

TCATA Go No-Show Policy

Effective Date

March 24, 2026

1. Definition of a No-Show

A **no-show** occurs when a TCATA Go vehicle arrives within the rider's communicated **30-minute pickup window**, waits for three (3) minutes (the boarding period), and the rider fails to board the vehicle.

If the rider does not board within the 3-minute boarding period, the trip will be recorded as a **no-show**.

2. Suspension Thresholds

Service suspensions may occur if a rider accumulates the following number of no-shows within a **one-month period**:

- **Three (3) no-shows:** Suspension from TCATA Go services for **one (1) month**
- **Five (5) no-shows:** Suspension from TCATA Go services for **three (3) months**

Repeated violations may result in **longer suspensions or permanent removal from the TCATA Go service**.

3. Grace Period

To allow riders time to adjust to this policy, TCATA Go will implement a **grace period from March 24, 2026 through April 30, 2026**.

During this period, no-shows may be recorded, but no service suspensions will be issued.

This policy only pertains to the TCATA Go service, not the TCATA Access (ADA Paratransit) and TCATA Bus (Fixed Route) services.

Please note that this policy is subject to change. Riders will be notified of any future changes before changes take effect.