

NO-SHOW Guidelines

The **YCCAC Transportation Program** strives to arrange and provide the highest quality service for the York County residents we serve. In order to do this, YCCAC must decrease the incidence of drivers traveling to pick up riders who have changed their travel plans, but do not let us know. The following are our NO-SHOW guidelines.

WHAT IS A NO-SHOW?

- Your trip is considered a NO-SHOW if a driver arrives at the scheduled pick-up time and location and you are not there. YCCAC bus drivers will wait up to 5 minutes for a rider. YCCAC Volunteer Drivers may wait up to 15 minutes for a rider.
- Your trip is considered a NO-SHOW if you cancel when the driver arrives to pick you up for your scheduled ride, or if the bus, van, volunteer, or taxi is already en-route to the pick-up when you cancel.
- You must call to cancel or change your trip at least **one hour prior to the scheduled pick-up time** to avoid being charged with a NO-SHOW.

NOTE: If you have scheduled a round trip and you NO-SHOW for first leg of the trip, the return trip will automatically be cancelled by YCCAC, but not counted as a no show. If you still need that return trip, you **must call to confirm** that you need your return ride.

WHAT HAPPENS IF YOU NO-SHOW?

1. YCCAC Transportation will attempt to contact you by phone. If that is not possible, the next time you request a trip, you will be reminded of YCCAC's NO-SHOW guidelines and asked for an explanation for your previous NO-SHOW. Your responses will be noted in your rider file.
2. If you have a consecutive confirmed NO-SHOW, the YCCAC Transportation office will attempt to contact you to ask for an explanation of the second no show. If we are unable to contact you, any current pre-scheduled rides will be placed On Hold until we hear from you.
3. All NO-SHOWS and communication regarding incidents will be noted in your rider file.

WHAT HAPPENS IF YOUR TRIPS ARE PUT ON “HOLD”?

If your trips have been put “On Hold” you would need to call the Transportation Office to confirm you will be needing your rides. A Transportation Program staff person will let you know if your trips are subject to “on hold” status.

The YCCAC Transportation Program works diligently to meet multiple transportation needs. Please remember that we transport many people every day and your NO-SHOW takes away opportunities for others, creates delays for drivers, and is costly to the program.

Please review the NO-SHOW guidelines carefully, plan your trips wisely, and communicate any changes or cancellations to the YCCAC Transportation Program office as far in advance as possible to avoid loss of transportation privileges.

The office can be reached Monday-Friday from 7:30 a.m.-4:30 p.m.
Please call 459-2932 or toll free 1-800-965-5762 (closed on legal holidays).

YCCAC reserves the right to reconsider service options for any rider at any time.

Any passenger with hearing limitation can contact us through YCCAC’s TDD: 207-490-1078 between 8a – 5p, Monday-Friday, or through your Relay Service.

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