

**RED ROSE TRANSIT AUTHORITY**  
**INTERNAL POLICY**

**NO-SHOW POLICY:**

A no-show occurs when a RED ROSE ACCESS provided vehicle arrives on time for a scheduled trip, but the customer elects not to take the trip and has not canceled the trip ahead of time.

- Customers must whenever possible cancel unwanted trips through the RED ROSE ACCESS office at 717-291-1243 at least thirty (30) minutes prior to their pick-up time.
- Customers must be ready to ride, waiting at the address used in scheduling their trip.
- If a RED ROSE ACCESS vehicle arrives on time for a scheduled pick-up and after waiting five (5) minutes the customer is not present, or decides not to take the trip, the customer will be considered a no-show.
- On time is defined as when the vehicle arrives at your scheduled pick-up time. If a vehicle arrives early, the customer is not obligated to board until their scheduled pick-up time.
- Even though an individual may fail to contact RED ROSE ACCESS to cancel a trip, the return trip will not be automatically cancelled. The return trip will remain in the schedule.
- RED ROSE ACCESS can impose sanctions for a pattern and practice of no-shows, as listed below.
- Trips missed by customers for reasons beyond their control, including trips missed due to RED ROSE ACCESS driver or system error, will not count in assessing no-show penalties. (However, the customer must inform RED ROSE ACCESS about such circumstances.)
- RED ROSE ACCESS will track and document all customer no-shows in customers' files. Before any penalties are imposed, RED ROSE ACCESS will notify the customer in writing and provide a list of the no-show trips incurred.
- Customers have the right to appeal or dispute RED ROSE ACCESS no-show findings.
- Upon request, RED ROSE ACCESS will research no-shows for customers.

No-show policy penalties:

RED ROSE ACCESS can impose sanctions for a pattern and practice of missed trips by a customer. A pattern or practice involves intentional, repeated, or regular actions, not an isolated, accidental, or singular incident. A review of a customer's no-shows can occur if there are at least three (3) no-shows within a 30 day period. A sanction could be imposed if more than 50% of all trips scheduled during that period were no-shows that were not beyond the customer's control.

- After one (1) no-show, RED ROSE ACCESS will issue a documented written warning to the customer with a copy of the No-Show Policy.
- After two (2) no-shows within a 30-day period, RED ROSE ACCESS will again issue a documented written warning to the customer.
- After three (3) no-shows within a 30-day period, AND if more than 50% of all trips scheduled during that period were no-shows that were not beyond the customer's control, a one-week (7 days) suspension of service may occur.

## **COMPLAINT PROCESS**

A complaint is any issue or dispute or objection you express to us about our agency or about the coverage, operations or policies. If you have a complaint or compliment about our services, about how you were treated by our staff or a driver, or about our policies and procedures, please tell us. You can call at 717-291-1243 or email us at [info@redrosetransit.com](mailto:info@redrosetransit.com). We will record your complaint, investigate it and respond to you within five (5) days. Copies of the complaint, agency responses/resolutions and corrective action plan will be kept on file.