Department at 713-225-0119, option # 3 appeals, Monday-Friday 10 a.m.-5 p.m.
- Write your own letter notifying METRO of your intent to appeal

These are options, and you do not have to file a written appeal. All of these options provide you the opportunity to be heard and to present information and arguments why you believe that the No-Ride violations should be excused. Written letters of Appeal should be sent to: METROLift Suspension Appeals

P.O. Box 61429
Houston, TX 77208-1429
or fax to 713-739-4971

METRO will advise you in writing of the Appeal Committee's decision concerning your appeal. The decision of the Committee is final. Patrons have the right to use the service if the Committee has not made a decision within 30 days of the completion of the appeal process.

NOTICE OF APPEAL FOR
Suspension of METROLift service

I, _____,
wish to appeal my suspension of METROLift services.

Check one

- Violating the No-show/Late Cancellation Policy
Appealing METROLift suspension
- Disruptive behavior issues
Appealing METROLift suspension

Therefore, I am requesting an appeal hearing with the Appeals Committee.

Signature Date

Name: METROLift ID #

Address:

City, State, Zipcode:

Telephone:

You have 15 or more days to submit an appeal. If no appeal is requested, the suspension will start on the date stated in the suspension letter. See instructions on the opposite side of this form for alternative ways to appeal without using this form.

(over)

Process for Suspension Appeals

Right to Appeal: You have the right to appeal the Suspension and to provide information and/or documentation that may explain the No-Shows or Late Cancellations.

Appeals are conducted by the Appeals Committee, comprised of an independent group of people with disabilities and advocates for people with disabilities. You have the right to an in-person hearing with the Appeals Committee; however, you may waive your right to an in-person hearing and have the Appeals Committee review your case without your presence. You may also participate by telephone; a call in number will be provided if you elect to participate via telephone.

To request an appeal hearing you have several options:

- Call METROLift Customer Service at 713-225-0119, Suspension Appeals - menu option 3, Monday-Friday 10 a.m.-5 p.m.
- Complete and return the Notice of Appeal form included in your letter
- Write your own letter notifying METRO of your intent to appeal

These are options, and you do not have to file a written appeal. All of these options provide an opportunity to be heard and to present information and arguments to why you believe your suspension should be changed. If you decide to request an appeal hearing via mail or if you decide to submit additional documentation as part of your appeal, please send items to the following address:

METROLift Suspension Appeals, P.O. Box 61429, Houston, TX 77208-1429

Or fax to 713-739-4971

The decision of the Appeals Committee is final. Patrons have the right to use the service if the Committee has not made a decision within 30 days of the completion of the appeal process.