



No-Show Policy

Effective Monday, April 29th, 2024

Tulare County Regional Transit Agency's TRANSPORT service depends on efficient scheduling to ensure as many passengers can be accommodated as possible. As such, it is important that when a passenger schedules a trip, that trip either be completed OR cancelled in a reasonable amount of time. To ensure service efficiency and optimization, TCRTA has implemented a no-show policy for TRANSPORT services.

For the purposes of this policy, a "no-show" is defined as *a passenger who fails to cancel a scheduled trip, even if the trip is no longer needed, or does not appear for their ride.*

Please note that in the event of a no-show, all other trips scheduled for that passenger on the same day will be cancelled unless the call center is notified within one hour after the first no-show.

Penalties for Excessive No-Show

When a passenger no-shows three (3) times and ten percent (10%) or more of their total scheduled trips in a 30-day period, this will be considered "excessive" and TCRTA will send a warning notice within 30 days. After the initial warning, the following penalties will be implemented when no-shows exceed:

- 10% of total trips scheduled = 5-day suspension
- 20% of total trips scheduled = 10-day suspension
- 30% of total trips scheduled = 15-day suspension
- 40% of total trips scheduled = 20-day suspension

Passengers with less than three (3) no-shows in a 30-day period will not receive a penalty, even if their percentage of no-shows exceeds ten percent (10%) of total trips scheduled.

No-Show Appeals Process

The appeals process is available to any individual who has received a no-show or written Notice of Suspension of Services. The passenger may appeal in writing or in person at Tulare County Regional Transit Agency located at 200 E. Center Dr., Visalia, CA 93291. Appeals will not be accepted by telephone or email. Appeals must be received within 14 days of the date on the Notice of Suspension of Services.

The written appeal should specifically outline why the service restriction should not be imposed and describe what steps have been taken to reduce the pattern or practice of no-shows that led to the initial sanction. All appeal decisions will be made in writing and a copy will be emailed or mailed to the passenger.