



NO-SHOW/LATE CANCELLATION POLICY

Riders who have excessive no-shows and late cancellations will be suspended from Mobility Service for a specified period of time as determined by the MTA. Riders who continue to have excessive no-shows and late cancellations will face additional suspensions for longer periods of time. This policy applies to riders who take either subscription trips or advance-request trips.

Excessive no-shows or late cancellations are defined as:

Total trips scheduled per month not cancelled per policy	Maximum no-show / late cancels per month before penalties
1 - 12 one-way trips (up to 6 round trips per month)	2
13 - 25 one-way trips (up to 3 round trips per week)	4
26 - 40 one-way trips (up to 5 round trips per week)	6
41 - 60 one-way trips (up to 1 round trip per day)	8
61 + one-way trips (more than 1 round trip per day)	10

Allowances will be made for excused no-shows and late cancellations for the following reasons, which the MTA will assess on a case-by-case basis to determine if the questioned no-show/late cancellation is an excused occurrence:

- Issues related to disability, illness, or sudden emergencies
- Late connecting transportation; for example, another transportation mode is late (airplane, train, MTA fixed route) causing the rider to miss the scheduled Mobility pick-up
- Acts of God, such as hurricane, flood, or sudden and extreme weather related conditions
- Mobility errors; for example, the operator did not follow MTA procedures for rider pick-up, or MTA computer malfunctions
- Others reasons as determined by the MTA

DEFINITIONS

No-Show: A rider, their agent or representative schedules a trip but then the rider does not board the vehicle when it arrives.

Late Cancellation: A rider, their agent or representative schedules a trip, but then cancels the trip less than two (2) hours before the scheduled pick-up time. Late cancellations are considered no-shows under this policy.

Advance Cancellation: A trip is cancelled at least two (2) hours or more before the scheduled pick-up time. There are no penalties for early cancellations.

Cancellation at the Door: A rider, their agent or representative cancels the trip when the vehicle arrives at the location for the scheduled pick-up within the 30-minute pick-up window. Cancellations at the door are considered no-shows under this policy.

Excused No-Show: Circumstances that occur for reasons beyond the control of the rider, which is reported to the MTA and excused by the MTA. Riders, agents or representatives should always make every effort to cancel trips that are no longer needed, in a timely manner.

Rider History: A statement created by Mobility that shows the rider's scheduled trips, no-show occurrences, and late cancellation occurrences for a specified period of time.

Violation: The rider's history shows the rider has reached a threshold established in Section B under this policy, subjecting the rider to penalty.

PENALTIES

Riders with excessive no-shows or late cancellations face penalties as defined below:

1st Violation: A warning letter will be sent indicating the rider's history, along with a copy of the no-show policy, which states that a second violation will result in suspension of service.

2nd Violation: A letter indicating the rider's history, issuing a 7-day suspension of service.

3rd Violation: A letter indicating the rider's history, issuing a 14-day suspension of service.

4th Violation: A letter indicating the rider's history, issuing a 30-day suspension of service.

The calculation of penalties to riders for No-Shows/ Cancellations under this policy is based upon a 12-month time period beginning with the date of the first violation.

APPEAL

Riders can contact MTA Mobility to request an informal telephone or in-person interview before a decision is rendered. Riders will be informed of any suspension decision in writing and may appeal this decision by submitting a written hearing request within seven (7) days of the notification letter. At the appeals hearing, riders will be given the chance to be heard and present information and arguments. The appeals hearing will be assigned to a hearing officer that was not involved in the original suspension decision. Riders will be provided with a written decision of the appeal. Any sanction is stayed pending the completion of the appeals process.

For more information, visit www.mta.maryland.gov/mobility or call 410-764-8186 / 8004 or MD Relay Service at 711.

FREQUENTLY ASKED QUESTIONS

What is considered a "no-show?"

A "no-show" is the circumstance in which a rider, their agent or representative schedules a trip but then the rider does not board the vehicle. Late cancellations are also considered a no-show.

How long do I have for cancelling a ride?

Customers who wish to cancel their ride should do so two (2) hours or earlier before the scheduled pick-up.

What if no one answers at the Cancel Line?

You can use the automated Mobility Direct system to cancel your ride without waiting on an agent to answer your call. That phone number is **410-764-8181**.

What can I do to prevent a no-show violation?

Be sure to communicate in advance with Mobility regarding any changes to your scheduled trip.

When does this policy go into effect?

This policy has been in effect since spring 2011. Mobility is establishing a stronger enforcement protocol.

Can I be suspended from service for excessive no-shows?

Yes, customers with excessive no-shows and late cancellations will be suspended from Mobility Service for a specified period of time as determined by the MTA. Suspensions will begin with a minimum of seven days. Customers receive a warning letter before any suspension is imposed, and suspensions can be appealed.

How will this enhancement improve service for customers?

When the Mobility bus drives to a pick-up location only to find there is no customer to be picked up, resources are wasted. That time and fuel would have been more efficiently spent taking a customer who is ready to be picked up and eager to reach their destination. Every ride matters, especially yours.

What if your operator makes a mistake and doesn't find me, even though I am there?

If you have a disagreement with the Control Center, and they write down a no-show for one of your trips, you can dispute it by leaving a message for the Customer Service team. The Customer Service team will review the logs and can remove no-shows that were not the customer's fault.

What if there is some problem beyond my control that prevented me from taking my ride?

Mobility will not penalize you for not taking a scheduled ride when the reason you can't ride is clearly beyond your control. Some of these circumstances include late connecting transportation, extreme weather events, a sudden illness, or problem related to your disability. For example, some customers who have dialysis treatment are not ready to leave immediately after treatment. That problem is directly related to their disability. That customer would not be charged with a no-show. A trip would be re-booked to get the customer home.

What if it's the driver's fault?

If the operator does not follow MTA procedures (and yes, we check) the customer will not be charged with a no-show. Every no-show is checked by our staff to make sure the operator followed all of the procedures, such as waiting at least five (5) minutes, leaving a door-hanger where possible, and so on. We also confirm the geographical information that the vehicle automatically collects, to make sure the operator drove to the right place.