



## Excessive No-Show Policy

The following policy is designed to provide a systematic response for persons who establish a pattern or practice of missing scheduled trips. The intent is to:

- Encourage users to cancel as far in advance as possible trips they do not intend to make.
- Inform users how their no-shows affect other users and the service.
- Remind forgetful users of their responsibilities.
- Stop misuse of service by a few people.

### No-Show / Late Cancellation Violations

In accordance with Section 137.25 of the ADA regulations, AAATA will record customer no-shows, cancel at door and late cancellations as **no-shows** and may suspend riders who establish a pattern or practice of missed trips, whether trips are advanced reserved, same day or subscription trips.

### Definitions

1. **A no-show** occurs when the vehicle arrives at the correct pickup location within the scheduled pick-up window and the rider fails to board or appear.
2. **A late cancellation** occurs when a customer cancels a scheduled trip on the day of the trip. A same day cancel is considered a no-show if the trip is cancelled within 30 minutes or less of the trips scheduled arrival time.

There are good reasons for some same-day cancellations and even an infrequent no-show. But a high rate of cancellations or no-shows reduces the amount of service available for others and can disrupt service and should not be permitted. This policy is to establish a graduated response to persons who demonstrate a pattern of excessive missed trips.

**Excessive No-Show Threshold:** No-Show are considered *excessive* when a rider:

- **No-shows** Fifteen (15%) percent or more reservations in a month with at least three (3) no-shows in the month.
- **Cancel at the Door:** Fifteen (15%) percent or more reservations in a month with at least three (3) no-shows in the month.
- **Late cancellations:** Twenty (20%) percent or more reservations in a month with at least five (5) late cancellations in the month.

# No-Show Violation Responses

## Step 1

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The rider may be sent a notice informing them of their trip record, as well as penalties for continued violations. A copy of this policy is included the first time a customer receives a Step 1 notice.

## Step 2

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Violations within 3 months of receiving a Step 1 notice may incur a Step 2 Letter of Suspension. Step 2 penalties are:

- **A one (1) week suspension (or optional charge in place of)**

## Step 3

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Violations within 3 months of receiving completing a Step 2 suspension may incur a Step 3 Letter of Suspension. Step 3 penalties are:

- **A two (2) week suspension (or optional charge in place of)**

## Step 4

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Violations within 3 months of receiving completing a Step 3 suspension is considered excessive and may incur a Step 4 Letter of Suspension. Step 4 penalties are:

- **Thirty (30) day suspension**

## Continued Violations

Continued violations within three months from receiving completing a Step 4 suspension are considered excessive may result in successive one (1) month suspensions. Missed trip records are reset to zero if no violations are incurred within a three-month period from receiving a violation notice and or completing a suspension.

## **Optional Charges in Place of Suspension**

In place of a Step 2 or Step 3 suspension the passenger may volunteer to pay a charge of the current fare for each no-show (beyond 3) and a charge of the current fare for each same-day cancellation (beyond 5) in the subject month. These charges are due by the scheduled suspension date; otherwise, the suspension will be imposed.