



## **AREA REGIONAL TRANSIT (ART) ON DEMAND CANCELLATION/ NO-SHOW POLICY**

Excessive No-Shows and Late Cancellations decrease operational efficiency, increase operating costs, and negatively impact all customers who suffer a degradation of service. As a result, ART On Demand has implemented the following policy effective October 1, 2024, for all microtransit services. Excessive pre-booked regular and Late Cancellations, as well as No-Shows, become a part of the customer's permanent record.

### **Terms and Definitions:**

- **Late Cancellation:** When a trip is canceled less than two (2) hours prior to scheduled pick-up time.
- **No-Show:** When a passenger fails to board the transit vehicle for a scheduled trip within the Wait Period.
- **Wait Period:** Five minutes.

### **Cancellation Policy**

- Five (5) Late Cancellations within one calendar month will result in a seven (7) day service suspension.
- Five (5) additional Late Cancellations in any month within a rolling three (3) month period following an initial suspension will result in fourteen (14) day service suspension.
- Five (5) additional Late Cancellations in any month within a rolling six (6) month period following a second suspension will result in a twenty-one (21) day service suspension.
- Five (5) additional Late Cancellations in any month within a rolling twelve (12) month period following a third suspension will result in a thirty (30) day suspension or a permanent suspension at the discretion of the Operations Manager.



## **No Show Policy**

Two (2) No-Shows within one calendar month will result in a seven (7) day service suspension.

Two (2) additional No-Shows in any month within a rolling three (3) month period following an initial suspension will result in a fourteen (14) day service suspension.

Two (2) additional No-Shows in any month within a rolling six (6) month period following a second suspension will result in a twenty-one (21) day service suspension.

Two (2) additional No-Shows in any month within a rolling twelve (12) month period following a third suspension will result in a thirty (30) day suspension or a permanent suspension at the discretion of the Operations Manager.

A service suspension may be appealed to the Operations Manager. All appeals must be in writing and delivered to the Operations Manager within ten days' notice of the suspension. Please send it to the address below. A review will be conducted, and a written decision will be rendered within ten (10) business days upon receipt of the written appeal. The decision by the Operations Manager shall be considered the final decision.

St Lucie County BOCC  
Transit Department  
2300 Virginia Avenue  
Fort Pierce, FL 34982