

Agency Name

Transit Policies and Procedures

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| Subject | No-Show Policy |
| Section | Customer Service |
| Effective Date | |
| Approved By | |
| Approval Date | |

Purpose

Maintain transit service efficiency by developing consequences for passengers who exhibit a pattern of repeatedly scheduling rides and not boarding at pick-up time.

Definitions

No-show: A passenger who is not present for pick-up of a scheduled trip and who has not notified the Agency within an hour of the scheduled pick-up time to cancel that trip.

Procedure

Publish a written policy for no-show passengers. Instruct Drivers to wait for passengers for 10 minutes beyond the scheduled pick-up time. If the passenger does not appear during this time, the passenger will be considered a no-show. The Driver should record the arrival time, departure time, and vehicle mileage on the daily manifest and place a "We Were Here" flyer on the residence door. Passengers can avoid being considered a no-show by cancelling a trip at least one hour prior to the scheduled pick-up time.

When a trip is recorded as a no-show, all remaining trips scheduled by the passenger for the same day will remain on the schedule unless cancelled by the passenger. If a passenger is not picked up due to transit service delays, the trip will not be considered a no-show. Similarly, medical or family emergencies beyond the passenger's control will not be counted as a no-show.

Passengers may face consequences for intentional, repeated, and regular no-shows. At the end of each month, the Dispatcher shall give the Transit Director a list of passengers with three or more no-shows during the month. For each of these passengers, the Transit Director shall consider the frequency of their no-shows by calculating the percentage of no-shows based on their total trip reservations for the month. If the percentage of no-shows is greater than 15% of the passenger's trip reservations, then the Transit Director shall send them a written warning within 30 days. The written warning shall include a list of the passenger's reserved trips and no-shows within the past month, the percentage of no-shows based on the total number of reservations, and a statement that continuation of a no-show pattern by 15% or more in the next 30 days may result in suspension of transportation privileges. If the percentage of no-shows is 15% or more for the next month, the Transit Director shall send the passenger a written notice stating that transportation services are suspended as shown below. The written notice will include a copy of the appeals process.

This policy or procedure is intended to be used as an example. It should be customized to each transit agency. Review by a legal expert is recommended.

- First violation: Warning letter
- Second violation: 30 day suspension
- Third violation: 60 day suspension
- Fourth and subsequent violations: 90 day suspension

The Agency will continue to serve passengers appealing pending suspensions until all appeals have been resolved. For passengers who do not appeal, suspensions will commence on the date specified in the written notice.

Responsibilities

Drivers are responsible for reporting no-show passengers to the Dispatcher. The Dispatcher is responsible for notifying the Transit Director each month of passengers with three or more no-shows. The Transit Director is responsible for evaluating no-shows based on the frequency of reservations and for sending written warnings and notices when applicable. The Transit Director may grant exceptions under extenuating circumstances.