

### **Handi-Wheels Suspension Policy – Draft October 4, 2023**

Monetary penalties for no-shows and same day cancellations have been replaced by a new suspension policy. In order to operate more efficiently and avoid chronic no-show and same day cancellation incidents, Handi-wheels Transportation has updated its policy effective October 4, 2023. This policy change will also allow Handi-Wheels to better serve its many customers by ensuring more timely service. The updated policy is as follows.

Handi-Wheels normal office hours are 9:00 a.m. to 5:00 p.m., Monday through Friday. Rides must be cancelled by 5:00 p.m. the last business day before a scheduled ride. (Weekends and holidays are not business days.) In other words, rides scheduled on a Monday must be cancelled by 5:00 p.m. on the previous Friday. Otherwise the ride will be considered a same day cancellation and be subject to suspension penalties as described below, which could reduce or eliminate ride privileges of passengers temporarily or permanently.

A no show is a person who does not show up for a scheduled ride and has not contacted the Handi-Wheels office to cancel. Driver and Handi-Wheels schedulers will make every reasonable attempt to contact a person who does not show up for a scheduled ride in time.

If the rider is not present and ready to go when the vehicle arrives and the driver waits 5 minutes, the ride is considered a no-show. This policy also applies to return rides or “call backs.”

No-shows and same day cancellations take up a trip that might have been filled by another passenger and may reduce the number of passengers that can be provided service. Therefore, no-shows and same day cancellations are considered to be detrimental to transit service and penalties are imposed. If a passenger accumulates three same-day cancellations or no-show incidents, or a combination of both, the passenger will be subject to suspension of riding privileges for a time to be determined by Handi-Wheels. The passenger will receive a letter in the mail notifying them of the suspension and the times/dates it will be in effect.

No-Shows and Same day cancellations due to a Handi-wheels error or doctor or clinic cancellation will not be counted. However, Handi-Wheels relies on the honesty of its clients and may follow-up with the doctor or clinic of the passenger.

No-Shows or same day cancellations because of circumstances beyond a passenger’s control are subject to review by Handi-Wheels. Passengers wishing a review may call Handi-Wheels at 701-232-3231 Monday through Friday 9 AM to 5 PM to explain the circumstance and request the review and/or removal of the No-Show or Same day cancellation.

Such circumstances include sudden illness, family emergencies, and medical appointments that run longer than expected as well as circumstances due to the individual's disability and beyond their control. A trip cancelled in accordance with our policy (a day before the passenger's appointment) will not be counted in the total number of trips scheduled.

Customers may cancel their trips in advance by contacting Handi-Wheels at 701-232-3231.

No-Shows or Same day cancellations must be disputed within 30 days from the date on which they occur. Prior to sending a suspension letter, Handi-Wheels will review all No-Shows and Same day cancellations to ensure that the process was followed properly and an accurate count is represented.