

IndiGO
Shared Ride
NO SHOW POLICY

"NO-SHOWS":

A No-Show is defined as any scheduled trip that a driver has arrived to pick up a client and they are not at their designated pick up site and they have not called our office to cancel at least one (1) hour prior to their scheduled pick-up.

Clients who call to cancel at least one (1) hour prior to their scheduled pick-up time will be cancelled and the driver will be notified of this cancellation.

Should a client be a No Show during a 30 day period, the following actions will be taken:

First No Show: No Show will be recorded, No Action taken at this time.

Second No Show: The No Show will be recorded. The Program Manager will then call the client to find out why they did not go or contact the office to cancel their ride. The client will be notified that they are required to call in the business day prior to every appointment by 2:00 P.M for the next 30 days. If the client does not call in within the specified time period, the trip will be cancelled. No exceptions will be made. The client will also be warned that further incidents may result in suspension of service.

Third No Show: If the client calls in and confirms their trip for the next day and they no show, they will be suspended for 30 days. A copy of this policy will be included.

First No Show Following a One Month Suspension:

If a client has a No Show in the first month after a one (1) month suspension, that client will be contacted in writing informing them that their services have been suspended for a period of two (2) months. They will again be advised of INDIGO'S service suspension/termination policy and their right to appeal. An appeal form will be included.

First No Show Following a Two Month Suspension:

If a client has a No Show after their service has been suspended for a period of two (2) months, the client will be contacted in writing and informed that their service has been suspended for a period of 90 days. They will again be advised of INDIGO's service suspension/termination policy and their right to appeal. An appeal form will be included.

This No Show Policy was created by IndiGO in order to provide cost effective transportation to the individuals who need and want service. No Shows waste limited resources and endanger IndiGO's ability to provide public transportation.

Any questions regarding this No Show policy can be answered by calling:

724-465-2140 or 1-800-442-6928