DELAWARE COUNTY TRANSIT BOARD

No Show and Cancelation POLICY

Policy Name	Resolution Number	Origin Date	Approval Date
No Show & Cancelation	24-08-05	3/2008	08/23/24

NOTE: *The Delaware County Transit Board (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. This policy is established and set forth under the authority of the Delaware County Transit Board and/or the Executive Director of Delaware County Transit.*

PURPOSE

Passenger No Shows and Late Cancelations 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 cancelations 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 DCT's website at www.delcotransit.com

DEFINITIONS

Demand Response

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's User Guide for more information on scheduling / reserving transportation)

Cancelation: - A trip that a passenger has previously scheduled but has notified DCT that the trip is no longer needed.

Penalty Cancelation: - A cancellation (as defined above) when the passenger notifies DCT on the same day, up to 1 hour before that the trip is no longer needed.

No-Show: - A trip that a passenger has previously scheduled/ but the passenger refuses the trip, or the passenger cancels the trip less than one (**1**) hour prior to scheduled origin time.

Origin Window: – Zero minutes before scheduled pick up/origin time and up to 30 minutes after the scheduled pick up/origin time.

FLEX Service

Advance Reservation Service: – Although not required, some passengers choose to pre-arrange transportation prior to the day of their trip.

Cancelation: - A trip that a passenger has previously scheduled but has notified DCT that the trip is no longer needed.

Penalty Cancelation: - Late Cancellations do not apply to FLEX service.

No-Show: - A trip that a passenger has previously scheduled/ but the passenger refuses the trip, the passenger is not waiting at the curb for the bus, or the passenger cancels the trip after the driver is in route. **Origin Window for FLEX:** zero minutes before the requested pick-up time and up to 30 minutes after the requested pick-up time.

Penalty Points

Demand Response

For each 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.

FLEX Service

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-five (25) day rolling time frame.

Penalty – A twenty-five (25) day 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 cancelations or no-shows, this policy establishes penalties for passengers when they reach an accumulation of four (4) **Penalty Points** in a rolling twenty-five (25) day period. The penalty can be either a suspension of service for twenty-five (25) days 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 canceled 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 canceled unless the passenger notifies DCT that he or she still wishes to have that trip. In the instance of Paratransit, per ADA Guidelines, remaining trips will not be canceled unless the rider specifically cancels them. Penalties must be paid or served prior to additional transportation services being scheduled or provided.

DCT will on occasion forego issuing penalty points if the reason for canceling or no-showing is deemed out of the person's complete control. Should the passenger feel that they are to be excused, they must contact the Operations Director or Mobility Manager for discussion. DCT reserves the right to deny any request.

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
Delaware County Transit
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 another current instrument. No monetary refund will be provided.