



Fresno County Rural Transit Agency No Show/Cancelation Policy Effective Monday January 14th, 2019

No-Show/Cancelation Policy

Fresno County Rural Transit Agency Demand Response Service depends on efficient scheduling to accommodate as many passengers as possible. Therefore, it is important that once a passenger schedules a trip, the trip be used or canceled within a reasonable amount of time. To ensure service efficiency and effectiveness, FCRTA has implemented a no-show policy for the Demand Response Service.

For the purposes of this policy, a “no-show” is defined as:

- **A passenger who is not at the designated pick-up location during the designated 30-minute pick-up window.**
- **A passenger who fails to cancel a scheduled trip, even if the trip is no longer needed.**
- **A passenger who cancels a scheduled trip less than one hour in advance of the scheduled pick-up time.**

Please note that in the event of a no-show, all other trips scheduled for that passenger on the same day will be canceled unless the dispatch office is notified within one hour after the first no-show.

Penalties for Excessive No Shows/Late Cancelations

When a passenger no-shows three (3) times and ten percent (10%) or more of their totaled scheduled trips in a 30-day period, this will be considered “excessive” and FCRTA will send a warning letter within 30 days. After the initial warning, the following penalties will be implemented when no-shows exceed:

- **10% of total trips scheduled = 5-day suspension**
- **20% of total trips scheduled = 10-day suspension**
- **30% of total trips scheduled = 15-day suspension**
- **40% of total trips scheduled = 20-day suspension**

Passengers with less than three (3) no-shows in a 30-day period will not receive a penalty, even if their percentage of no-shows exceeds ten percent (10%) of total trips scheduled.

No Show Appeals Process

The appeal process is available to any individual who has received a no-show or written Notice of Suspension of Services. The passenger may appeal in writing or in person at *MV Transportation*, located at *2511 Logan Street, Selma CA, 93662*. Appeals will not be accepted by telephone or email. Appeals must be received within 14 days of the date on the written notice.

The written appeal should specifically outline why the service restriction should not be imposed and describe what steps have been taken to reduce the pattern or practice of no-shows that led to the initial sanction. All appeal decisions will be made in writing and a copy will be mailed to the passenger.