



RTP CANCELLATION AND NO-SHOW POLICY

RTP is dedicated to providing the highest level of transportation service in a safe and timely manner. To meet this goal, we rely on our riders to properly schedule trips, and to **promptly cancel trips**. Your missed trip is an empty seat that someone else may have needed!

Please be considerate and responsible and cancel your trip as far in advance as possible. This helps us avoid the cost and time of coming to get you when you are not going, and it helps you avoid being charged with a **No Show**.

What can you do to avoid being charged with a No Show?

- **If you will not be able to keep your reservation, call the dispatch office at least 2 hours in advance of your scheduled pick-up time.**
- **Trip cancellations can be left on our voice mail when the office is closed.**
- **If you have a trip scheduled BEFORE 9:30 a.m., you must cancel by 5:00 p.m. the day before your scheduled trip.**

No Shows and Late Cancellations Policy

If you fail to cancel your trip at least 2 hours in advance you will be charged with a "No Show". If you are charged with 3 No Shows in a 30 day period, any trips you have scheduled will be automatically cancelled, and your ride privileges may be restricted.

What is a No Show?

- A "**No Show**" is when a rider is not at the scheduled pickup point within **5 minutes** beyond the reservation time.
- A "**No Show**" is also a passenger who changes his/her mind and "waves" away a driver who has arrived at the scheduled pickup time and location.

A rider who fails to cancel a ride according to the cancellation rule, or fails to be at the scheduled location at the scheduled pick-up time, will be assigned a "No Show". A rider who shows a pattern or practice of "no shows" that is at or above 25% in a month is subject to penalties, up to and including suspension. Penalties will be assigned within the rules and guidelines of MaineCare and the ADA.

No Show Appeal Process

If an RTP rider believes that a No Show was wrongly charged to them, they may appeal that No Show. To appeal a No Show, a passenger must contact RTP by phone at 207-774-2666, or by letter addressed to RTP, 127 St. John Street, Portland, ME. 04102. State the reasons and evidence that the No Show was wrongly charged. After investigation into the matter, a determination will be made by the Mobility Programs Manager and the rider will be notified of the decision.

When riders No-Show for scheduled trips, they take away trips from another passenger, No-shows waste time and money.

When you reserve a ride with RTP, make sure to note it on your calendar!