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“No Show” Policy For ADA and Other Paratransit Riders

The ADA Paratransit program requires that one-day advance trip request be made for trips. All other riders require a two-day advance trip request. A “No Show” occurs when a passenger or their designated caregiver has made a reservation and when the vehicle arrives the passenger does not ride. If the client requested transportation and did not cancel at least two hours prior of their scheduled pick up time a “no show” is charged and must be paid the next time that he or she rides. “No shows” that occur due to circumstances beyond the control of the passenger will be discarded and not counted toward any “no show” penalty.

Any client who develops a pattern of “No Shows” will be suspended from the ADA Paratransit program for a period of time.

No-Show Pattern:

- First Suspension:
Three no-shows in 30 days
- At least one no-show per month
for four consecutive months
- Six no-shows in six months

Suspended Time:

- 15 Calendar Days
- 30 Calendar Days
- 30 Calendar Days

Second Suspension:

In the event that a client is suspended for no-shows more than once in a rolling twelve month period, the period of suspension indicated above shall be increased by 7 calendar days.

Notification:

A letter informing the client for the reason for suspension of service and the dates during which services will be suspended will be mailed to the client by certified mail.

Appeal:

The client may make an appeal by contacting GWTA within 30 days of receiving the notice of suspension. The Executive Director will review pertinent information provided by the client and determine if the suspension is valid. The decision of the Executive Director is final.

Revised: September 29, 2016