

2015

Revised: 11/9/2016

Approved by: Helen Pieper,

Transit Director

Policy: Public Transit No Show Policy (Bus)

Purpose: This policy will guide Timber Trails Public Transit staff when dealing with clients who **no show** for rides that they have requested. This policy will be used to educate riders about no-shows, and help dispatchers and bus drivers know when and how to report a no show. This policy will determine the steps to take in handling no show notification letters sent to riders and the appeal process available to them.

Scope: This policy is part of the job duties performed by both dispatchers and bus drivers in Timber Trails Public Transit structure.

Policy statement and guidelines: What is a no show, and how do you document it:

1. A **no show** occurs when a client does not appear and be ready to board the bus within three minutes of the bus arriving at the scheduled pick-up address.
 - a. There is a 30 minute window in which riders are expected to be ready and waiting for the bus. The window is 15 minutes before the scheduled time and up to 15 minutes after the scheduled time.
2. Cancellations must be called in a least one hour before the scheduled pickup time or it will be considered a **no show**.
3. Cancelling a ride at the time the bus arrives is a **no show**.
 - a. When a driver arrives at a pickup address and they have waited the allotted three minutes, they are required to notify dispatch.
 - b. Dispatch will attempt to call the rider and notify them that the bus is at the address given when the ride was requested and is now waiting for them to board. If the client does not answer the phone the ride will be considered a **no show**. Dispatch will let the driver know that it is a **no show** and to proceed on with their route.

Passengers who **no show** on the initial portion of a trip will have the return trip as well as any other scheduled stops in the trip automatically canceled. The rider must call in to reschedule the return trip if it is still needed.

1. Drivers will mark the ride as a **no show** on their manifest (via tablet). Dispatch will cancel all other trips scheduled for that day. Dispatch will note in the phone log that the client was a **no show**.
2. Dispatchers will review the rider history to see if other **no shows** have occurred in the previous 90 days. If there have been one or more **no shows** in the last 30 days, the dispatcher will notify the Operations Supervisor and a notification of “**no shows**” letter will be sent to the rider. The letter should be cc’d to a case manager or social worker when it is appropriate. The letter will state that the rider has had two or more **no shows** in the last 90 days. Included in the “**no show**” notification will be a list of the dates when **no shows occurred** and an

explanation that future **no shows** could result in a suspension of riding privileges. Riders may respond to the letter disputing the findings or requesting that the no show(s) be excused for good cause.

3. If a rider continues to have **no shows**, a letter notifying him/her that riding privileges are being suspended will be sent. That notification will include details about the steps that will need to be taken if he/she wishes appeal the suspension.
4. To appeal, the rider must make a written request to the Operations Supervisor appealing the suspension and giving good cause why the suspension should be voided. The request needs to be made within 10 business days of the suspension notification.
5. If the client does not appeal, the suspension will take effect 15 days from the date of the suspension letter.
6. An appeal will be processed within five working days and the rider will be informed of the outcome.
7. **Timber Trails' management may choose to deviate from this policy at its own discretion and waive a suspension of service if the circumstances warrant.**

No Show Notification Letter

Name
Address
City, State, Zip

Date:

Dear _____

Timber Trails Public Transit works very hard to be a reliable and timely transportation service for all of our riders. We depend on each rider to appear and be ready to board at the scheduled time. When riders aren't ready, or when they decide not to go without letting us know, it affects the schedule for everyone. When using the Common Carrier Program, riders need to make an appearance to the driver and/or get into the vehicle within 10 (ten) minutes of the drivers arrival. When using the bus service, riders need to make an appearance to the driver and be ready to board within three minutes of the bus's arrival,

Timber Trails Public Transit policy allows for a 30 minute window (15 minutes before and up to 15 minutes after the scheduled pick up time) for the bus and/or Common Carrier driver to arrive at a scheduled pick-up address. Our records indicate that you have requested rides on the following dates but that you did not take the rides or call to cancel them in a timely manner. The dates in question are either listed below or are on the **Client Trip History Form** that is attached to this letter.

Date_____ address_____ pickup time_____

Date_____ address_____ pickup time_____

Timber Trails' policy allows for a suspension of riding privileges when three no shows occur in a 90 day period. We sincerely hope that an increased awareness of our policy will eliminate the need for suspension of riding privileges. Our goal is to serve all of our riders, and that requires consideration from everyone who uses the service. We appreciate your cooperation.

Timber Trails Public Transit has a policy and process to dispute "findings of" or "suspensions for" no shows. A copy of that policy is available on our web site at www.timbertrailstransit.com. You can request a copy by contacting our staff via email at timber.trails@co.kanabec.mn.us or by calling our toll free phone line at 888-217-5222. If you feel that the no shows on the dates in question are not true and accurate or if you feel there were extenuating circumstances please notify us in writing. A staff person will be in contact with you to discuss our policy and your concerns.

Send all responses to:

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