

BCRTA POLICY AND PROCEDURE MANUAL

2-01 General Public No-Show Procedures

Effective Date: 6-01-2010

Revised: 1-20-2012

Revised: 5-1-2014

Revised: 7-23-2015

Reviewed: 5-17-2017

Revised 10-06-2017

The BCRTA No-Show Procedure is meant to assure that BCRTA service is operating in the most efficient manner by discouraging misuse of service scheduling.

DEFINITIONS

No-show

- When the passenger is unavailable for pick-up within 5 minutes of the driver arriving within the scheduled pick up window.
- When the passenger has not cancelled their trip 60 minutes (or more) before the start of their scheduled pick up window by calling BCRTA. (Trips in which passengers will not be picked up due to circumstances related to weather, medical procedures, or circumstances beyond the passengers control will not be considered a no-show).

Wait Time

- Any time spent waiting for a passenger after the driver's arrival within the scheduled pick up window at the scheduled pick-up address.

Scheduled Pick up window

- The "pick-up window" is a 30 minute span of time in which the driver is considered "on-time."

NO SHOW POLICY

BCRTA drivers will make reasonable attempts to locate passengers. If the passenger cannot be located within 5 minutes from the driver's arrival within the scheduled pick-up window, the driver must contact the dispatcher with the no-show information. The dispatcher has the responsibility to determine if the driver is to continue without the passenger. BCRTA will observe a 5 minute wait time for all trips.

Upon permission to continue without the passenger, the driver is to record the arrival time, departure time and vehicle mileage on the Daily Manifest.

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

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger will be required to contact BCRTA as soon as practical following the missed trip and a new driver will be dispatched as soon as possible.

Passengers whose trips result in a no-show will still be required to tender a fare. The expected fare will be collected during the next available trip taken by that passenger.

Excessive No-shows

Passengers who have three no-shows or late cancellations in 30 days will be sent a written warning. The written warning will state that two additional no-shows or late cancellations in the next 30 days may result in transportation privileges being suspended for 30 days.

Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning 14 days from the date of notice. The individual will receive a copy of the appeals process that details passenger rights in this situation.

BUTLER COUNTY RTA will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the date specified in the written notice.

APPEALS

Appeals must be submitted in writing to the BCRTA within 30 days of notification of suspension.

All passengers will be permitted to continue using service during the appeals process. The Operations Manager will inform all dispatchers that the suspension is pending an appeal and to allow service to continue for the affected passenger.

An appeals committee will review all applicable information from BCRTA and the involved passenger. All passengers will be offered the opportunity to speak directly with committee members regarding the submitted appeal.

After a thorough review of all available information and testimony, the appeals committee will have 30 days in which to issue a recommendation to sustain or reverse the suspension.

The committee recommendation will be forwarded to the Operations Manager for final review.

The Operations Manager will have three (3) days to issue a final suspension decision in writing to the passenger involved. All final decisions will be implemented within seven (7) days of passenger notification.

All communications will be in alternate format upon request.

SUSPENSION WARNING NOTICE



DATE

Dear **XXXXX**:

This letter is official notice from the Butler County Regional Transit Authority that you have “no-showed” on three separate occasions in the past 30 days. You “no-showed” on the following dates: **_____**.

The BCRTA defines a “no-show” as when the passenger is unavailable for pick-up within 5 minutes of the driver arriving within the pick up window, or when the passenger has not cancelled their trip 60 minutes (or more) before the start of their scheduled pick up window by calling BCRTA.

No action will be taken at this time; however, two additional “no-shows” within the next thirty days may result in your transportation privileges with the BCRTA being suspended for thirty days.

Please understand that “no-shows” have a negative effect on the quality of service for all BCRTA riders by creating delays and limiting schedule availability.

Upon determination of any impending suspension, you will receive another notice. If you have questions regarding this notice, please call BCRTA at 513-785-5237.

Thank you for your cooperation in making BCRTA a better service to the community.

Respectfully,

Ruth Reed, Finance Coordinator
Butler County Regional Transit Authority

NOTICE OF SUSPENSION



DATE

Dear **XXXXXX**:

This letter is official notice from the Butler County Regional Transit Authority that your riding privileges will be suspended effective **_____** for 30 days. This suspension is a result of five “no-shows” within the past 60 days. You “no-showed” on the following dates: **_____**.

The BCRTA defines a “no-show” as when the passenger is unavailable for pick-up within 5 minutes of the driver arriving within the pick up window, or when the passenger has not cancelled their trip 60 minutes (or more) before the start of their scheduled pick up window by calling BCRTA.

You may submit a written appeal of this suspension to the BCRTA. Appeals should be addressed to:

Butler County Regional Transit Authority
ATTN: Suspension Appeals
3045 Moser Court
Hamilton, OH 45011

Please understand that “no-shows” have a negative effect on the quality of service for all BCRTA riders by creating delays and limiting schedule availability. This suspension and policy is an effort by the BCRTA to provide the best service possible to the community. Thank you for your understanding in this matter.

Respectfully,

Ruth Reed, Finance Coordinator
Butler County Regional Transit Authority