

NO-SHOW & LATE CANCELLATION POLICY

OCCOA's No-Show and Excessive Cancellation policies help improve OCCOA's on-demand services by trying to limit no-shows and cancellations that can disrupt service schedules and inconvenience other passengers.

Excessive Cancellation

Definition

Excessive cancellation occurs when a passenger cancels 8 or more rides within one calendar month. This refers to cancellations made 2 or more hours before the scheduled time. Late Cancellations are documented as a No-Show. Excessive Cancellations impact other passengers who are denied rides at the times being held and later cancelled.

Procedures

Passengers are advised to reserve rides only for the days and times of the appointments or activities they are committed to attending. This policy aims to reduce the behavior of riders reserving and holding on to multiple rides in advance and then canceling them throughout the month if not needed.

Suspension of Service

A Violation = 8 or more Cancellations in a calendar month.

Suspension of ride-scheduling privileges may occur following the first violation of the policy. Longer suspensions will be applied for subsequent violations.

Violation	Suspension
1 st	30 days
2 nd	60 days
3 rd	90 days

Passengers will be sent a warning notice after the fourth cancellation in any given month.

Violations are cleared from a rider's record after 6 months if there are no further violations.

Late Cancellation & No-Show Policy

Definition

A **No-Show** occurs when a passenger with a ride reservation or a deviation request fails to be at the designated pickup location, at the appointed time, and ready to travel.

A **Late Cancellation** occurs when a passenger cancels their reservation less than 2 hours before the designated pickup time or by 9:00 a.m. if the pick-up time is before 11:00 a.m. (leave a message cancelling your morning pick-up). A Late Cancellation is considered a No-Show.

Procedures

Passengers must be at their designated pickup location and ready to travel 15 minutes before or after the scheduled pickup time - this is known as the "Be Ready Window." Any passenger not present and ready to board the bus within 5 minutes of arrival will be considered a No-Show.

Suspension of Service

A Violation = 3 No-Shows in a calendar month.

Suspension of ride-scheduling privileges may occur following the first violation of the policy. Longer Suspensions will be applied for subsequent violations.

Violation	Suspension
1 st	30 days
2 nd	60 days
3 rd	90 days

Passengers will be sent warning notices after each documented No-Show incident.

Violations are cleared from a rider's record after 6 months if there are no further violations.

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