



## No Show Policy

### MW RIDE Service

Effective April 1, 2014

#### Overview

Missing a scheduled trip without sufficient cancellation time is called a "no show". A pattern or practice of no shows disrupts the service in many ways. It is not only costly, but also effects the scheduling of all passengers. Passengers who do this risk losing their transportation privileges.

**No shows have a detrimental impact on the performance of the MW RIDE service.**

#### Terms:

##### **No Show:**

Passengers will be considered a *no show* when a trip is requested, confirmation is received, and then the trip is cancelled with less than one hour's notice to the MW Call Center or if the passenger fails to appear at the pick up location within 5 minutes after the scheduled pick-up time.

*No shows deemed by the MWRTA as beyond an individual's control or service related problems will not be considered an infraction.*

##### **No Show Pattern/Practice:**

A No Show pattern or practice is determined by the amount of trips scheduled compared to the number of trips no showed. No showing 50% or more of booked trips, within a 30 day rolling period, is considered a pattern.

##### **Cancel at the Door:**

A cancel at the door is defined as any trip cancellation at the time the vehicle arrives at the location and the passenger informs the driver that they will not be taking the trip. This will be considered a *no show*.

*No shows deemed by the MWRTA as beyond an individual's control or service related problems will not be considered an infraction.*

##### **Missed Trips:**

A missed trip is when the vehicle arrives more than 15 minutes past the scheduled pick up time and the passenger is no longer at the location. This will not count as a *no show*. Passengers are encouraged to contact the call center if their vehicle is more than 5 minutes later than their scheduled pick up time.

##### **No Strand:**

The no strand policy is when a passenger no shows at their destination pick up and then calls back still needing a return trip from that location. The MW RIDE will return to pick the passenger up; however, this trip will be based on vehicle availability. The passenger will be assessed a no show for the original trip.

*No shows deemed by the MWRTA as beyond an individual's control or service related problems will not be considered an infraction.*

**Please note: If a passenger *no-shows* on a trip and has other trips scheduled for that day, all of those trips will be automatically cancelled. This includes any scheduled return where a passenger no showed for the original pick up of that same trip. The passenger may contact the MW Call Center with a same day trip request; however, these trips will be based on vehicle availability and are not guaranteed.**



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### Suspension Procedures

**First No-Show Infraction:** Upon recording the first no-show, the passenger will receive a verbal advisement by phone and be mailed a copy of the no-show policy.

**Potential Pattern Determination:** Upon determining the possibility of a no-show pattern within a rolling 30 day period, the MW RIDE will contact the passenger by phone and by letter. The passenger will be advised that if the pattern of no shows continues, it will result in suspension of their MW RIDE service. A copy of the letter will be sent to any appropriate third parties if the individual has a disability or impairment that prevents them from comprehending the contents and implications of the letter.

**Suspension:** If the passenger continues to exhibit the pattern or practice of no shows, the passenger will then be suspended for 2 (two) days. After the initial suspension, if the pattern of no shows still continues, the passenger could face subsequent suspensions of up to 7 (seven) days and 14 (fourteen) days

The passenger may appeal any suspension of services.

### Appealing the Suspension

The passenger may file an appeal, in writing, within 10 calendar days from the date on the notification letter of suspension.

The appeals process/form will be included with all suspension letters.

A suspension will not begin until the appeal process is complete.