

**RIVER PARISHES TRANSIT AUTHORITY
NO SHOW/LATE CANCELLATION POLICY - DRAFT
(revisions proposed Feb 10, 2011)**

The RPTA has developed the following policy and administrative process for addressing no-shows and late cancellations for service.

No-shows and/or Late Cancellations: A “No-show” shall be recognized as a person who fails to appear for, fails to board the vehicle, and/or use his/her scheduled transportation within the standard “ready window.”

A “**Late Cancellation**”: shall be recognized as an ADA eligible person who fails to cancel the appointment for pick-up at least 2 (two) hours before the scheduled pick-up time.

Trips missed by an individual for reasons beyond his/her control (including, but not limited to trips which are missed due to doctor’s office canceling an individual’s appointment with less than twenty-four hour notification) shall not be the basis for determining that such a pattern or practice exists. The RPTA reserves the right to verify such a medical provider cancellation with the medical service provider.

It shall be the policy of the RPTA that in the event of either a “no-show” or a “late cancellation,” all service users will be required to pay the standard fare for the trip not taken and/or the trip cancellation made less than 2 (two) hours in advance of the scheduled pickup. This payment must be made by the rider before any subsequent services will be provided by the RPTA.

Individuals with No-Shows/Late Cancellations shall be suspended from service according to the following guidelines:

- A. **First Occurrence:** If an individual has one No-Show/Late Cancellation, the RPTA shall contact the individual by telephone to determine if there was a reason the reserved trip was missed and shall mail a letter to the individual emphasizing the lack of consideration to others when cancellations are not made within the proper timeframe or a passenger fails to take the trip altogether.
- B. **Second Occurrence:** If an individual has a second No-Show/Late Cancellation within thirty (30) days of the first No-show/Late Cancellation incident, RPTA shall mail a letter to the individual reminding them of the cost when a scheduled trip is not taken and/or cancelled in the required timeframe. In addition, individuals will be notified that a third No-Show/Late Cancellation within thirty (30) days of the first incident will result in suspension of their transportation service for thirty (30) days.
- C. **Third Occurrence:** If an individual has a third No Show/Late Cancellation within thirty (30) days of the first No-Show/ Late Cancellation the individual shall be suspended for thirty (30) days. A letter will be sent stating the date that service will be terminated and when service will resume.

- D. **Fourth Occurrence:** If an individual has a fourth No Show/Late Cancellation within 30 days of the date that suspended service is reinstated, as a result of number three above, the RPTA shall suspend service to the individual for a sixty (60) day period.
- E. **Fifth Occurrence:** In the event that a fifth No-Show/Late Cancellation occurs after a sixty (60) day suspension, but still within one year of the first occurrence, the individual shall be suspended from the transportation service for an additional ninety (90) days.
- F. **Seven or More Occurrences:** If an individual has more than six No-Show/Late Cancellations within one year, the RPTA may suspend the individual's service for up to one year. The RPTA reserves the right to have the RPTA Board review the No-Show/Late Cancellation records and render a decision regarding the duration of the additional service suspension.

No Show/Late Cancellation Incentive Program

In addition to the No Show/Late Cancellation Penalty Policy, the RPTA intends to implement an incentive program to reward those passengers who do take all of their rides and cancel 24 hours in advance. At the end of a month RPTA will award ten (10) free coupons. The winner shall be notified by mail.