

Vehicle Wait Time and Customer No-Shows Effective June 1, 2014

A “No-Show” occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute ready window. Each No-Show is counted as one penalty point.

A “Late Cancellation” occurs when a customer cancels a trip less than two hours before the start of the 30-minute ready window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

In any 30-day period any customer who has scheduled ten trips or more and has “no-showed” or “late cancelled” at least 10% of those trips will receive a suspension notice. (A trip cancelled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.) Additionally, to ensure that only riders who have an established pattern or practice of scheduling trips then not taking them are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the 30-day period.

The length of a customer’s suspension will adhere to the following schedule:

- Upon a first violation within a calendar year, a customer receives a warning letter.
- Second violation: 7-day (1-week) suspension
- Third violation: 14-day (2-week) suspension
- Fourth violation: 21-day (3-week) suspension (Loss of Subscription)
- Fifth violation: 28-day (4-week) suspension (Loss of Subscription)
- Subsequent violations will increase by a week (Loss of Subscription)

Violations of this policy will result in suspension, per the above schedule. If you no-show or late cancel because of circumstances beyond your control, please call the UTA’s Paratransit Customer Care department at 801-287-5359 or 877-882-7272 to explain the circumstance, and request the review and/or removal of the no-show or late cancellation.

UTA will notify riders of all points assessed to their record. No-shows or late cancellations must be disputed within 30 days from the date in which they occur. Prior to sending a suspension letter, UTA will review all no-shows and late cancellations to ensure that the process was followed properly and an accurate count is represented. Any no-show or late cancellation that is found to be in error will be removed from the customer's account.

You can appeal the decision. If you dispute a suspension under this policy, you have the right to file an appeal. Appeal Requests may be filed by the deadline per the instructions included with your notice of suspension. If you miss the Appeal Request deadline, your Paratransit service will be suspended on the date listed on your Notice of Service Suspension.