

DELAWARE COUNTY TRANSIT BOARD

POLICY / PROCEDURE

Policy/Procedure Name	Number	Effective Date	Last Revision Date
No-Show & Cancellation Policy		3/2008	02/20/2020

NOTE: The Delaware County Transit Board (AKA: DCTB) is the governing body of Delaware County's Public Transit System established by the Delaware County Commissioners under the authority of Ohio Revised Code section 306.01 and 306.02. Delaware County Transit (AKA: DCT) is the common name given to the public transit system. This policy is established and set forth under the authority of the Delaware County Transit Board. DCT and DCTB may be used interchangeably in this policy or used separately to distinguish responsibilities.

PURPOSE

Passenger No-Shows and Late Cancellations place an undue financial and capacity strain and burden on the transportation system's resources and produce a negative effect on other passengers. The purpose of this policy is to establish passenger guidelines when a previously scheduled/reserved trip cannot be made by the passenger. The policy also establishes penalties for the passenger when the passenger does not follow the guidelines established. It is the intent of this policy to reduce the number of passenger no-shows and late cancellations and to provide a fair and equal opportunity of transportation to all passengers.

SCOPE

This policy applies to:

- DCTB administration and operations staff
- Passengers of the transit system.

DISTRIBUTION

All passengers through the DCT User Guide and DATA's website at www.delcotransit.com

DEFINITIONS

Advance Reservation Service: – Typically termed “Demand Response” transportation, requires the passenger to pre-arrange transportation for trips from a point of origin to a point of destination. (See DCT Bus's User Guide for more information on scheduling / reserving transportation)

Cancellation: - A trip that a passenger has previously scheduled/reserved for Demand Response transportation but has notified DCT that the trip is no longer needed.

Late Cancellation: - A cancellation (as defined above) when the passenger notifies DCT after 12:00 pm of the business day prior to the schedule/reserved trip, that the trip is no longer needed.

No-Show: - A trip that a passenger has previously scheduled/reserved for Demand Response transportation but the passenger refuses the trip or is not at the scheduled origin point within the 30 minute **Origin Window** of the scheduled origin time, or the passenger cancels the trip less than one (1) hour prior to scheduled origin time.

Origin Window – Fifteen (15) minutes prior to the scheduled pick up/origin time and up to 15 minutes after the scheduled pick up/origin time.

Penalty Points – For each daily occurrence of a **Late Cancellation**, one (1) penalty point will be incurred by the passenger. For each occurrence of a **No-Show**, two (2) penalty points will be incurred by the passenger.

Excessive Penalty Points – An accumulation of four (4) **Penalty Points** within a twenty-eight (28) day rolling time frame.

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Penalty – A three week suspension of service Or a \$25.00 fine for a passenger that incurs **Excessive Penalty Points**. The passenger may choose which penalty he or she receives.

POLICY STATEMENT

DCT and the DCTB understand that circumstances arise when a passenger cannot use the service for a scheduled/reserved trip. This policy strongly encourages passengers to cancel their trip as early as possible.

The DCTB strives to ensure that all potential passengers are provided with equal and fair opportunity to access the service. When a trip is scheduled/reserved and then later cancelled or results in a no-show, other potential passengers are negatively affected since their trip may have been denied.

To discourage excessive cancellations or no-shows, this policy establishes penalties for passengers when they reach an accumulation of four (4) **Penalty Points** in a rolling twenty-eight (28) day period. The penalty can be either a suspension of service for three weeks or a monetary fine of \$25.00. When an accumulation of Penalty points reaches the point of Excessive Penalty Points, all other previously scheduled trips will be cancelled for that passenger and reservations must be made again.

When a trip results in a No-Show, all other trips for that passenger for that day will be cancelled unless the passenger notifies DCT that he or she still wishes to have that trip. Penalties must be paid or served prior to additional transportation services being scheduled or provided.

APPEAL PROCESS

If a passenger has been assessed (a) penalty point(s) that they believe have been assessed unfairly or in conflict with this policy, the passenger or passenger's representative may appeal the penalty point(s) with the DCT's Director of Operations in writing, email, in person, or a phone call. Appeals should be submitted using the following contact information:

Crystal James, Director of Operations

DCT

119 Henderson Ct.

Delaware, Ohio 43015

Phone: 740-368-9033

Email CrystalJames@delcotransit.com

If a satisfactory agreement cannot be made, the passenger may appeal to the Delaware County Transit Board at:

DCTB

119 Henderson Ct.

Delaware, Ohio 43015

All decisions of the DCTB will be final. If a refund of a penalty fine is granted by the DCTB, the refund will be provided in the form of pre-paid trip tickets, vouchers passes or other current instrument. No monetary refund will be provided.

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EXAMPLES

To assist passengers in understanding the requirements and parameters of this policy, the following examples are provided.

LATE CANCELLATION

Reservations must be cancelled by **12:00 pm** on the business day prior to your scheduled ride (see example #1). If the cancellation is received after 12:00 pm, the passenger will be charged with a late cancellation penalty (see example #2).

Example # 1 - Ride is reserved and scheduled for **10:00 am on May 15th, 2014**. For some reason the passenger cannot make the scheduled trip, therefore the passenger calls DCT at **11:06 am on May 14th, 2014** and cancels the trip for following day. Correct procedure taken, trip cancellation accepted, and passenger is not charged any penalty.

Example # 2 - Ride is reserved and scheduled for **10:00 am on May 15th, 2014**. For some reason the passenger cannot make the scheduled trip, therefore the passenger calls DCT at **2:35 pm on May 14th, 2014** and cancels for the following day. The cancellation is accepted, however the passenger will be charged with a late cancellation penalty. Time when the call was placed is after 2:00 pm of the day prior to the scheduled/reserved trip.

“NO – SHOW”

Two (2) **Penalty Points** are assessed when the vehicle arrives at the designated location within the scheduled **Origin Window** and the passenger does not board the bus within the established waiting period (see example #1). Two (2) **Penalty Points** will also be assessed if a passenger calls within or less than one (1) hour of the scheduled pick up time and cancels their trip (see example # 2). One (1) **Penalty Points** will be assessed if the passenger notifies DCT on the same day as the scheduled trip, but greater than one (1) hour prior to the scheduled/reserved pick up time (see example # 3). A penalty point will not be assessed if the driver is a late arrival outside the thirty (30) minute window (see example # 4).

Example # 1 - A scheduled pick up time is at **10:00 am on May 15th, 2014**. DCT arrives on site at **9:55 am**. The passenger makes no attempt to board the bus **or** the passenger notifies the driver that they cannot ride, regardless of the reason. The trip will be recorded as a “**No- Show**” and the passenger will be charged with two (2) penalty points.

Example # 2 – A scheduled pick up time is at **10:00 am on May 15th, 2014**. A passenger calls DCT at **9:35 am** on the same day and cancels their trip. The cancellation call was within or less than one (1) hour of the scheduled pick up time and therefore the passenger will be assessed with two (2) **Penalty Points**.

Example # 3 – A scheduled pick up time is at **10:00 am on May 15th, 2014**. A passenger calls DCT at **7:30 am** on the same day and cancels their trip. The trip will be cancelled and one (1) **Penalty Point** will be assessed to the passenger for a **Late Cancellation**. (Refer to example # 2 under “Late Cancellations”)

Example # 4 – A scheduled pick up time is at **10:00 am on May 15th, 2014**. The DCT bus arrives on site at **10:25 am**, after the **Origin Window**. The passenger made other arrangements for travel and does not board the bus. No Penalty Points will be assessed to the passenger.