

To: O&S Committee

Date: March 31, 2017

From: Bill Churchill, Director of Transportation

Reviewed by:

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**SUBJECT: LINK Service No Show Rates**

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As requested, staff conducted an investigation into the LINK service No-Show rates to understand why the number of No-Shows has increased. In working with First Transit staff it was discovered that two processes used to help control the No Show rates were no longer in practice. Whenever a customer does not show up for a scheduled trip, a First Transit employee is supposed call the customer and remind them of the importance of canceling trips timely and remind them of the No Show policy. The other process is to send a post card to the customer that did not show up for a trip. The postcard provides a succinct and abbreviated version of the No Show policy as well as the phone number to cancel trips as well as a phone number to call should the customer have any questions. Many years ago it was found that this double reminding process was very effective in controlling the volume of No Shows.

First Transit had assigned this process to a long term employee that had worked for LINK for nearly twenty years and was very familiar with the ADA paratransit customers. Unfortunately, this employee resigned from their position with First transit last year and the two aforementioned processes of reaching out to customers who have No Shows was not transferred to the new employee. Since this discovery, the practice of calling customers with a No Show as well as sending the reminder card has been reinstated. Staff anticipates the No Show rates will be reduced as a result of the action taken.