

Schoolcraft County Transit Authority (SCTA)

# No-Show and Late Cancellation Policy

Board Approved: 4/17/2025

Effective Date: 5/1/25

# Purpose

This policy outlines SCTA’s procedures for addressing passengers who frequently miss scheduled trips or cancel late. While we understand that unexpected issues may arise, consistent no-shows and last-minute cancellations limit our ability to serve others who need transportation.

SCTA reserves the right to suspend service to riders who exhibit a pattern or practice of no-shows and/or late cancellations, except in cases outside the rider’s control. This policy applies to same-day trips, advance reservations, and subscription (“standing order”) rides.

# Definitions

## No-Show / Late Cancellation

A No-Show or Late Cancel occurs when:
• The rider is not present at their pickup location during the scheduled window.
• The rider refuses the scheduled trip upon the driver’s arrival.
• The rider is not ready to board within 3 minutes of the vehicle’s arrival (reasonable exceptions are made for riders with disabilities).
• The rider cancels the trip less than 1 hour before the scheduled pickup time.

## Subscription (“Standing Order”) Rides

A recurring ride booked at the same time and location at least once per week, typically to or from work, dialysis, or other ongoing needs.

# Canceling a Trip

Riders must cancel rides they no longer need by:
• Calling 906-341-2111 during dispatch hours (Monday–Friday, 7:30 AM–6:00 PM)
• Leaving a voicemail outside business hours
• Using the Ecolane Rider App (must cancel at least 1 hour prior to scheduled pickup)

**What Happens After a No-Show** If a rider no-shows a trip, all remaining rides scheduled for that day will be automatically canceled. It is the rider’s responsibility to contact SCTA to reschedule any additional rides. The fare for the missed ride must be paid prior to or at the time of the rider’s next trip.

# Excessive Missed Trips

Missed trips (no-shows and/or late cancels) are considered excessive when a rider accumulates 4 violations within a 60-day period.

• After 2 violations, a written warning will be issued.
• After 4 violations, a two-week service suspension may be enforced.

Violations do not need to occur in consecutive months. Upheld disputed violations will remain in the rider’s record.

# Service Suspension

• A two-week suspension will apply after the 4th no-show/late cancel in a 60-day window.
• Additional violations may result in longer suspensions.
• During suspension, subscription (standing order) rides will be canceled.
• Scheduled rides beyond the suspension period will remain unchanged.

# Notice of Suspension

If a rider is suspended:
• A written notice will detail each violation and the start and end dates of the suspension.
• Suspension will not take effect if the rider files a timely appeal.

# Appeal Process

## Written Appeal

Riders may submit a letter explaining why the violations should be excused, along with any supporting documentation.
• Must be postmarked within 14 calendar days of the notice date.

## In-Person Appeal

Riders may request a hearing by calling to schedule within 14 calendar days of the suspension notice.
Appeals will be held at: 335N East Road, Manistique, MI 49854

Riders will continue receiving service during the appeal process.

## Appeal Decision

• Riders will be notified in writing of the outcome within 10 business days.
• If upheld, the letter will include the dates of the suspension.
• Decisions are final and made by a board of two SCTA management staff members.