No-Show, Late Cancellation 'list

Policies and Procedures for Late Cancellations/No-Shows

	Yes	No
Has the agency developed and implemented policies and procedures for consumer cancellations and no-shows?		
Policy defining "no-show"		
Policy defining "late cancellation"		
Procedure for tracking the reason for the no-show or late cancellation		
Policy defining consumer penalties:		
Verbal Warning		
Written Warning		
Require consumer trip confirmation		
Dispatch calls consumer to confirm next-day trip suspension		
Fines/charges		
Policy defining consumer appeals process		
Policy is actively monitored and enforced		
Procedure for no-show authorization:		
1. Verify the pickup time and address		
2. Dispatch attempt to contact consumer		
3. Established wait time after the scheduled pick-up time		
4. Driver attempt to locate the consumer		
5. Leave a no-show hanger or card		
Are no-shows investigated to determine if the consumer is at fault and should be charged with a no-show?		
Are no-show locations tracked for patterns?		

Recording Reservations and Cancellations

	Yes	No
Does the agency have procedures to record reservations and cancellations while the consumer is on the phone?		
Are reservationists and dispatchers instructed to repeat the trip information back to the consumer to confirm?		
Are same-day trip cancellations and changes made immediately?		
Does the agency have procedures for making future trip cancellations and changes?		
Is the driver instructed to record all information in full on a form as the trip is dispatched?		
Does the dispatcher give out trip information in a defined sequence every time a trip is dispatched?		
Does the agency have a subscription/standing order change form?		

Consumer Responsibilities

	Yes	No
Does the agency educate consumers on the policies and procedures of the demand response transit system?		
Does the agency actively educate consumers regarding:		
Canceling rides in advance?		
Being ready at the start of the pick-up window?		
Shared-ride service?		
Does the agency provide this information:		
Orally from drivers/dispatchers/telephone message system?		
In writing with a consumer's guide/educational booklet?		
Via a consumer's page on the agency's website?		

Don't forget page 2 on the back...

Data Collection to Calculate Performance Measures		
	Yes	No
Does the agency collect and analyze the following data elements to optimize agency performance?		
Consumer trips (boardings)		
Missed trips		
Late trips		
Excessive ride times		
No-shows and late cancellations		
Accidents		
Roadcalls/service interruptions		
Complaints		