

# Northwoods Transit Connections

# No-Show Policy

Effective: April 25, 2024

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FTA recommends that a transit agency's no-show policy include, at a minimum:

- General policy statement
- Definition of no-shows
- Description of minimum driver wait times within pickup windows.
- Definition of late cancellations and how to cancel trips.
- Examples of no-shows and late cancellations beyond a rider's control and how riders should communicate such instances.
- Statement that no-shows due to transit agency errors do not count.
- Statement that subsequent trips after a no-show will not be automatically cancelled, and that passengers need to cancel any trips they do not intend to take.
- The transit agency's process to notify riders of recorded no-shows or late cancellations.
- What constitutes a pattern and practice of excessive no-shows.
- Time periods of potential service suspensions.
- Instructions for appealing proposed suspensions.

## General Policy Statement on No-Shows

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**Northwoods Transit Connections** understands that because some trips are allowed to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need.

**Northwoods Transit Connections** 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. The following information explains **Northwoods Transit Connections'** no-show policy.

## Definitions: No-Show, Pickup Window, and Late Cancellation

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### No-show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least **five (5)** minutes.

### Pickup Window

The pickup window is defined as **30 minutes before the scheduled pickup time to 30 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 **five (5)** minutes within the pickup window for the rider to appear.

### Late Cancellation

A late cancellation is defined as either a cancellation made less than **1 hour** before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

## Definition: No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control<sup>1</sup>

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**Northwoods Transit Connections** does not count as no-shows (or late cancellations) any missed trips due to our 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 **five [5] minutes**.

**Northwoods Transit Connections** does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us 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 **Northwoods Transit Connections** staff when experiencing no-shows or late cancellations due to circumstances beyond their control.

## Policy for Handling Subsequent Trips Following No-shows and Late Cancellations

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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 on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

## Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

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**Northwoods Transit Connections** reviews all recorded no-shows to ensure accuracy before recording them in a rider's account. **Northwoods Transit Connections** reserves the right to suspend from services any rider who establish a pattern or practice of missing scheduled trips.

Each verified No-Show consistent with the above definitions counts as **(1) penalty point**. Riders will be subject to suspension after meeting all the following conditions:

- Accumulate **(3)** penalty points in one calendar month
- Have booked at least **(3)** three trips that month
- Have "no-showed" or "late cancelled" at least (10%) percent of those trips.

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

**Northwoods Transit Connections** will attempt to notify riders by telephone after they have accumulated **(2) penalty points** and would be subject to suspension should they have verified “no shows” of 10% of total booked trips.

All suspension notices include a copy of this policy, information on disputing no-shows and how to appeal suspensions.

Violations result in the following:

- 1<sup>st</sup> violation – Triggers attempting a warning phone call and written letter, but no suspension.
- 2<sup>nd</sup> violation – **7 calendar days** suspension
- 3<sup>rd</sup> violation – **14 calendar days** suspension
- 4<sup>th</sup> violation – **21 calendar days** suspension
- 5<sup>th</sup> and subsequent violations – **28 calendar days** suspension

Note: Suspension schedule cannot exceed 30 calendar days.

A record of no-show violations will be kept for only a six-month period. This ensures that someone with a no-show problem in January, will not be unduly punished in August unless a problem exists.

#### Policy for Disputing Specific No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations must do so within **(7) business days** of receiving suspension letters. Riders should contact Northwoods Transit Connections to explain the circumstance and request the removal of the no-show or late cancellation.

#### Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request in-person, via phone, email, or US mail within **(10) business days** of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from **Northwoods Transit Connections** on the date listed on the suspension notice.

All suspension appeals follow **Northwoods Transit Connections** appeal policy.