



Excessive No-Show Policy

The following policy is designed to provide a systematic response for persons who establish a pattern or practice of missing scheduled trips. The intent is to:

- Stop misuse of service.
- Encourage users to cancel trips they do not intend to make as far in advance as possible.
- Inform users how their no-shows affect other users and the service.
- Remind forgetful users of their responsibilities.

No-Show / Late Cancellation Violations

TheRide's FlexRide service will record customer no-shows, cancel at door and late cancellations as **no-shows** and may suspend riders who establish a pattern or practice of missed trips, whether trips are advanced reserved or same day trips.

Definitions

1. **A no-show** occurs when the vehicle arrives at the correct pickup location within the scheduled pick-up window and the rider fails to board or appear.
2. **A late cancellation** occurs when a customer cancels on the day of the trip. Any trip canceled 30 minutes or less is considered a late cancellation.

A high rate of cancellations or no-shows reduces the amount of service available for others and can disrupt service and should not be permitted. This policy is to establish a graduated response to persons who demonstrate a pattern of excessive missed trips.

Excessive No-Show Threshold: No-Shows are considered *excessive* when a rider:

No-shows	Fifteen (15%) percent or more reservations in a month with at least three (3) no-shows in the month.
Late cancellations:	Twenty (20%) percent or more reservations in a month with at least five (5) late cancellations in the month.

No-Show Violation Responses

Step 1

The rider will be sent a notice advising them of their trip record, with penalty information if violations continue. A copy of this policy will be included the first time a rider receives a Step 1 notice.

Step 2

Violations within 3 months of receiving a Step 1 notice will receive a one (1) week suspension.

Step 3

Violations within 3 months of receiving a Step 2 notice will receive a two (2) week suspension.

Step 4

Violations within 3 months of receiving a Step 3 notice will receive a thirty (30) day suspension.

Continued Violations

Continued violations within three months of receiving a Step 4 suspension are considered excessive and may result in successive one (1) month suspension.

Missed trip records are reset if no violations occur within a 3-month period from receiving a violation notice or completing a suspension.

RIGHT TO APPEAL

Persons facing suspension have the right to appeal. Formal appeals are conducted by AAATA's Manager of Mobility Services. Appeal hearings are held at 2700 S. Industrial Hwy. Ann Arbor MI. 48104.

- Fixed-route service is available for persons requesting an in-person appeal hearing.
- Customers may bring a representative to their appeal with them.
- Relevant documentation and or personnel will be made available for the appeal.
- Imposed penalties are stayed pending the outcome of an appeal.

APPEAL

If you disagree with your suspension, you may appeal that decision. To make your appeal you must make either a verbal or written request to TheRide's Mobility Manager. This must be received within 15 calendar days from issuance of your suspension notice. You will be notified in writing of your appeal decision.

Contact Information

Address: Ann Arbor Area Transportation Authority
Attention: FlexRide Appeals
2700 S. Industrial Hwy.
Ann Arbor, MI 48104

Manager of Mobility Services: Office: 734-794-1702
Fax: 734-973-6338
TDD: 734-973-6997