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# Cancellation and No-Show Policy

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## Policy Statement

Topeka Metro understands that, because the Lift service requires trips be scheduled in advance, passengers may sometimes miss scheduled rides or forget to cancel rides they no longer need. Topeka Metro also understands that passengers may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following defines Topeka Metro's Cancellation and No-show policy.

## Early Cancellations

To cancel a ride, you must call **at least one hour prior** to the scheduled pick-up window. Canceling in advance allows us the opportunity to redirect vehicles to other passengers needing service.

### To cancel a ride:

#### **Call 783-7000:**

- ◆ Speak to the person answering or leave a message on the voice mail.
- ◆ Give your name and telephone number.
- ◆ Give the date and pick-up window of the ride(s) to be canceled.
- ◆ Give the address of the pick-up and destination locations.

## No-shows

A ride is considered a *no-show* when:

1. The vehicle arrives at the designated location within the pickup window and the passenger does not show up or is not ready to board within the standard five (5) minute wait time referenced on page 6 of the Lift User's Guide. The vehicle will wait five (5) minutes from the time the vehicle arrives.
2. The passenger cancels their ride within one (1) hour of the scheduled pick-up window. When canceling late, please state the reason for the cancellation.
3. The passenger cancels with the operator upon arrival at the pick-up location.
4. A passenger fails to board a vehicle that has arrived within the pick-up window.

Return rides, if applicable, will **NOT** be canceled and may result in additional no-shows. Please contact the office immediately if you want subsequent rides canceled.

No-shows caused by circumstances beyond the passenger's control will not be counted as no-shows for purposes of determining the existence of a pattern or practice of missing scheduled rides. For example, a passenger has a family or medical emergency that reasonably prevents them from cancelling their ride at least one (1) hour prior to their pick-up window. The passenger or family member should contact the Lift office as soon as possible to report the circumstance and to cancel any unneeded rides that are scheduled. Likewise, ride errors made by Topeka Metro personnel will not be counted as no-shows. A pattern or practice of excessive no-shows may result in suspension of service.

## **Suspension of service**

Consistent with Federal ADA regulations, Topeka Metro will review its no-show and cancellation records and suspend service to individuals who establish a verified pattern or practice of excessive no-shows. (*49 CFR, Sec. 37.125{h}*). To verify accuracy, no-show and cancellation records will be reviewed prior to proposing suspension, including review of the reason for the no-show, if provided.

Topeka Metro will send a notice letter after three (3) no-shows within a 30-day period. The purpose of the notice letter is to notify the passenger of their no-show record, to warn the passenger that additional no-shows within the 30-day period may result in suspension of service, and to provide information on how to dispute specific no-shows. Passengers wishing to dispute a specific no-show must do so within five (5) business days of receiving a notice letter that references the no-show date by calling customer service at (785) 783-7000 to explain the circumstances and request removal of the no-show.

A pattern or practice of excessive no-shows may result in a suspension of service. A pattern or practice is generally defined as four (4) or more no-shows in a given 30-day period that exceed 5% of the passenger's scheduled rides for that same period.

The suspension period will last for one (1) week for the first offense and, for subsequent offenses, a progressive period of up to four (4) weeks. Before suspension of service, the passenger will be notified by certified mail of the intention to suspend service and provided appeal information.

## **Appeal procedure**

An appeal process is available to all persons who have received notice of suspension of service. Passengers wishing to appeal a suspension notice must call or deliver a letter to the Chief Operations Officer within five (5) business days of the suspension notice. If desired, the passenger may also request an in-person appeal hearing. The appeal review committee consists of three (3) Topeka Metro employees. Persons who do not appeal will have service suspended beginning on the sixth (6<sup>th</sup>) business day after receipt of the notice. If needed, information regarding a second and final appeal will be included in the initial appeal response. Passengers will continue to be provided Lift service during the appeal process.