

B.G. Transit
Policy Manual
304 North Church Street, Bowling Green, Ohio 43402

SUBJECT: **NO-SHOW POLICY** SECTION: Customer Service

EFFECTIVE DATE: 11/17/20 REPLACES: Policy adopted 4/4/16
APPROVED BY: Transit Advisory
Committee
APPROVAL DATE: 11/17/20

DIRECTIVE:

To assure that the service is operating in the most efficient manner by correcting the action by habitual abusers of service scheduling.

DEFINITIONS:

No-show – A no-show occurs when a rider fails to board the vehicle for a scheduled trip that has not notified B.G. Transit to cancel that trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes. In those situations where passenger absence for pick-up of a scheduled trip is due to circumstances beyond the rider's control, these occurrences do not count as "no-shows."

Pick-up Window – The pickup window is defined as 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

Circumstances Beyond the Rider's Control – These are situations beyond the rider's control that prevent the rider from notifying us that the trip cannot be taken. Examples include:

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

If the no-show is due to circumstances beyond the rider's control, the passenger must notify the B.G. Transit within seven days of the disputed no-show date(s). Each case will be dealt with on a case-by-case basis. The Operations Manager for the B.G. Transit will review these requests and make the final determination.

PROCEDURE:

At the time the ride reservation(s) occur, passengers will be advised of a 30-minute window to expect the arrival of a driver (15 minutes prior to and immediately following the scheduled time).

Upon arrival at the pickup location, the driver shall wait five (5) minutes for the passenger to board. Passengers who do not make themselves available within that window will be considered a no-show.

Scheduled trips are to be cancelled within one (1) hour prior to the time of the trip request. Any scheduled trip not cancelled within that window will be considered a no-show.

No-shows or late cancellations are not counted when the missed trip is due to our error, such as:

- 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 5 minutes.

The B.G. Transit service provider reviews all recorded no-shows and late cancellations to ensure accuracy before provision to the City of Bowling Green. Riders will be subject to remediation efforts under the following conditions:

- Schedule 20 or more trips within a calendar month and have no-shows or late cancellations totaling 20% of their trips; or
- Schedule 8 to 19 trips within a calendar month and have no-shows or late cancellations totaling 40% of their trips; or
- Schedule 7 or less trips within a calendar month and have no-shows or late cancellations totaling 50% of their trips.

If a rider exceeds these limits on a monthly basis, they are then subject to the following schedule for suspension of service:

- 1st violation – Verbal warning.
- 2nd violation – Letter of warning
- 3rd violation – Letter of warning.
- 4th violation – 1-day suspension.

Appeals Process

Individuals may appeal a suspension decision. The request for Appeals hearing must be sent to:
Grants Administrator's Office
City Administrative Services Building
304 North Church Street
Bowling Green, Ohio 43402

Within five working days after receiving the written request for appeal, the Mayor (or designee) will appoint an ad hoc committee of no less than two members to serve as an appeal review body.

Notification date of hearing must be mailed (certified mail) to complainant within 10 working days of date of receipt of request for an appeal hearing.

If the complainant is dissatisfied with the City's final resolution of the complaint, he/she has the right to file a complaint with the Ohio Department of Transportation, Office of Transit. The written complaint may be sent to the following address:

Administrator, Office of Transit
Ohio Department of Transportation
1980 West Broad Street – Mail Stop 3110
Columbus, Ohio 43223
Telephone: 614-271-6070
TTY Access: 800-750-0750.

If the complainant is dissatisfied with the Ohio Department of Transportation's resolution of the complaint, he/she has the right to file a complaint with the: Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

RESPONSIBILITIES:

Responsibilities as defined above.