



## **Rider No Show Policy Senior Express Payson Senior Center**

Payson Senior Center has established the following administrative process to temporarily suspend the provision of transportation service to individuals who establish a pattern or practice of missing scheduled trips and/or making late cancellations.

Any rider who is not at their designated pick-up point within five (5) minutes after their scheduled ride time will be considered a “no show.” A late cancellation is defined as a cancellation made less than one (1) hour before the scheduled pick-up time.

Three (3) or more no-shows/late cancellations within a 30-day period that also represent at least 50 percent of scheduled trips will be grounds for temporary suspension of service.

The first violation of this standard will result in a seven (7) day suspension of transportation services. The second violation in a calendar year will lead to a 14-day suspension. Subsequent violations in that calendar year may lead to a suspension period having a maximum duration of 30 days.

Only those no shows and late cancellations that are within the rider’s control will count against them. Situations that are considered beyond the rider’s control may include a sudden medical or family emergency.

Riders facing suspension will be notified in writing and will have the right to appeal the proposed suspension (with an option for an in-person appeal).