

AGENCY NAME: COMMUNITY TRANSPORTATION PROGRAM      EFFECTIVE DATE: 3/18/2024  
APPROVED BY: LASHONDA CHERRY-CRAWFORD              APPROVAL DATE: 3/18/2024

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SUBJECT: NO-SHOW AND TRIP CANCELLATION POLICY

PURPOSE

This policy is intended to address the actions by habitual abusers of service scheduling and provide clear protocols for addressing passengers who fail to show for their scheduled trip without properly canceling the trip. This policy is intended to address those repeat offenders, and not the occasional incident that may occur with some passengers.

DEFINITIONS

No-show – Any passenger who is unavailable for pick-up of a scheduled trip that has not notified Cumberland County Community Transportation Program or the Transportation Company that he or she is assigned with to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to service will not be considered a no-show.

NO-SHOW PROCEDURE (NOTE: THE TIMEFRAMES LISTED BELOW ARE RECOMMENDATIONS AND SHOULD BE CUSTOMIZED BY THE TRANSIT SYSTEM)

The transit operator will wait for passengers for 10 (5 mins within window required by ADA) minutes beyond the early arrival pick-up time window. The transit operator will make reasonable attempts to locate the passenger. If the passenger cannot be located within the established 5 minutes, the transit operator must contact the Dispatcher with the no-show. Passengers who do not make themselves available within that window will be considered a no-show. The Dispatcher has the responsibility to determine if the transit operator is to continue without the passenger.

Upon permission to continue without the passenger, the transit operator is to record the arrival time, departure time and vehicle mileage on the Daily Manifest.

Scheduled trips are to be cancelled within 1 hour(s) prior to the time of the trip request. Any scheduled trip not cancelled within that window will be considered a no-show and will be logged as such. A no-show designation for a

trip will be monitored to determine the habitual nature of no-shows associated with a passenger.

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures and other circumstances beyond their control. The passenger will be required to contact Cumberland County Community Transportation Program as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible if applicable.

#### HABITUAL NO-SHOW PROCEDURE

Passengers who have two no-shows in a 30-day period, services will be suspended for 2 weeks. If you have three or more no-shows in a 30-day period, services will be suspended for 30 days. Passengers who no -shows will be provided a written warning. The written warning will identify the dates of no-shows or late cancellations and include a notice that additional no-shows or late cancellations in the next day or 30 days may result in transportation privileges being suspended for up to 30 days.

Subscription/Standing Order reservations may be denied upon a second suspension in any consecutive 12-month period. Privileges may be reinstated without guarantee of the original subscription/standing order.

#### TRIP CANCELLATION

A scheduled trip must be cancelled at least 2 hour(s) prior to the scheduled pick-up time. Cancellations made less than 2 hour(s) prior to the scheduled pick-up time will be considered a no-show.