

WESTERN RESERVE TRANSIT AUTHORITY

NO-SHOW AND LATE CANCELLATION POLICY

WRTA has established this No-Show and Late Cancellation Policy to help control the occurrence of No-Shows and Late Cancellations. It is important that riders take the rides they schedule and cancel scheduled rides they are unable to take. Reduced no-shows and timely cancellations enable WRTA to schedule its SST services as full as possible.

No-Show Policy

It is WRTA's policy that riders be ready for their trip within their scheduled trips 30 minute pick-up window. A No-Show occurs under the following circumstances:

1. A rider is not present when the WRTA's driver arrives for a scheduled pick-up
2. A rider attempts to cancel a trip when the driver arrives for a scheduled pick-up
3. A rider is not ready within their scheduled pick-up window

Excessive No-Shows will subject a rider to the penalties stated below.

Late Cancellation Policy

It is WRTA's policy that riders cancel trips at least two (2) hours before their scheduled pick-up time.

WRTA will accept a trip cancellation Monday thru Friday between the hours of 8:00 a.m. and 4:30 p.m. To cancel a trip before or after normal weekday business hours and on weekends, call **(330) 744-8433 Ext. 200**

So that WRTA has an opportunity to schedule other riders after a cancellation, WRTA requests that riders cancel trips as soon as they know they can no longer make a scheduled trip, preferably twenty-four (24) hours in advance of a scheduled pick-up time.

Excessive cancellations will subject a rider to the penalties stated below.

Penalties for excessive no-shows and late cancellations are monitored and tracked for each registered ADA eligible rider, No-show and Late Cancellation penalties are combined together. The following is a table indicating the number of No Show/Late Cancellations that may be accumulated per month before penalties are applied.

# OF Trips Booked per month and not cancelled in advance	Maximum # of No Shows/Late cancellations per month
1-14	2
15-39	4
40-59	6
60-79	8
80-99	10
100 or more	12

Penalties for a pattern/Practice of No Show/Late Cancellations

1st Violation	Letter of warning
2nd Violation	2 Day Suspension
3rd Violation	5 Day Suspension
4th Violation	10 Day Suspension
5th Violation	30 Day Suspension

Effective January 1, 2014