ADA Complementary Paratransit No-Show Policy

Lower Savannah Council of Governments (LSCOG) is committed to providing reliable and equitable transportation services to all riders. To ensure efficiency and availability for all passengers, the following No-Show Policy applies to ADA complementary paratransit services.

What is a No-Show?

A "no-show" occurs when a rider schedules a trip but is not present at the pickup location during the scheduled pickup window and has not canceled the trip in advance. The pickup window is defined as [from 10 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time]. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of five (5) minutes within the pickup window for the rider to appear.

Why No-Shows Matter

Missed trips without notice result in wasted time and resources and may prevent other riders from receiving needed service.

Pattern of No-Shows

A pattern or practice of no-shows is defined as:

- **Three (3) or more no-shows within a rolling 30-day period, when exceeding 10 percent of scheduled trips.**

When this threshold is reached, LSCOG will review the rider's trip history.

What Happens Next

- A mobility manager will contact the rider to:
    - Discuss the no-shows
    - Determine if there are barriers to using the service

Possible Suspension

If a pattern of no-shows continues after outreach and assistance:

- The rider may be subject to a temporary suspension of service

Notification

Before any suspension:

- The rider will receive written notice (by mail) including:
    - The reason for the suspension
    - The number of no-shows recorded
    - The proposed suspension period
    - Instructions on how to appeal

Right to Appeal

Riders have the right to appeal any suspension decision:

- Appeals must be submitted within **10 days**
- Riders may continue using the service during the appeal process
- Appeals will be reviewed by LSCOG staff not involved in the initial decision

Note:

Only no-shows that are under the rider's control will be counted against the rider. Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to an operator error) shall not be a basis for determining that such a pattern or practice exists.

For questions or assistance:
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