

Polk County Transportation Authority (PCTA)

Passenger “No-Shows” and Cancellations Policy (05/01/14)

Purpose:

1. To achieve the highest level of responsibility and stewardship for PCTA resources, so that available trips are provided to Polk County residents who need them.
2. To reduce the cost of wasted trips when passengers fail to contact the office to cancel or who decide not to ride when the driver arrives.
3. To define circumstances which qualify passengers for suspension from the service for repeat “no-shows” and cancellations.
4. To define consequences for repeat “no-shows” and cancellations.

Definitions

- **No-show:** A trip is scheduled, but when the driver arrives the passenger does not ride or calls to cancel when the driver is en-route.
- **Subscription Service:** A trip scheduled for a passenger to a specific destination on a repeat basis, e.g. travel to work or school every day of the week.

Policy:

Under the definition of “no-show,” PCTA will suspend riding privileges of passengers who repeatedly fail to ride when the driver arrives for a pre-arranged trip or repeatedly cancels a pre-arranged trip with less than 24-hours notice*.

Procedure:

1. A trip is considered a “no-show” when the driver and dispatcher have made every reasonable effort to locate the passenger for a period of five minutes. This includes attempts by the dispatcher to call by phone.
2. The driver will notify PCTA dispatch if the passenger does not come out. Then, the dispatcher will inform the driver to mark the trip as a “no-show.”
3. The driver will write “no-show” on the appropriate paperwork beside that passenger’s name.
4. The dispatcher records this information in PCTA’s scheduling software.
5. Each “no-show” will be investigated as to whether the client made a good faith effort to cancel the trip, or whether a misunderstanding, miscommunication or extenuating circumstances caused the missed trip.

Consequences:

1. A **Warning Letter** will be sent to subscription passengers who have two “no-shows” and/or cancellations in a week reminding them of the policy and stating the consequences for continued “no-shows.”
2. **Two Week Suspension:** After 4 “no-shows” or cancels, subscription passengers will be suspended from the service for two weeks. When service is resumed, subscription passengers must call each day to confirm they are riding. If no phone call is received the driver will not be sent.
3. **Other Passengers (Non-Subscription)** A passenger who records three (3) “no-shows” and/or cancellations in a 3-month period will be suspended from the service for a period of time to be determined by PCTA management.

*Same day cancellations related to unpredictable work schedules may be approved on a case by case basis for passengers whose pick up and drop off are along established routes.