



My Ride Direct No-Show/Late Cancellation Policy

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My Ride understands that because My Ride Direct requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. My Ride also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. The following information explains My Ride's no-show policy.

Definitions: No-Show, Pickup Window, and Late Cancellation No-show

No-Show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.

Pickup Window

The pickup window is defined as a 30-minute timeframe a passenger has been scheduled to be picked up in. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

Late Cancellation

A late cancellation is defined as either: a cancellation made less than 1 hour before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

My Ride does not count as no-shows or late cancellations any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes



My Ride does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact My Ride Direct dispatch when experiencing no-shows or late cancellations due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

My Ride reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no-show or late cancellation consistent with the above definitions counts as one violation. The second violation in a 60-day period will trigger a warning letter. Riders may be subject to the following suspension process once they have accrued 3 violations within a 60-day period:

- First offense - 7 day suspension from service
- Second and subsequent offense(s) - 30 day suspension from service.

All suspension notices will include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions. Service may be reinstated by the Administrator if a written request is received and approved.

Policy for Disputing Specific No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations must do so within 5 business days of receiving suspension letters. Riders should contact My Ride Direct dispatch at 803-329-7433, Monday through Saturday from 7 AM to 7 PM to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email to info@myriderockhill.com. Riders must submit written appeal requests within 5 business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from My Ride Direct on the

date listed on the suspension notice. All suspension appeals follow My Ride Direct's appeal policy. More information can be found on our website under www.myriderochill.com.