

No Show and Late Cancellation Policy

Purpose

The Town of Cary's Mission is to "promote and support a high quality of life for its citizens" and to deliver the services in a cost-effective manner. GoCary Door to Door requires trips to be scheduled in advance, and riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. GoCary understands that riders 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 impacts schedule adherence and other riders, wastes funding, and impedes our ability to fulfill customer service goals. For these reasons violations of this policy can lead to suspension of service.

Definitions

- **No Show:** A rider fails to appear at the pick-up-location for vehicle boarding and the driver has waited at least five (5) minutes within the scheduled pickup window.
- **Late Cancel:** A passenger does not call GoCary's reservation center to cancel at least 2 hours before the scheduled trip. Also includes when a passenger calls to cancel the trip after the driver has already arrived during the pick-up window, or a passenger refuses to board a vehicle that has arrived within the pickup window.
- **Scheduled Time:** The time for a trip pick-up agreed upon by both GoCary and the rider.
- **Pick-up Window:** A time span of fifteen (15) minutes before and after the time when the vehicle is scheduled to arrive. (For out-of-town trips the pick-up window is 60 minutes.)
- **Suspension:** The loss of transportation service on GoCary when trips may not be booked or performed for a temporary period of time.

GoCary does not count as no-shows or late cancellations any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

GoCary does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition

Riders should contact the GoCary Reservation Center at (919) 481-2020 ext. 3 when experiencing no-shows or late cancellations due to circumstances beyond their control.

Cancellations

Riders who need to cancel a trip reservation are asked to please call (919) 481-2020 ext. 3 the day before the trip to cancel. Phone coverage is available Monday-Saturday from 7:00 a.m. to

5:00 p.m. to receive cancellations and assist with “trips in progress” at (919) 481-2020 ext. 3. Voicemail messages can be left outside these hours to cancel scheduled trips. Trip cancellations can also be sent to D2D@mvtransit.com. All voicemails and emails received the day before to cancel trips for Monday will be prioritized and cancelled first thing Monday morning.

If a no show occurs on the first pick-up of the day, all later rides for the day are not canceled. Federal ADA paratransit regulation does not allow service providers to cancel trips without notification from riders or representatives. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day. Riders who establish a pattern or practice of missing and/or late canceling trips that are within the rider’s control are subject to reasonable penalties including periods of suspension.

Penalties for No Shows and Late Cancellations

The GoCary no show/late cancellation policy is in place to track passengers who habitually do not cancel scheduled trips at least the day before a scheduled trip or are not at pick up locations at the scheduled time. GoCary reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider’s account.

Each verified no-show consistent with the above definitions counts as 2 penalty points and each verified late cancellation consistent with the above definitions counts as 1 penalty point. Riders will be subject to suspension after they meet all of the following conditions:

- Accumulate 8 penalty points in one calendar month
- Have booked at least 8 trips that month
- Have “no-showed” or “late cancelled” at least 15 percent of trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. GoCary will notify riders by telephone after they have accumulated 6 penalty points and would be subject to suspension should they accumulate 2 additional penalty points that month consistent with the criteria listed above.

All suspension notices include a copy of this policy, information on disputing the assessment of penalty points, and how to appeal suspensions.

Suspension

Customers meeting the minimum penalty assessment, as defined above, are subject to suspension for a reasonable period of time. Repeated violations of this Policy will cause the length of suspensions to increase. The following suspension periods shall apply to violations of this Policy. The first violation in a calendar year triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 7-day suspension
- Third violation: 14-day suspension
- Fourth and subsequent violations: 30-day suspension

Notification and Right to Appeal

Individuals have the right to a notice and appeal prior to a suspension based on violation of the No Show and Late Cancellation Policy.

Individuals will receive written notice of suspensions. The notice advises the individual of the right to appeal the assessment of any points for no-shows/late cancellations and/or suspensions of service by submitting a letter of appeal to the Town of Cary Transit Division, address below. Individuals will have 5 business days from the date of the written notice to submit their appeal. The individual has the right to request the opportunity for an informal in-person hearing prior to a decision. The Transportation & Facilities Department/GOCARY will reach a determination within 5 business days of receipt of an appeal or the date of the hearing, whichever is later. All individuals who appeal will receive a written notice of the appeal decision.

Send appeals to:

Town of Cary Transportation & Facilities Department/GoCary
P.O. BOX 8005
Cary, NC 27512