



Missing Scheduled Trips (No-Show Policy)

Purpose

To establish a policy that provides procedures that follow Federal Transit Administration (FTA) guidelines addressing the issue of No Shows in Complementary ADA Paratransit Service, as well as Premium Paratransit Service.

1. Definition of a No-Show

A rider is considered a **No-Show** when:

- They fail to cancel a scheduled trip **at least 2 hours** before the pickup time.
- They are **not present at the designated pickup location** at the scheduled time.

Late Cancellations (less than 2 hours before pickup) are treated as No-Shows unless a valid reason is provided.

2. Warning System

- After the **first or second No-Show**, the rider will receive a **written warning**.
- The warning will include:
 - A summary of the No-Show Policy.
 - Guidance on how to cancel or modify trips.
 - Tips to avoid future No-Shows.

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3. Pattern Review and Accountability

- Riders will be evaluated based on **frequency and percentage** of No-Shows:
 - Example: **5 or more No-Shows within 30 days** and **more than 10%** of total scheduled rides missed.
- **Occasional or justified absences** will not result in penalties.
- Riders with a consistent pattern of No-Shows may have **standing or subscription rides removed**.

4. Suspension Process

A graduated suspension scale will be applied:

Violation	Action
1st	Written Warning
2nd	7-Day Suspension
3rd	14-Day Suspension
4th	30-Day Suspension
5th +	Further review and extended suspension

- All suspensions will begin within 7 calendar days after the notice is received.
- Riders will receive **advance notice** and have the **right to appeal on 4th+ Steps** violations.

5. Appeals and Exceptions

- Riders may appeal 4th+ Steps violations within 30

calendar days after receiving the notice regarding the violations and any extended suspension.

- Exceptions will be considered for:
 - Medical emergencies
 - Family crises
 - Communication errors or misunderstandings

6. Reminder and Cancellation Tools

- Riders can cancel trips easily via:
 - **Mobile app**
 - **Phone call**
- Automated **reminders and confirmations** will be sent prior to scheduled trips.

7. Rider Education

- Riders will receive:
 - **Orientation materials** upon enrollment.
 - **Periodic outreach** with tips on scheduling, modifying, and preparing for trips.

8. Identifying Barriers

If No-Shows appear to stem from deeper challenges, staff will assess for:

- Cognitive or physical impairments
- Miscommunication or language barriers
- Difficulty accessing technology
- Scheduling confusion

Supportive solutions may include:

- Alternative communication methods
- Personalized scheduling assistance
- Referrals to accessibility resources

Education and Assistance

Sun Van will make this policy and other policies available to our customers by including policy summaries in our Ride Guides, which are provided to all customers once ADA eligibility has been established. All Sun Van employees will receive initial training on this policy as well as updates and refresher training as necessary.

In addition, Sun Van reservationists will attempt to remind the customer when they book a trip that if they have to later cancel that trip, they should do it more than two hours prior to the trip.