

# **Polk County Transportation Authority (PCTA)**

## **Passenger No Shows and Cancellations Policy**

**Purpose:** to encourage clients to be responsible and notify PCTA if they are unable to make a scheduled trip

**Guidelines:**

1. A trip is considered a “no show” when the driver has made every reasonable effort to locate the passenger for a period of five minutes.
2. The driver will notify PCTA dispatch of his/her unsuccessful search for the passenger and dispatch will advise the driver if the trip will be classified as a “no show”.
3. The driver should then write “no show” on the appropriate paperwork beside that passenger’s name.
4. Each no show will be investigated as to whether the client made a good faith effort to cancel the trip, or whether a misunderstanding or miscommunication caused the missed trip.
5. A passenger who cancels a PCTA specialized trip within 24 hours of the scheduled trip three (3) times may be suspended from service.

**Consequences:**

1. Failure by a passenger to notify the PCTA office that he/she will not be making a scheduled trip may be subject to suspension from services.
2. A passenger who records three (3) no shows in a 60 – day period will be suspended from service for a period of time to be determined by PCTA management.

**Management Responsibilities:**

PCTA management is responsible for monitoring and enforcing this policy. In addition, PCTA management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PCTA policies.

Approved: \_\_\_\_\_  
Date

By: \_\_\_\_\_  
Board of Commissioners