

No Show Policy: New Castle Area Transit Authority

NCATA will not suspend service on any trips missed by a rider for reasons beyond his or her control, including trips missed due to transit agency error or lateness. Sanctions could be imposed only for a "pattern or practice" of missed trips. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental, or singular incidents.

When a rider is not ready, not present, or chooses not to go and the driver has waited 5 minutes past the scheduled pick-up time, it is considered a "No Show."

For those riders who accumulate "No Shows", the following policy applies:

FREQUENCY OF TRIPS	MAXIMUM # OF "NO SHOWS"	PERCENTAGE
1 - 19 Trips Per Month	Maximum of 3 "No Shows" Per Month	15%
20 - 39 Trips Per Month	Maximum of 6 "No Shows" Per Month	15%
40 - 59 Trips Per Month	Maximum of 9 "No Shows" Per Month	15%
60 + Trips Per Month	Maximum of 12 "No Shows" Per Month	20%

SUSPENSION OF SERVICE SHALL BE:	
1 st Violation	Written Warning
2 nd Violation	Written Warning
3 rd Violation	5 Day Suspension
4 th Violation	10 Day Suspension
Additional Violations	10 Day Suspension

Before any suspension of service due to "No Shows", New Castle Transit Authority must notify the individual rider in writing, citing specifically the full reason for the proposed suspension and its length, including the exact "No Show" dates, times, pick-up locations and destinations on which the proposed suspension is based.

Don't Count "NO SHOWS" BEYOND RIDER'S CONTROL- The ADA does not allow transit agencies to base a suspension of service on any trips missed by a rider for reasons beyond his or her control, including trips missed due to transit agency error or lateness. Those trips may not be a basis for determining that a pattern or practice of missing scheduled trips exists.