Metro Call-A-Ride No-Show Policy
A customer will receive a No-Show Infraction if the operator arrives within the pickup window and the customer fails to board the Metro Call-A-Ride van within five (5) minutes. The pickup window is the 15 minute period before and after the scheduled pickup time.

A No-Show Infraction occurs when:
• There has been no call by the customer to cancel the scheduled trip AND
• The vehicle arrives at the scheduled location within the pickup window AND
• Metro Call-A-Ride notifies or attempts to notify the customer that they have arrived.

Additionally, while cancellations are accepted anytime, cancellation of a scheduled trip made less than three hours before the trip will be considered a No-Show Infraction.

All Metro Call-A-Ride customers must be ready during the entire thirty (30) minute pickup window for a scheduled trip. The van will arrive during the pickup window and the operator can only wait for five (5) minutes before leaving for the next scheduled pickup.

No-Show Infractions that are out of the customer’s control will not be counted as such.
Metro Call-A-Ride customers will receive a warning letter for each occurrence of a No-Show Infraction up to and including a third occurrence. This is done so that the customer will have an opportunity to dispute the occurrence or adjust their riding habits. Metro will allow as many as two (2) No-Show Infractions in a 30-day period without consequence. However, when a customer has three (3) or more No-Show Infractions within a 30-day period, the customer will receive a Final Warning Letter. This letter will list each incident by date and time and will serve as the customer’s warning that their service may be in jeopardy. This letter will also allow the customer the opportunity to dispute the listed infractions, and provide proof of extenuating circumstances outside of his or her control. Customers are encouraged to contact Metro Call-A-Ride’s Customer Service Coordinator at 314.982.1505.

Metro Call-A-Ride will review the riding history of any customer who has received a Final Warning Letter with three (3) or more confirmed No-Show Infractions in any given 30-day period.

If the customer’s infractions reach an excessive level, Metro Call-A-Ride will suspend their service for a period of one (1) week. Excessive is defined as three (3) times the system average for No-Show Infractions during a 30-day period. Written notification will be provided to the customer with the proposed suspension dates along with information about how the appeals process works. Customers who repeat this pattern of No-Show Infractions, as explained above, during a consecutive 30-day period will be subject to a two (2) week suspension. The customer has the option to appeal any suspension by following the appeal process described in this brochure.

**Appeals Process**

We continue to encourage you to call and discuss your No-Show Infractions and riding habits with our Call-A-Ride Customer Service Coordinator at 314.982.1505. This person may be able to help you avoid being suspended from the service as outlined above.

The Metro Call-A-Ride appeal process is intended to give a customer who has been denied service the opportunity to have their case heard by an official other than the person making the initial decision.
Requests for Appeals should be made in writing to:

Metro Transit
Attn: ADA Coordinator
211 N. Broadway, Suite 700
St. Louis, Missouri 63102
Or fax to: 314.335.3419

1. Customers who wish to appeal a decision will have **15 days** from the receipt of their suspension letter to appeal the decision in writing to Metro.

2. Appeals will be heard and decided within **30 days of receipt** of the request. While the appeal is in process, customers will still be able to receive transportation services until a final decision is rendered.

3. Appeals will be heard by a panel that comprises of Metro’s Director of Workforce Diversity/EEO or designee, and two members of the Metro ADA Advisory Group.

4. Customers who appeal have the right to speak in person on their own behalf and/or have others represent them (at the customer’s expense) at appeal proceedings.

5. The determination resulting from the appeal will be in writing and will be final.
C.A.R. RESERVATIONS
314.652.3617

C.A.R. CUSTOMER SERVICE
314.982.1505

ADA OFFICE
314.982.1510

HEARING IMPAIRED
Call 711

To register comments, complaints or compliments about Metro Call-A-Ride, MetroBus, MetroLink or ADA service, call 314.982.1406