

## CHARLOTTE COUNTY TRANSIT

### CANCELLATION AND NO-SHOW POLICY

Effective July 1, 2023

#### I. OBJECTIVE

Establishment of a formal policy regarding transportation services cancellations and no-shows, thereby minimizing the costs and scheduling inefficiencies. The objective of this policy is to reduce customer cancellations and no-shows, while giving the Community Transportation Coordinator (CTC) the flexibility to handle these situations on a case-by-case basis.

#### II. DEFINITIONS AND REFERENCES

- A. Customer is defined as the trip requester.
- B. A TD customer refers to anyone who satisfies the guidelines outlined in Chapter 427, Florida Statutes - "Transportation Disadvantaged" means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.
- C. An Advanced cancellation occurs when a customer calls to give advance notice more than one (1) hour prior to the operation of a trip .
- D. A No-show is defined as when a customer who called for a pick-up is not at the scheduled time and did not call-in advance to cancel (more than one (1) hour before scheduled pick-up time).
- E. Community Transportation Coordinator (CTC) is a transportation entity recommended by a Metropolitan Planning Organization (MPO), or by the appropriate designated official planning agency, as approved for in F.S. 427.011-427.017 to ensure that coordinated transportation services are provided to the transportation disadvantaged population in the designated service area. In Charlotte County, the CTC is Charlotte County Transit.

#### III. DIRECTIVES

- 1. Dispatcher shall verbally inform all customers, at time of initial reservation of no-show and cancellation policy and will mail a copy of the Policy.
- 2. Dispatch will automatically cancel a scheduled return trip when (origination trip) is a no-show.
- 3. A passenger who accumulates four (4) no-shows in six (6) months or less (January-June or July-December) on their service record, may lose the privilege of ride services under the following progressive measures:
  - 4 no shows in 6 months, 30-day suspension.

- Each additional no show after initial 30-day suspension will result in an additional 30-day suspension
- Falsifying one's identity during a no-show suspension will result in permanent suspension
- Attempting to be a guest during a no-show suspension will increase a passenger's suspension time another 30 days

**All progressive measures may be on a case-by-case basis and can be subject to extended suspensions or termination of services.**

First Warning: After first no-show or late cancellation, passenger will receive a notice in the mail containing the no-show or late cancellation date.

Second Warning: After second no-show or late cancellation, passenger will receive a Warning notice in the mail containing the no-show or late cancellation dates.

Final Warning: After the third no-show or late cancellation, passenger will receive a Final Warning notice in the mail containing the no-show or late cancellation dates.

Suspension Letter: Suspension letter will be mailed to customer containing no-show or late cancellation dates and dates of suspension from service.

4. Cancellation at the door, or less than one (1) hour prior to your scheduled pickup time is considered a no-show.
5. Upon arrival of the bus, if a passenger does not board within three (3) minutes, the driver will leave, the passenger will be marked as a no-show and will need to reschedule. *Reasonable Modifications may be made for individuals with disabilities.*
6. Excessive advanced cancellations will generate a standing order suspension after 6 cancellations in 2 weeks. Continuous cancellations will result in suspension per #3 of this policy. Additionally, the following conditions apply:
  - Standing orders are defined as same pickup time, location, and destination daily and can be scheduled up to one month at a time.
  - Individual trips:
    - Schedule up to three (3) per phone call
    - An individual trip can be scheduled up to one month in advance
7. The grievance process is available to any customer wishing to appeal the decision of the CTC. This process is described in the Transportation Disadvantaged Service Plan (TDSP) and available online: [www.charlottecountyfl.gov/transit/](http://www.charlottecountyfl.gov/transit/).

**Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in:  
Public accommodation based on race, color, religion, sex, national origin,  
handicap, or of marital status. Persons believing, they have been discriminated against  
on these conditions may file a complaint with the Florida Commission on Human  
Relations at 850.488.7082 or 800.342.8170 (voice messaging).**