



Connecting People to Life's Destinations

## **RTA No-Show Policy**

Cancellations or changes to your trip need to be called in to dispatch as soon as possible. In an effort to avoid No-Shows, please call the RTA dispatch office to review your date, times and address to make sure the information is correct. Dispatch hours are 5am-5pm Monday through Friday add phone number.

What is a "No-Show"?

- Any rider who has missed their scheduled trip and did not cancel at least 24 hours or by 5pm the previous day. If the rider is able to provide information to the driver at the time of pick up that indicates that the No-Show is out of their control, the ride will not be considered a No-Show and will be documented as an excused ride.
- If the rider is not at the pick-up location at the scheduled time, the driver will attempt to make contact at the location. If the driver is unable to make contact they will request that dispatch make contact with the location. After these attempts have been made and the rider is not yet at the pick-up location, the driver will need to continue on their way to avoid other riders from being delayed.
- Any rider who is not at their designated pick up point within three (3) minutes after their scheduled ride time will be considered a No-Show.

NOTE: If the RTA vehicle arrives **after** the scheduled pick up window and the rider has left or declines to take the trip, the ride will **not** be considered a No-Show.

A rider's No-Shows will be tracked every month. It is the intention of this policy to prevent No-Shows and therefore the RTA will work with agencies and care providers to assist with their clients to prevent possible No-Shows. This will be done on both an individual basis and through educating the riders.

### No Show Penalties (option #2):

First Offense – Verbal Warning

Second Offense – Written Warning

Third Offense – the individual will be notified in writing that they will be on a 60 day probationary period and face the potential of a service suspension

Fourth Offense – services will be suspended for seven (7) business days.

Passengers who contact RTA 8 to appeal no-shows will be provided with a form to complete and submit. The appeal form must be completed and submitted to RTA 8 for consideration within ten (10) days of the no-show/late cancellation violation. RTA 8 will investigate the customers appeal using computer and internal records, to determine if the challenge is valid. Also, consideration will be given to customers with no-shows that were a result of a circumstance beyond their control.

No-shows are **EXCUSED** when the trip is missed for the following reasons:

- The customer is sick.
- The customer has a family emergency
- Death or illness of family member, or other family emergency.
- Mobility aid failure.
- Appointment cancelled/delayed for reasons not the customers fault.
- Adverse weather: Snow storm, extreme heat or extreme cold.
- Acts of God: Flood, earthquakes, etc.
- Staffing error: The transit coordinator did not make all the cancellations the client requested; or customer just found out the ride was scheduled for the wrong day, time, or location; or the customer was not informed that his/her pick-up time was changed, and was not ready.

No-shows or cancels are **NOT EXCUSED** when the trip is missed for the following reasons:

- Customer didn't want to travel today.
- Customer changed their mind about using appointment.
- Customer didn't know or forgot that he/she had a ride scheduled or was supposed to call to cancel.
- Customer got another ride.
- Customer told someone else he/she was not planning to travel (driver, facility, etc.) or someone else scheduled the ride for him/her.
- Customer does not want to ride with specific driver or passenger, or on a specific vehicle.

## **Appealing a Warning or Suspension**

Customers are given the opportunity to appeal a suspension of service before RTA 8. Unless a violation is for safety reasons, suspension of service will not begin until the appeal process is complete. Customers will be notified in writing of the final decision.