



## QuickRide No Show and Cancellation Policy

The QuickRide Service operates on a shared-ride, demand-response basis. **No-shows and late cancellations** waste resources, increase operational costs, and take away opportunities from other passengers. Adherence to this policy is essential for maintaining efficient and reliable service for the entire community.

### 1. Definition of a No-Show

A trip will be recorded as a "**No-Show**" under the following conditions:

- **Failure to Appear:** The passenger is not present and ready to board when the QuickRide vehicle arrives at the designated pick-up location within the scheduled pickup window.
  - The driver will wait a maximum **five (5) minute grace period** upon arrival.
  - If the passenger does not board the vehicle within this 5-minute window, the trip will be recorded as a no-show, and the driver will depart.
- **Late Cancellation:** The passenger calls to cancel the trip without providing the minimum advance notice required in Section 2.

### 2. Cancellation Requirement

To ensure we can reallocate resources and provide the reserved spot to another rider, passengers must contact the QuickRide office to cancel their trip with the following minimum notice:

Cancellation Deadline:

The passenger must call at least one (1) Office Hour before the scheduled pick-up time.

- **QuickRide Office Hours (for Phone Cancellation):** Monday – Friday, 9:00 AM – 5:30 PM.
- Cancellations for trips scheduled outside of these hours must be made during the prior day's office hours.
- Cancellations must be made by speaking directly with a QuickRide staff member. Messages left on voicemail or answering machines are **not accepted** as valid notice.

### 3. Consequences for Continued No-Shows

QuickRide Service monitors passengers' no-show activity to ensure efficient service. Suspension criteria are based on a **rolling 30-day period** for the initial *violation* and then on **longer timelines** for subsequent suspensions.



A passenger reaches a **Violation** status if they hit **the higher of the two** following thresholds within any **rolling 30-day period**:

Criterion	Threshold
Fixed Strike Count	Three (3) or more No-Shows.
Percentage Rate	A No-Show rate exceeding <b>thirty percent (30%)</b> of the passenger's total scheduled trips, if the calculated number of no-shows is greater than three.

#### Enforcement Steps:

1. **First Violation:** The passenger will receive an official **written warning** via mail or email, detailing the dates of the no-shows and outlining this policy. No service suspension is enforced at this step.
2. **Second Violation (within a Rolling 6-Month Period):** If a passenger reaches a second violation (by hitting the 30-day threshold again) within **six (6) months** of the date of the first written warning, their riding privileges will be suspended for **seven (7) calendar days**.
3. **Third Violation (within a Rolling Year):** If a passenger reaches a third violation (by hitting the 30-day threshold again) within **one (1) rolling year** of the date of the first written warning, their riding privileges will be suspended for **thirty (30) calendar days**.

#### 4. Appeals Process

Appeals to any service suspension must be submitted **in writing** to the QuickRide administration within **ten (10) calendar days** of receiving the suspension notice. The appeal should include the passengers' name, contact information, and a detailed explanation of the circumstances surrounding the alleged no-show incidents. QuickRide will review the appeal and provide a final decision within 10 business days.