

## TACT 115: Cancellation / No Show Policy

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### Cancellation Policy

Town and Country customers who wish to cancel a scheduled trip must notify TACT at least two hours in advance of the earliest time of their pick-up time to cancel their trip. **Any cancellation not complying with the two-hour policy will be considered a no-show.**

To cancel a trip, please call TACT's office at 724-548-8696 or 1-800-245-8588. Representatives are in the office and available to take your call from 8 a.m. until 3:45 p.m. Monday through Friday. If you are calling after hours or on weekends or holidays to cancel a trip, please leave a message on TACT's voicemail with your name, phone number and the date and time of the trip you need to cancel.

Customers who schedule trips and cancel scheduled trips frequently, are subject to the policy provisions listed below:

***Following One Month of 50% or Greater Cancellation Rate:*** The customer will receive a written letter explaining that they have reached the threshold of 50% cancellation rate, which causes additional costs to TACT, and places them on probationary status for a one-month period.

***One-Month Probationary Period:*** The customer will be required to pay the full fare of each **third** canceled trip. A "full fare" trip may cost the customer \$19 to \$50 per trip, depending on the distance of the canceled trip. (Trip cost is subject to change if PennDOT approves a change to TACT's fare structure.) Customers who are required to pay full fare for a canceled trip will not be eligible for TACT service until all monies owed have been paid.

***Following One Month of Cancellations Less than 50%:*** The customer will no longer be required to pay the full fare for any cancellation that is made and probationary status will be discontinued.

***Recurrence:*** If customer cancellations at the rate of 50% or greater resume within one year following removal of probationary status, the customer will be placed on probationary status again, will be required to pay the full fare cost for each canceled trip, and will not be eligible for TACT service until all monies owed have been paid. This cost for cancellations will resume for a passenger any time cancellation rates are 50% or greater.

Drivers are not permitted to accept information regarding cancellations. You must call TACT to cancel your trip reservation.

### **No-Show Policy**

A no-show occurs when a customer does not cancel his or her trip at least two hours in advance, cancels at the door or does not show up for their ride. TACT's No-Show Policy consists of a progressive process before a customer is required to pay the full-fare for the cost of the trip. The progressive process is identified below.

***1<sup>st</sup> Offense:*** The customer will receive a written warning letter, which will include a copy of TACT's cancellation and no-show policy. A copy of the letter will be placed in the customer's file.

***2<sup>nd</sup> Offense:*** The customer will receive a written notification and be charged full-fare for the cost of the no-show trip. The customer will not be permitted to resume riding until this fare is paid in-full. Any future no-shows after the 2<sup>nd</sup> offense will result in additional full-fare charges to the customer for all subsequent no-shows within a (6) six month period.

No-shows and late cancellations create significant problems for TACT and our customers. These types of infractions cost TACT a lot of money that cannot be recovered from PennDOT. Additionally, no-shows and cancellations inconvenience other

customers that rely on TACT for rides to jobs, school, shopping and medical appointments.

Therefore, cancellations should be made as soon as you become aware that you will not need the service.

### **Appeal Process**

TACT's customers have a right to appeal any no-show decision. To appeal, please call TACT's office at 724-548-8696 or 1-800-245-8588 to obtain an appeal form. Complete the form and submit it to TACT's office. Forms can be submitted by mail to TACT, 220 North Grant Avenue, Kittanning, PA 16201 or by fax to 724-543-3356. TACT representatives will review the appeal and make a decision, which will be issued in writing to the customer. Customers will be permitted to use TACT's service while their appeal is being considered.

Appeals must be made in a timely manner. Therefore, appeals must be made within 14 calendar days of the date on the no-show letter sent by TACT. Otherwise appeals will not be considered.

### **Revision History:**

| <b>Revision</b> | <b>Date</b> | <b>Description of changes</b>                                 | <b>Requested By</b>                       |
|-----------------|-------------|---|---|
| 0.0             | 05/18/2011  | Initial Release   | Patti Lynn Baker<br>General Manager       |
| 1.0             | 10/16/13    | Update Policy   | Patti Lynn Baker<br>General Manager       |
| 2.0             | 8/19/2015   | Update Policy   | Patti Lynn Baker<br>General Manager       |
| 3.0             | 5/18/2016   | Update Policy (Change Full-Fare Term from 1 year to 6 months) | Patti Lynn Baker<br>General Manager       |
| 4.0             | 07/01/2019  | Update logo, font, formatting                                 | Tiffany Chaffee<br>Operations Manager     |
| 5.0             | 06/14/2023  | Minor corrections and graphic updates                         | Patti Lynn Johnston<br>Executive Director |