



<b>Title:</b>	No-Show Policy
<b>Number:</b>	509
<b>Effective:</b>	December 15, 2020
<b> Cancels:</b>	Resolution No. 2019-34
<b>Prepared by:</b>	Mike Ringgenberg, Operations Manager
<b>Approved by:</b>	Authority Board Resolution No. 2020-47

## **POL-509 NO-SHOW POLICY**

This policy applies to all Mason Transit Authority (MTA) employees and users of MTA services.

### **1.0 Purpose**


The purpose of this policy is to ensure that Mason Transit Authority resources are available to the maximum extent possible and therefore, address riders who schedule Dial-A-Ride (DAR) or deviated fixed route (DFR) trips and repeatedly do not use the scheduled trip.

### **2.0 Policy**

MTA understands that because DAR and DFR requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. MTA also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service.

### **3.0 Definitions**

- 3.1. No Show:** A no-show occurs when a rider fails to board the vehicle for a scheduled trip either by not being present or refusing to take the scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least three (3) minutes. A no-show is not counted against the rider due to operator error or circumstances beyond a rider's control.
- 3.2. Pickup Window:** The pickup window is defined as a 30-minute window of time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of three (3) minutes within the pickup window for the rider to appear.
- 3.3. Late Cancellation:** A late cancellation is defined a cancellation made less than two (2) hours before the scheduled pickup time.

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#### 4.0 No-Show Determination

A rider will receive a no-show status if a rider fails to take a scheduled ride due to not boarding or refusing to board the vehicle when the vehicle arrives within the pickup window.

Trips that are cancelled with less than two (2) hours noticed are considered late cancellation. Two late cancellations are equal to one (1) no-show.

MTA does not count any missed trips or cancellation as a no-show or late cancellation due to MTA error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late after the end of the pickup window
- Drivers arriving within the pickup window, but departing without waiting the required three (3) minutes


MTA does not count as no-shows or late cancellation situation beyond a rider’s control that prevent the rider from notifying MTA that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice.

Riders should contact Customer Service when experiencing no-shows or late cancellations due to circumstances beyond their control.

#### 5.0 Subsequent Trips

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows or late cancellations on the same day, riders are strongly encouraged to cancel any subsequent trips not needed for that day.

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## 6.0 Warning Notification and Suspension

MTA reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Riders will be subject to suspension after they accumulate the equivalent of three (3) no shows in a 30-day period and have a no-show rate of at least 10% of scheduled rides.

MTA will notify riders by telephone and/or in writing after they have accumulated two (2) no shows and would be subject to suspension should they accumulate one (1) additional no show in a 30-day period consistent with the criteria listed in this section of policy above.

If a rider is suspended, the Communication Center will notify the rider of the suspension immediately and will follow up with a Notice of Suspension via mail. The notice will include the reason, length of suspension, a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions.

Suspensions begin on Mondays. The first violation in a calendar year results in a five (5) day suspension. Subsequent violations result in the following suspensions:

- Second violation: 10-day suspension
- Third violation: 15-day suspension
- Fourth violation: 20-day suspension
- Fifth and subsequent violations: 25-day suspension

Once the rider has received (either verbal or written) a Notice of Suspension, the rider will not be allowed to schedule rides on DAR or DFR until the suspension has expired. The rider may continue to use fixed route service or may ride DAR or DFR with another rider from the same origin to the same destination. Rides cannot be made on behalf of the suspended rider by another rider that is not riding.

## 7.0 Appeals

The rider may appeal any No Show or Late Cancellation to an MTA scheduler within five (5) business days of receiving a suspension letter. Riders should contact the Communication Center at 360-427-5033. Hours of Customer Service can be found on MTA's website at [www.masontransit.org](http://www.masontransit.org). The scheduler may remove the No Show or



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Late Cancellation from the rider's record if it is clear that it was beyond the rider's control or Operator error as described above.

If the No Show or Late Cancellation is not removed, the rider may request an investigation by the Communication Center Supervisor. A decision to keep or remove the No Show or Late Cancellation will be made within three business days.

If the Communication Center Supervisor upholds the scheduler's decision not to remove the No Show or Late Cancellation, a final appeal can be made to Mason Transit's Operations Manager. The request must be made within five business days of the Communication Center Supervisor's decision. The Operations Manager's decision regarding the No Show or Late Cancellation will be made within three days and is final.

Riders who miss the appeal request deadline will be suspended from DAR and DFR on the date listed on the suspension notice.

The rider may continue to ride pending the outcome of any appeal.