



## ***IVT RIDE No Show/Late Cancellation Policy*** **January 2018**

### **Background**

Imperial County Transportation Commission (ICTC) offers a demand response service to seniors (55 or over) and persons with disabilities. The demand response service is called IVT RIDE. A demand response service is a public transit service based on a request for transportation where the vehicle does not follow a fixed-route. IVT RIDE operates in the cities of Brawley, CA, Calexico, CA, El Centro, CA, Imperial, CA and the West Shores community. The goal of IVT RIDE is to provide mobility options.

The Imperial County Transportation Commission (ICTC) who has oversight of the IVT RIDE program, has developed the following policy and administrative process for addressing no-shows and late cancellations.

### **Definitions**

#### **No Show**

A “No-show” shall be recognized as seniors (55 or over) or persons with disabilities who fails to appear, fails to board the vehicle, and/or use his/her scheduled transportation within the standard “ready window.” The ready window is the 30 minute time frame the passenger has been advised by dispatchers to be ready for their trip. The bus is required to wait up to 5 minutes for an individual upon arrival within the ready window. If a rider calls within 30 minutes of a scheduled pickup time to cancel his or her trip, the cancellation will be counted as a “no-show.”

#### **Late Cancellation**

A “Late Cancellation” shall be recognized as a seniors (55 or over) and persons with disabilities who fail to cancel the appointment for pick-up at least four (4) hours before the scheduled pick-up time.

In the event of a “no show,” passengers are required to call in and cancel any return trips scheduled for the remainder of the day.

## **Policy**

Individuals with No-Shows/Late Cancellations shall be sanctioned or suspended from service according to the following guidelines. Because the service provided by IVT RIDE is so important to many people, we must enforce a suspension policy to ensure that trip resources are available to everyone.

**ANY passenger who has three (3) or more unexcused no shows or no shows 10% of their scheduled trips (whichever is greater) within a calendar month will be suspended from using these services for two weeks (14 days).**

Any passenger who incurs a no show may contact IVT RIDE management in order to have any no-show removed due to a circumstance which was beyond the rider's control.

After the 1<sup>st</sup> occurrence IVT RIDE Staff will contact the rider and document the phone call notifying the rider of their 1<sup>st</sup> incurred no show. Staff will also explain further no shows could result in temporary suspension of services.

After the second occurrence a letter will be mailed to the rider notifying them of their second incurred no-show. IVT RIDE will also contact the rider by phone to explain the consequences of a third no show.

The third no show occurrence incurred in a calendar month will result in a two week (14 Day) suspension of services for the rider. ICTC will send a letter of notification to include all no-show dates.

## **Method**

During suspension of IVT RIDE Service, ICTC shall take the following steps:

1. Notify the individual in writing that ICTC is suspending their service
2. The suspension will cite with specificity the basis of the proposed suspension and setting forth the proposed sanction.
3. Provide written notification and guidance on the ICTC IVT RIDE No Show and Late Cancellation Policy Appeals Process

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