

NO SHOW POLICY

Pretzel City Area Transit reserves the right to deny ridership if a passenger consistently misses scheduled rides.

Regarding passengers who receive three (3) or more no-shows in a 30-day period and passengers who no-show at least 25% of total rides in a 30-day period, those riders will be subject to Pretzel City Area Transit's Suspension Policies.

For example, if a passenger books 16 trips in one month and no-shows 4 of those trips without a valid reason, then a no-show suspension will apply.

Rationale:

The reason for a no-show policy (with associated penalties) is due to various detrimental operational impacts that result from no-shows. No shows also hinder our ability to pick-up other riders who need a ride and causes us to be late to pick up other riders.

Description of Term:





No Show:

A No-Show occurs when you fail to board within five (5) minutes of the arrival time of the bus or van.

All riders are given a 30-minute pick-up window when their ride is scheduled. Our drivers will arrive within that window and wait four (4) minutes for a rider. After four (4) minutes, they will call the ride in to dispatch to recommend it as a no-show. At this point, the driver may be instructed to leave (after 5 minutes) and will only return if/when dispatch makes new arrangements and that is only if the rider calls back.

Once the 1st ride is no-showed, all other legs of the ride are cancelled as No-Show Cancellations.

Consequences for Violations:

-  We cannot guarantee will be able to return to pick-up the rider. Same day rides are first come/first serve, according to our availability for the day, and we may not be able to do so.
-  If the rider has a Subscription, and No-Shows three (3) consecutive times, their subscription may be cancelled.
-  After three (3) No-Shows in a 30-day period and for those who meet or exceeds 25% of their total rides in that 30-day period, the rider may be suspended for up to 30 days.
-  No-Show Suspensions are as follows:

Step 1: Percentage of Monthly trips over 3 (25%) = 7-day Suspension.

Step 2: Percentage of Monthly trips over 3 (25%) = 14-day Suspension.

Step 3: Percentage of Monthly trips over 3 (25%) = 21-day Suspension.

Step 4: Percentage of Monthly trips over 3 (25%) = 30-day Suspension.

Responsibilities:

Drivers

Document No-Show in Detail (on tablet and with dispatch).

Call No-Shows in to dispatch and gain permission before moving on.

Dispatchers

Verify No-Shows are properly documented in the computer.

Verify the address and phone numbers on file for riders are correct.

Advise riders of four (5) minute wait times & No-Show Policy.

WHAT CAN A RIDER DO TO REDUCE NO-SHOWS?

Reducing no-shows with Pretzel City Area Transit requires actions by riders as well.

- Confirm the beginning and end of the pickup window and the amount of time the vehicle will wait for you when you call to book your trip. Please write these times and dates down.
- Call to cancel, as soon as possible, if you will not be taking a trip.
- Be ready and watching for vehicles during the full on-time pick-up window.
- When booking your trips, provide detailed pick-up instructions (side or rear door, and so on), for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance.
- Provide current telephone number, and confirm they have been correctly recorded by the dispatcher.
- If you are a subscription rider, call to inform PCAT of any changes in your plans, such as a vacation or other absence. Telling a driver is not sufficient.

****Check out why *Ecolane's Mobile App* simplifies your life. You can book trips yourself in real-time without the need of calling the agency.**

- Convenient Trip Details View: Notifications remind you of trip pick-up window. When your vehicle is on its way, you are able to follow your bus on a visual map.
- View Trips in Progress: When on board, see your ETA and number of stops until drop-off.
- Quick link to trigger a phone call to the agency.
- Integrate with phone calendar so that you see your appointments when booking a trip.

If additional assistance is needed for cancelling trips, or with questions about The Suspension Policy, please call Pretzel City Area Transit at 815-235-7433.