



## **Service Recipient “No Show” Policy**

A service recipient “no show” is defined as any individual who fails to show for a scheduled trip or who fails to give adequate notice that the trip is no longer needed. Trip cancellation should be twenty-four (24) hours in advance, but a minimum notice of two (2) hours is acceptable in situations of unforeseen nature (e.g. illness or other matters of urgency).

Please call Fulton County Transit Authority (FCTA) at 270-472-0662 to give an explanation of why you were not able to give a timely cancellation notice because of circumstances beyond your control.

Service recipients who do not have a telephone or nearby access to a telephone are exempt from cancellation requirements. However, Fulton County Transit Authority shall provide cancellation information to the service recipient if she/he fails to show up for a scheduled trip. Failure to cancel a scheduled trip prior to driver showing up at pickup location may be considered as no shows.

Once the driver shows up and knocks on the service recipient’s door, they will have up to 15 minutes to board the vehicle. After the 15 minute window has elapsed, the driver will knock again on the door prior to placing a “no show” door hanger on the door of the designated pickup point. Driver is to tear off and fill out the perforated bottom portion of the door hanger and return it to the office. Drivers are allowed to leave the location after the allotted 15 minute time limit.

Sanctions will only be imposed on for a “pattern or practice” of missed trips. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental, or singular incidents. Only actions within the control of the individual count as part of a pattern or practice.

Please call Fulton County Transit at 270-472-0662 to give an explanation of why you were not able to give a timely cancellation notice because of circumstances beyond your control.

No-show suspensions may be imposed only when a rider’s record involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. Frequency of use, or proportion of trips missed, will be considered when determining a pattern of practice.

FCTA has set a minimum for all riders of no less than 25% of no-shows within a period of 60 days. A more detailed check of these riders’ trip histories and no-show frequency will be performed before a suspension is proposed. FCTA may also double-check each no show for riders who are considered for suspension, in order to confirm that the no-show coding was correct. FCTA may also consider the overall no-show rate for all riders and adjust upward, so as not to penalize riders with average no-show records.