

TRANSPORTATION LINCOLN COUNTY (TLC)

TLC's No-Show Policy/Procedure

"No-Show" is defined as the recipient's failure to cancel a trip without prior notification. It is our expectation that at least a 24-hour notice will be given, but no less than two hours prior to expected pick-up time. Recipient should be ready at least one hour prior to pick-up time. To cancel a trip, please notify the Operations/Dispatch office of TLC at (704) 479-0020 ext. 3.

1. The recipient will be reminded by the Agency (funding source) after the 1st no-show of the no-show policy and that privileges could be suspended and ultimately terminated.
2. The recipient will receive a written warning from the Agency and a copy of this No-Show Policy/Procedure after the 2nd no-show within a 90-day period stating that privileges could be suspended and ultimately terminated.
3. The recipient will be notified by the Agency immediately following the 3rd no-show within a 90-day period that privileges have been suspended for one month.
4. When recipient is reinstated after the one-month suspension and the problem persists, they will be suspended for two months.
5. If after the second suspension of services the violations persist, an evaluation will occur which could result in permanent termination of all riding privileges.

Important: For re-instatement to occur, the recipient must cooperate with the evaluation and counseling process. The recipient's agency and TLC will work together to counsel the recipient on the importance of notifying TLC of trips that must be cancelled in accordance with the conditions as outlined above.

TLC will notify the recipient's agency of any no-shows within 48 hours of missed appointment and will provide detailed information explaining occurrence when submitting invoice for payment.

Suspension Appeal Process

Anytime Transportation Lincoln County (TLC) must suspend or terminate a customer's service, the customer has the right to appeal TLC's decision.

For suspension or termination purposes, upon receiving TLC's letter notifying them that their service will be suspended or terminated, the customer must write a Service Suspension/Termination Appeal Letter describing reasons for the appeal and why they believe that the violations were charged in error and/or should be excused, including any supporting documentation. These documents must be postmarked within 4 calendar days of the date the suspension was scheduled to begin. If a Service Suspension/Termination Appeal Form cannot be completed within the appropriate timeframe, the customer must call TLC at 704-479-0020 extension 3, and a staff member will complete this form over the telephone. Requests for appeals should be sent in writing to: Transportation Director, 435 Salem Church Road, Lincolnton, NC, 28092.

Upon receipt of the Service Suspension/Termination Appeal Letter, TLC will respond to the customer's appeal within 10 business days. All appeals will be reviewed by the Transportation Director, Supervisor, the Dispatch Team and the funding source. The customer must continue to receive service while the suspension is under appeal, with the exception of issues of safety.