

Late cancellations and no-shows

If a rider, personal care attendant, or companion needs to cancel a scheduled trip, the trip must be cancelled as soon as possible. Failure to cancel a trip at least two (2) hours prior to the scheduled pick-up time will result in a “no-show”. “No-shows” also include trips where the vehicle arrives at the scheduled pick-up time and the rider fails to board the vehicle. Each leg of a rider’s trip will be treated separately. If a rider misses a scheduled pick-up, the return trip will not be cancelled. If the rider does not appear for the return trip, it will be counted as a second “no-show”.

Riders who have three (3) or more “no-shows” in one (1) calendar month will be in violation of the ‘Late cancellations and no-shows’ policy. When a rider violates the policy, the following progressive action will be taken:

1. The rider will be issued a warning letter notifying the rider that he/she has violated the policy.
2. If a rider accumulates three (3) or more “no-shows” in two (2) separate calendar months in a three hundred and sixty-five (365) day period, the rider will be issued a letter notifying them they will be suspended from use of the service for fifteen (15) business days.
3. If a rider accumulates three (3) or more “no-shows” in three (3) separate calendar months in a three hundred and sixty-five (365) day period, the rider will be issued a letter notifying them they will be suspended from use of the service for thirty (30) business days.

With each additional violation in a three hundred and sixty-five day (365) day period, the term of suspension will increase by thirty (30) business days.

Before suspension of service begins, riders will be given seven (7) business days from the date of the suspension letter to contact the Central Connecticut Regional Planning Agency to appeal the suspension. If an appeal is not received after seven business days, the suspension will begin. If appealing, transportation will be provided until a final determination is made.

Trips missed for reasons beyond the rider’s, personal care attendant’s, or companion’s control shall not be used when determining a pattern of “no-shows.”