

Ride Cancellation Policy



PURPOSE

The purpose of this policy is to set forth the procedure for informing users of North Central Area Transit about the importance of keeping scheduled transit appointments and of properly canceling those services in advance should transportation services no longer be needed.

NCAT understands that because we require trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. NCAT also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service.

DEFINITIONS

No-Shows

A no-show is defined as the act of a person who, having scheduled a trip, cancels within **an hour of the trip** and/or changes his/her mind about taking the trip but does not cancel the appointment and fails to board the vehicle when it arrives for pick up within the pick-up window and the driver waits at least 5 minutes.

Pickup Window

The pickup window is defined as 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes beyond the scheduled pick-up time before marking the rider as a no-show and moving on.

Late Cancellation

If you know that you no longer need a scheduled trip, please cancel as soon as possible to make sure scheduling is available for other passengers. A late cancellation is defined as a cancellation made **after 10:00 am two days before** the scheduled trip. A late cancellation will be considered a no-show.

Rider Cancel

A rider cancel is defined as the act of a person who, having scheduled a trip, changes his/her mind about making the trip and calls to cancel the ride **before 10:00 am two business days** before scheduled trip.

CANCELLATION PROCEDURES

Riders of NCAT are asked to cancel any unneeded transportation as early as possible by calling 833-433-6228 between the hours of 7:30 am – 5:00 pm. Any messages or calls received after the 10:00 AM cutoff will be considered a late cancellation/no-show and will be subject to disciplinary actions.

SUSPENSION POLICIES FOR NO-SHOWS

NCAT reserves the right to suspend ride privileges to any rider violating NCAT Ride Cancellation Policy or rider guidelines.

NCAT reviews all reported no-shows daily to ensure accuracy before recording them in a rider's account. Each verified no-show will be subject to transit service suspension immediately.

- First violation: 1 week (7 calendar days) suspension
- Subsequent violations: 4 weeks (28 calendar days) suspension

A courtesy phone call shall be given on the day of the no-show to alert the rider that they are suspended. Any scheduled rides during the suspension period will be canceled.

The ability to schedule recurring (subscription) trips is a perk of our transportation program, however, a rider with excessive or chronic absences may have their subscription privileges revoked. Which means once their rides are reinstated, the rider will have to call to schedule each ride. We will not schedule rides in advance.

SUSPENSION POLICIES FOR A PATTERN OR PRACTICE OF LATE CANCELLATIONS

NCAT reserves the right to suspend ride privileges to any rider violating NCAT Ride Cancellation Policy or rider guidelines.

NCAT reviews all reported no-shows and late cancellations daily to ensure accuracy before recording them in a rider's account. Each verified no-show or late cancellation will be subject to transit service suspension once the following criteria are met in a previous 30-day period:

- No-show/late cancellations represent twenty percent (20%) or more of their scheduled trips; and/or
- The customer has three (3) or more no-shows/late cancellations.

A reminder phone call and/or warning letter will be issued after the second no-show or late cancel to notify the rider that they are on the verge of suspension and ask for cooperation in keeping their scheduled trip. If the problem continues, a progressive suspension will be as follows:

- Warning: 2 no-shows or late cancellations
- First violation: 1 week (7 calendar days) suspension
- Second violation: 2 weeks (14 calendar days) suspension
- Subsequent violations: 4 weeks (28 calendar days) suspension

The ability to schedule recurring (subscription) trips is a perk of our transportation program, however, if a rider with excessive or chronic absences may have their subscription privileges revoked. Which means once their rides are reinstated, the rider will have to call to schedule each ride. We will not schedule rides in advance.

In lieu of suspension, and at the discretion of a review committee, the rider may pay for all missed trips prior to scheduling their next ride. Ridership will be immediately reinstated.

SUSPENSION POLICIES FOR A PATTERN OR PRACTICE OF RIDER CANCELS

NCAT reserves the right to suspend ride privileges to any rider violating NCAT Ride Cancel Policy or rider guidelines.

NCAT reviews all rider cancellations daily to ensure accuracy. Each verified rider cancel will be subject to transit service suspension once the following criteria are met in a previous 30-day period:

- Rider cancellations represent fifty percent (50%) or more of their scheduled trips; and/or
- The customer has five (5) or more rider cancellations.

A reminder phone call and/or warning letter will be issued after the fourth rider cancel to notify the rider that they are on the verge of suspension and ask for cooperation in keeping their scheduled trip. If the problem continues, a progressive suspension will be as follows:

- Warning: 4 rider cancellations
- First, Second, and Subsequent violations please refer to suspensions in late cancellations.

The ability to schedule recurring (subscription) trips is a perk of our transportation program, however, if a rider with excessive or chronic absences may have their subscription privileges revoked. Which means once their rides are reinstated, the rider will have to call to schedule each ride. We will not schedule rides in advance.

In lieu of suspension, and at the discretion of a review committee, the rider may pay for all missed trips prior to scheduling their next ride. Ridership will be immediately reinstated.

NCAT appreciates proper notice for canceling rides no longer needed. However, canceling any ride causes issues with availability and scheduling.

CIRCUMSTANCES BEYOND THE RIDER'S CONTROL

At the discretion of the review committee no-shows, rider cancel, or late cancellations may not be counted when there are situations beyond the rider's control that may prevent the rider from notifying NCAT that the trip cannot be taken, such as:

- Medical emergency/hospitalization;
- Family emergency;
- Sudden illness or change in condition;
- Appointment that runs unexpectedly late without sufficient notice;
- Appointment cancelled/delayed for reasons not the customer's fault; or
- Adverse weather: Snowstorm, extreme heat or extreme cold, etc.

No-shows, rider cancel, or late cancellations are not counted when the missed trip is due to our error, such as:

- 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; or
- Scheduling error: Staff did not make all the cancellations the client requested; or customer just found out the ride was scheduled for the wrong day, time, or location; or the customer was not informed that his/her pick-up time was changed and was not ready.

SUBSEQUENT TRIPS FOLLOWING NO-SHOWS OR LATE CANCELLATIONS

When a rider has a no-show or late cancellation for a trip, all subsequent trips on that day will be canceled and marked as a rider cancel on the schedule unless the rider specifically requests to keep the trips. To avoid multiple no-shows or late cancellations on the same day, riders are strongly encouraged to confirm that any subsequent trips for that day are still needed.

DISPUTING SPECIFIC NO-SHOWS OR LATE CANCELLATIONS

Riders wishing to dispute specific no-shows or late cancellations must do so within 14 days of receiving a warning phone call or letter. Riders should contact the Transit Director, 1784 Chessie Lane, Ottawa, IL 61350 or 833-433-6228, to explain the circumstance, and request the removal of the no-show or late cancellation.

APPEALING PROPOSED SUSPENSIONS

Riders wishing to appeal suspensions under this policy have the right to file an appeal request. All requests must be received in writing by letter or via email within 10 days of receiving suspension letters.

Submit appeals and any supporting documentation to Transit Director, 1784 Chessie Lane, Ottawa, IL 61350 or ncat@ridencat.com.

HOW TO AVOID NO-SHOW/LATE CANCELLATION SITUATIONS

Review times and dates with NCAT's Reservation Specialist, utilize NCAT's automated reminder system, and be sure you understand the pickup window and when to expect the bus.

When you no longer need the ride, call NCAT at 833-433-6228 as soon as possible to cancel. Remember to cancel all trips scheduled for that day. If all trips are not cancelled, you will be charged a no-show for the remaining trips on the schedule.

Be ready 15 minutes before the pick-up time and prepared to board within 5 minutes of the arrival of the vehicle.

For questions about this policy or to request an alternate format, please call 833-433-6228, TTY 711 or ncat@ridencat.com.

Si tiene preguntas sobre la política o para solicitar un formato alternativo, llame 833-433-6228, TTY 711 o envíe un correo electrónico ncat@ridencat.com.