



# NO-SHOW AND LATE CANCELLATION POLICY

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## **NO-SHOW AND LATE CANCELLATION POLICY**

### **Policy Statement:**

The Federal Transit Administration (FTA) Americans with Disabilities Act (ADA) guidance permits transit agencies to suspend passengers who “establish a pattern or practice of missing scheduled trips” after providing the passenger due process. A “pattern or practice” involves “intentional, repeated or regular actions, not isolated, accidental, or singular incidents.” The purpose of a suspension process would be to prevent chronic “no-show” occurrences, which is costly to the Agency and taxpayers, and prevents others from benefiting from these rides.

GET My Ride records each passenger’s no-shows and late cancellations and applies appropriate sanctions with passengers who establish a pattern or practice of no-shows. The No-Show and Late Cancellation Policy defines No-Shows and Late Cancellations and sets rules for suspension of GET My Ride’s services. GET My Ride directs passengers’ attention to their own No-Show and Late Cancellation incidents to minimize the overall number of No-Shows and Late Cancellations. This is important because No-Shows and Late Cancellations affect the cost and quality of GET My Ride’s service to all passengers.



Elko County Transit Department  
GET (Greater Elko Transit) My Ride  
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Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: [elkotransit4@gmail.com](mailto:elkotransit4@gmail.com)

## **LIST OF LOCAL TRANSIT POLICIES**

All public ridership information can be found at [GETMyRideElko.com](http://GETMyRideElko.com) or [elkocountynv.net](http://elkocountynv.net).

- ADA Policy and Procedure
- Appeals Policy and Procedure
- General Complaint Policy and Procedure
- No-Show and Late Cancellation Policy and Procedures
- Passenger Code of Conduct
- Suspension Policy and Procedure
- Title VI Plan
- Transit Service Information and Instructions
- Ridership Brochure

## **DEFINITIONS & INSTRUCTIONS**

### **ONE-WAY TRIP:**

All trips are scheduled as one-way trips, which are separate. If a passenger cancels one trip for the day, all other same-day trips **will remain scheduled** (per FTA & ADA regulations). This could result in additional no-shows.

### **NO-SHOW:**

A No-Show is a trip that is not taken and has not been canceled 1 hour prior to the scheduled pickup time. If the passenger is not ready within five minutes of the vehicle's arrival within the pickup window, the passenger will be charged a no-show. The following criteria apply:

- There has been no contact by the passenger (or the passenger's representative) to cancel the schedule trip time, AND
- The vehicle arrives at the scheduled location within the 20-minute window, AND
- The driver cannot reasonably see the passenger approaching the vehicle or make contact after 5-minutes, AND
- The GET My Ride dispatcher is contacted to verify the driver is at the correct location, OR
- The passenger cancels his/her ride at the door upon the driver's arrival.

No-Shows can be assessed in other ways, such as delaying the vehicle with efforts to carry on more personal items than can be made in 1 trip, getting out of the vehicle at a stop that is not theirs and refusing to get back on the bus in a timely manner, dealing with children and/or animals which cause the bus to wait longer than the 5-minutes allowed at any individual stop.

### **LATE CANCELLATION:**

A late cancellation is defined as a trip that is canceled less than 1-hour before the schedule pickup time of a trip. This includes requested changes to a trip less than 1-hour prior to or during the scheduled pickup. **If** the requested change can be accommodated, the original trip will be counted as a Late Cancellation before the subsequent trip is scheduled.



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#### **PICKUP (READY) WINDOW:**

The pickup window, also known as ready window, is 20-minutes, typically 10-minutes before or after the scheduled pickup time. However, depending on the scheduling needs of the passenger, the 20-Minute time allotment may be applicable to the 20-minutes before or after the scheduled pickup time.

#### **FIVE (5) MINUTE WAIT TIME:**

The 5-minute Wait Time begins when the bus arrives within the 20-Minute Pickup Window.

#### **MISSED TRIP:**

A Missed Trip is a scheduling mistake on the part of GET My Ride that results in us arriving outside the 20-minute ready window and will not be counted as a passenger no-show.

#### **CANCELLING RETURN TRIPS:**

Return trips following a No-Show or Late Cancellation will NOT be cancelled without explicit instructions from the passenger. This includes situations such as vague voicemails, emails, texts, or messages through another party, such as the driver or fellow passengers. This could lead to additional no-shows.

#### **FAILURE TO CONTACT:**

A failure to contact is when the passenger does not have their current contact information listed with the dispatch office or are refusing contact. The dispatcher will try to contact the passenger no less than 3 times over 2 consecutive days. If contact is not made, the dispatch office will temporarily suspend trips until contact is made. If the contact fails for 5 business days, all trips and subscriptions will be canceled.

#### **EXCUSED NO-SHOWS:**

No-shows beyond passenger control will be excused. It is the responsibility of the passenger to contact dispatch to notify the circumstances of an excused no-show. Proof may be required. Consistent No-Shows, including those that may qualify to be excused, may still result in loss of subscription service. Examples of excused no-shows may include but are not limited to:

1. Family emergency.
2. Illness that precluded the passenger from calling to cancel.
3. Personal attendant or another party who didn't arrive on time to assist the passenger.
4. Passenger was inside calling to check the ride status and was on hold for extended time.
5. Passenger's originating appointment ran long and did not provide opportunity to cancel in a timely way.
6. Another party cancelled passenger's appointment.
7. The dispatch office didn't cancel a trip when notified.
8. Passenger's mobility aid failed in the field.
9. Sudden turn for the worse in someone with a delicate condition.
10. Adverse weather impacted passenger's travel plans, precluding the passenger from cancelling in a timely way.

#### **UNEXCUSED NO-SHOWS:**

No-shows and/or late cancellations are not excused when the trip is not cancelled **through dispatch** AND at least 1-hour prior to the scheduled pickup. Examples of unexcused no-show reasons:



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1. Passenger didn't want to travel today.
2. Passenger changed their mind about taking the trip.
3. Passenger didn't know that he/she had a trip scheduled or was supposed to call to cancel.
4. Passenger got another ride.
5. Passenger told someone else he/she was not planning to travel (driver, facility, fellow passenger, etc.)
6. Passenger does not want to ride with a specific driver or passenger, or on a specific vehicle.

#### **No STRAND:**

GET My Ride will make every possible effort not strand passengers who have been transported to their destinations. If a passenger is not ready at the time of their scheduled return trip, a vehicle will be sent as soon as possible upon notification that the passenger is ready. No pickup window is guaranteed. If the passenger does not contact dispatch by the end of the business day, efforts to reschedule will cease.

#### **No-SHOW FIRST TRIP:**

GET My Ride will not make a special effort to send a bus if a passenger No-Shows the first ride of the day. Following trips will not be cancelled based on originating trips no-show, which results in additional no-shows.

### **HOW TO CANCEL TRIPS PROPERLY**

The passenger should cancel a trip as soon as she/he knows that the trip will not be needed. A trip is considered cancelled properly if contact is made with dispatch (not the driver) and is made no less than one (1) hour prior to the scheduled pickup time. Cancellations may be taken from mechanical or electronic devices, such as an answering machine, voicemail, email, or text. If the cancellation is made via electronic devices, the time stamp of the message shall serve as the time of the cancellation.

**Call:** 775-777-1428 • **Text:** 775-557-7885 • **Email:** [elkotransit4@gmail.com](mailto:elkotransit4@gmail.com)

**To Leave a Voicemail:** *Dial zero during the greeting or hold music and leave a voicemail. The voicemail is transmitted to the dispatch email. Please be sure to state your name, time of the trip you wish to cancel, and destination in all communications with the transit office/dispatch.*

### **NO-SHOW POINTS SYSTEM**

#### **ESTABLISH PATTERN & PRACTICE OF EXCESSIVE NO-SHOWS:**

To establish whether a passenger has established a "pattern or practice" of missing scheduled trips, GET My Ride must consider the passenger's frequency of use of the transit service. 3 No-Shows in a 30-day period for a passenger who uses the service daily to commute to and from work as well as other purposes, for example, is very different from 3 No-Shows by a passenger who schedules only 5 trips per month. GET My Ride will not use "Excused No-Shows" as a basis for determining a pattern or practice of missing scheduled trips. However, repeated failures to take scheduled trips, regardless of the reason, are subject to review.

#### **POINTS ASSESSMENT:**

If a passenger incurs a no-show, the passenger will be notified by calling and talking to the passenger or leaving a voicemail, sending a letter sent to the mailing address on file, texting the number on file, or sending



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an email to the email address on file. The message will notify the passenger how many no-shows have occurred in the last 30 days. If the passenger feels the no-show should be excused, they should contact the GET My Ride dispatch number as soon as possible.

**WARNING LETTER:**

At 3 points in a 30-day period, GET My Ride will send the passenger a warning letter to their physical mailing address or email address on file. This letter will notify the passenger how many no-shows have occurred in the last 30 days and the possible consequences of assessing more points.

GET My Ride tracks trip status for every trip booked. Penalty points are assigned as follows:

1. No-Show or Cancel at Door = 2 points
2. Late Cancellation = 1 point

**PENALTY ASSESSMENT:**

GET My Ride identifies passengers who have met the following criteria within a 30-day period:

1. No-Shows/Late Cancellations at 10% or more of their scheduled trips
2. 6 or more no-show or late cancellation penalty points.

Passengers incurring the penalty assessment, as defined above, are subject to suspension for a reasonable period and loss of ability to use subscription service. Repeated violations of this policy will cause the length of suspensions and the loss of subscription service to increase. The following suspension periods shall apply to violations of this policy that occur within a 30-day period.

In any 30-day continuous period, if a passenger who has scheduled trips exhibits a pattern or practice of no-shows and/or late cancellations for at least 10% of those trips and has 6 or more No-Show and/or Late Cancellations penalty points, the passenger will receive a written Notice of Suspension, citing which trips were No-Shows and/or Late Cancellations and the proposed date of suspended service.

Points	Minimum % of Trips	Penalty
6	10	5-Business Day Suspension 30-Day loss of subscription service
12	10	14-Business Day Suspension 60-Day loss of subscription service

**APPEALING A NO-SHOW PENALTY OR SUSPENSION**

You have the right to appeal the Notice of Suspension. Please see the Appeals Policy.