



Community Connector

Community Connector understands that because our complementary ADA paratransit service requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Community Connector also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following information explains Community Connector's no-show policy.

Definitions: No Show, Pickup Window, and Late Cancellation

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes. The pickup window is defined as from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear. A late cancellation is defined as follows: a cancellation made less than 2 hour before the scheduled pickup time, as a cancellation made at the door, or a refusal to board a vehicle that has arrived within the pickup window.

Definition: No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

Community Connector does not count as no-shows trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

Community Connector does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the Community Connector's ADA complementary paratransit service office 207-992-4670 when experiencing no-shows or late cancellations due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-Shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips.



To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern of Excessive No-Shows and Late Cancellations

Community Connector reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account. Each verified no-show or late cancellation consistent with the above definitions counts as 1 penalty point. Riders will be subject to suspension after they meet all of the following conditions:

- Accumulate 3 penalty points in three calendar month period
- Have booked at least 30 trips during that three month period
- Have "no-showed or "late cancelled" at least 20% of those trips.

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the three-month period. Community Connector will notify riders by telephone after they have accumulated 2 penalty points and would be subject to suspension should they accumulate 1 additional penalty point with that period consistent with the criteria listed in this section of the policy above. All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions. Suspensions begin on Mondays. . Subsequent violations result in the following suspensions:

- First occurrence — A warning letter will be issued advising the rider that he/she has violated Community Connectors no-show/late cancellation policy.
- Second occurrence — Customer will receive a three (3) day* suspension.
- Third occurrence — Customer will receive a five (5) day* suspension.
- Fourth occurrence — Customer will receive a ten (10) day* suspension.
- Additional occurrences — Customer will receive a twenty five (25) day* suspension.