

## **RTD FlexRide No-Show Policy**

RTD FlexRide is a service that is designed to enhance the mobility of all customers within any given FlexRide service area. To effectively provide this service, RTD requires FlexRide customers to be kind and courteous not only to RTD operators, but to other passengers as well, in accordance with RTD's Customer Code of Conduct and behavioral guidelines called Respect the Ride. Customers who fail to follow these expectations may be subject to enforcement ranging from a verbal or written warning, immediate suspension from a vehicle or facility, or a criminal sanction as set forth in RTD's Service Suspension Policy.

[Customer Code of Conduct | RTD-Denver](#)

[Service Suspension Policy | RTD-Denver](#)

### **No-Show Policy:**

A no-show is defined as any occurrence of a passenger not showing up for their scheduled trip.

- Customers who repeatedly fail to show up for their scheduled FlexRide trips will receive the following consequences:
  - 1<sup>st</sup>/2<sup>nd</sup> offence (within a 1-month period) – written warning
  - 3<sup>rd</sup> offence (within a 1-month period) – 1-week suspension
  - 4<sup>th</sup> offence (within a 1-month period) – 1-month suspension

### **Cancellations:**

If a passenger needs to cancel their trip, it is strongly suggested that the passenger does so at least two hours in advance of their scheduled trip time. Timely cancellations will not be counted as a no-show.