



Palm Tran Connection No-Show & Late Cancellation (“Service Infraction”) Policy

Definitions

- A **No-Show** is defined as when a rider fails to board the vehicle when it arrives to transport him/her within the pick-up window.
- A **Late Cancellation** is defined as any cancellation received less than 90 minutes (1½ hours) prior to the rider’s scheduled pick-up time.
- A **Service Infraction** is defined as a demonstrated pattern of service disruptions as a result of a customer missing scheduled trips.

Description

Late cancellations and no-shows are a serious disruption of service. Palm Tran Connection’s overall no-show percentage is 3% of trips scheduled annually, and late cancellations account for 10% of Connection’s scheduled trips annually.

Clients will receive a service infraction when 15% or more of their scheduled trips are no-shows or late cancellations within a one month period.

Circumstances beyond the control of the customer such as sickness, weather, etc. will be taken into consideration and may be considered an excused late cancellation or no fault no show, and would not count towards a service infraction.

Disciplinary Action

A continued pattern of service infractions within a 12-month rolling period will result in escalating disciplinary action. The first service infraction will result in a warning letter. The second service infraction will result in a 7-day suspension and a 14-day suspension of subscription service. The third service infraction will result in a 14-day suspension and a 30-day suspension of subscription service.

All subsequent Service Infractions will result in a (30) thirty-day service suspension and a loss of subscription service.