

Indiana County Transit Authority
Shared Ride
NO SHOW POLICY

IndiGO's definition of a "NO SHOW" is as follows:

Anytime a driver goes to pick up a client and he or she decides not to use the service or is not at the pick-up site and they have not called our office to cancel their ride 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 canceled 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 are not going and have not contacted us to cancel their ride. The client will be warned that further incidents may result in suspension of service.

Third No Show: **INDIGO** will contact the client in writing advising them that this is the third No Show and that services are being suspended for one (1) month. 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.

The employees at Indiana County Transit Authority have created this No Show Policy in order to provide cost effective transportation to the individuals who need and want service. No Shows waste limited resources and endanger Indiana County Transit Authority'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