

Coles County Council on Aging (CCCoA)/Dial-A-Ride (DAR) Missed Trip Protocol

CCCoA/DAR understands that customers may sometimes miss scheduled rides or forget to cancel rides they no longer need. CCCoA/DAR also understands that customers may sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service. The following defines CCCoA/DAR's missed trip protocol:

The regulations permit transit providers to suspend transit service to those persons who establish a "pattern or practice" of missing scheduled rides ("no-show"). Service can be suspended for a "reasonable period of time". Allowances must be made for missed trips that are beyond the control of the individual. CCCoA/DAR makes every effort to work with passengers to understand their situation and avoid suspension of transportation services.

If a passenger shows a pattern or practice of missing trips, a suspension may occur.

A pattern or practice of missing trips is measured within a 90 day time frame. If a passenger misses 10% of their total number of trips within a 90 day period, a 30 day suspension from the transportation services will occur.

Cancellation of a trip is not considered a missed trip if the phone call is received by dispatch a minimum of an hour prior to the passengers pick up time.

A missed trip is defined as a trip that is scheduled through dispatch and upon arrival of the bus; the passenger does not board within the 5-minute wait period, or a phone call is not received by dispatch a minimum of an hour prior to the passengers pick up time.

A notification letter will be sent to inform the passenger that a pattern or practice of missing trips has been established, and as a reminder that suspension will occur if the 10% threshold is reached.

A suspension letter will be sent to inform the passenger that a pattern or practice of missing trips has reached or exceeded the 10% limit of total number trips in a 90 day period, and include the time frame of the suspension.

All documentation will be kept in the passenger's personal file.