

Charlotte County Transit Missed Trip Policy

Charlotte County Transit provides a public curb-to-curb transportation service to individuals. These passengers are required to reserve specific pickup and drop-off times by calling our reservation line at **941.575.4000 (Option 1)** or through our Charlotte Rides Mobile App. This allows Charlotte County Transit to effectively plan trips during operating hours providing services to as many passengers as possible.

On occasion, a passenger is not able utilize a scheduled trip. When this occurs, the passenger is required to notify Charlotte County Transit they no longer want the trip. Additionally, Charlotte County Transit recognizes that emergency situations occur and may cause the passenger to give a short cancellation notice or no notice at all. When a no-show or a late cancellation occurs, this places a strain on Charlotte County Transit services because a vehicle and driver will make a non-productive trip that could have gone to another passenger. Charlotte County Transit recognizes this is normally a rare event that may occur with any passenger.

However, when a passenger repeatedly misses trips it places a serious strain on Charlotte County Transit services. To prevent this, Charlotte County Transit established this process to warn or suspend passengers who show as a pattern or practice of missing scheduled trips on a regular basis and a method of determining whether a missed trip is beyond a passenger's control.

Charlotte County Transit will record each passenger's no-show, late cancellation, and cancel at door as a missed trip classified by the definitions below. Passengers with excessive missed trips may be suspended from services for a reasonable period of time. This policy applies to both advance reservation and subscription trips. A no-show due to Charlotte County Transit error does not count as a missed trip.

Terms and Definitions:

- **Trip**: any scheduled demand-response or subscription service ride between one pick-up location and one drop-off location.
- **Standing Order Trip**: are trips with the same pick-up time, pick-up location, and destination.
- **No-Show**: a passenger fails to board the Charlotte County Transit vehicle after the vehicle arrives for a scheduled trip during the thirty (30) minute pick-up time window. Drivers will wait three minutes after they arrive before recording the passenger as a no-show.
- **Late Cancellation**: the passenger or their representative calls to cancel a scheduled trip less than one (1) hour prior to the pickup time.
- **Cancel at Door**: when the vehicle arrives at the pick-up location for a scheduled trip within the thirty (30) minute pick up window and the passenger or their representative notifies the driver at that time that they no longer need the scheduled trip. As Charlotte County Transit cannot

determine the passenger's needs, the driver will not cancel any other trips booked for the passenger that day; this is the passenger's responsibility.

- **Missed Trips**: any no-show, late cancellation, or cancel at door trips.
- **Missed Trips Beyond a Passenger's Control**: This is when a trip is missed for reasons beyond the passengers control. These include events such as a sudden illness, a family or personal emergency, an appointment delay, or another unforeseen reason where it is not possible to call Charlotte County Transit to cancel the trip in time or to take the trip when the driver arrives as scheduled, passengers should still make every effort to cancel scheduled trips in a timely manner. It is the passenger's responsibility to provide Charlotte County Transit the reason for not canceling a trip as soon as possible. Missed trips beyond a passenger's control will not be considered missed trips. If a missed trip is due to a passenger receiving life-sustaining treatment, such as kidney dialysis, Charlotte County Transit will not consider the trip a missed trip.

1. **Cancelling Scheduled Trip**:

- a. Passengers are responsible for cancelling any trips they no longer want or need.
- b. Passengers will call **941.575.4000 (Option 2)** for cancellations or use the Charlotte Rides Mobile App at least one (1) hour prior to the scheduled pick-up time window to cancel a trip.
- c. If a pick-up trip is a no-show, late cancellation, or cancel at door, Charlotte County Transit will cancel other trips for that passenger on the same day unless told not to do so by the passenger or their representative within one (1) hour of the original pick-up trip. Drivers are not allowed, by policy, to cancel future trips; the passenger or their representative must contact Charlotte County Transit by phone **941.575.4000 (Option 2)** or use the Charlotte Rides Mobile App. If the return trip is also a no-show, the passenger will be assessed two (2) no-shows that day.

2. **Pattern or Practice of Missed Trips**: A passenger who accumulates four (4) no-shows in six (6) months or less on their service record, may lose the privilege of ride services under the following progressive measures:

- Four (4) no shows in six (6) months will result in a thirty (30) day suspension.
- Each additional no show after initial 30-day suspension will result in an additional 30-day suspension.
- Falsifying one's identity during a no-show suspension will result in permanent suspension.
- Attempting to be a guest during a no-show suspension will increase a passenger's suspension time another thirty (30) days.

Suspension of ALL services: While on suspension, ALL services offered by Charlotte County Transit are suspended from use, including but not limited to:

- Reservation line – Calling the reservation line for any reason is prohibited while on suspension.
- Reservations - No trips shall be booked during suspension, even trips to occur after suspension period.

- Charlotte Rides Mobile app – Mobile app access will be suspended, and no trips shall be booked.

Subscription Missed Trips: Will generate a standing order suspension after three (3) cancellations in two (2) weeks. Continuous cancellations will result in suspension **per #3** of this policy.

3. **Suspension or Termination of services due to a Pattern or Practice of Missed Trips:**

First Warning: After the first missed trip, passenger will receive a notice via USPS containing the missed trip date.

Second Warning: After the second missed trip, passenger will receive a yellow notice via USPS containing the missed trip dates.

Final Warning: After the third missed trip, passenger will receive a final red notice via USPS containing the missed trip dates.

Suspension Letter: Suspension letter will be mailed via USPS Certified Mail to the passenger containing missed trip dates and dates of suspension from service.

4. **Notification and Right to Appeal:** The grievance process is available to any passenger wishing to appeal the decision of Charlotte County Transit. This process is described in the Transportation Disadvantaged Service Plan (TDSP) and available online: www.CharlotteCountyFL.gov/transit.

- a) Suspensions go into effect the date of the fourth (4th) missed trip. The suspension letter will state the missed trip dates and the thirty (30) calendar days that the passenger is suspended.
- b) The appeal letter must be received in writing by Charlotte County Transit at least seven (7) calendar days following the missed trip notification and/or suspension letter.
- c) In the appeal letter, the passenger must list their name, address, phone number, and date of birth. The passenger should explain why they believe the suspension or termination was given in error, or why they should be excused from serving the suspension or termination. The passenger should include any documentation supporting their case.
- d) If a passenger requires assistance with the appeal process, they can contact Charlotte County Transit at **941.575.4000 (Option 4)**. If a Charlotte County Transit staff member helps the passenger write the appeal letter, the passenger must sign the letter before Charlotte County Transit will accept it.
- e) The passenger must mail or hand-deliver the appeal to:

**Charlotte County Transit
545 Theresa Blvd.
Port Charlotte, FL 33954**

- f) Upon receipt of the appeal letter, the Transit Operations Coordinator or his/her designee, will respond to the passenger within five (5) calendar days by USPS Certified Mail.

**Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in:
Public accommodation on the basis of race, color, religion, sex, national origin,
handicap, or of marital status. Persons believing, they have been discriminated against
on these conditions may file a complaint with the Florida Commission on Human
Relations at 850.488.7082 or 800.342.8170 (voice messaging).**