

Geauga County Transit
Policy Manual Best Practices
12555 Merritt Road, Chardon, Ohio 44024

SUBJECT: NO-SHOW POLICY

SECTION: CUSTOMER SERVICE

EFFECTIVE DATE: November 1, 2013

REPLACES: July 29, 2004 Manual

APPROVED BY: Geauga County BOCC

APPROVAL DATE: October 22, 2013

DIRECTIVE:

To assure that the service is operating in the most efficient manner by correcting the action by habitual abusers of service scheduling.

DEFINITIONS:

No-show – Any passenger who is unavailable for pick-up of a scheduled trip and who has not notified Transit to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to service are not considered a no-show.

PROCEDURE:

The Driver will wait for passengers for 5 minutes beyond the scheduled pick-up time, after getting out of the vehicle and knocking on the door. Passengers who do not make themselves available within that 5 minute window will be considered a no-show.

Scheduled trips are to be cancelled as soon as possible prior to the time of the trip request. Any scheduled trip not cancelled before the Driver arrives at the pickup point (and is within 15 minutes of the scheduled pickup time) will be considered a no-show.

Excessive No-shows

Passengers who have three (3) no-shows in 30 days will be issued a written warning letter and telephone call from a Transit representative. Unless a valid reason for the no-shows is provided, a thirty (30) day suspension of service will follow.

Customers may appeal a suspension, in writing, to the Director within ten (10) days of the notice of suspension.

Excessive Cancellations

Cancellations occur when a customer calls to cancel a ride before the vehicle is scheduled to arrive at the scheduled pick-up point and before the 5 minute pick-up window. Six (6) or more cancellations within a thirty (30) day period will be considered excessive. Suspension of service will be an option to deter this pattern of behavior. Individuals and agencies that schedule rides for customers will be contacted by a Transit representative and asked to honor their trip schedules.

All no-show results will be recorded and analyzed by the Operations Manager as necessary.