

Beloit Transit Paratransit NO Show / Late Cancellation

Updated 6/2021

Beloit Transit System (BTS) understands that because Rock County Transit requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. BTS 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, trips that remain scheduled and cannot be met have a harmful effect on a transit agencies ability to meet the needs of other scheduled trips. Therefore, repeatedly missing scheduled trips, or failing to cancel trips in a timely manner, can lead to suspension of service for an individual. The following information explains BTS's no-show and/or late cancellation policy.

Definitions

No-show: A no-show occurs when a vehicle arrives on time for a pickup and the passenger decides not to board the vehicle or is not present at the address listed on the manifest.

Pickup window: The pickup window is defined as 5 minutes before until 15 minutes after the scheduled pick up time. Passengers are to be ready to board the vehicle when it arrives within the pickup window. The driver will wait a maximum of 5 minutes before the trip can be considered a no-show.

Late Cancellation: A late cancellation is defined as either a cancellation made less than 30 minutes before the scheduled pickup time or a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

BTS does not count as no-show or late cancellations any missed trips due to our error determined by Director of Transit. BTS also does not count as no-show 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 or family emergency, sudden illness, or appointments that run late unexpectedly. Passengers should contact Rock County Transit when experiencing circumstances beyond their control.

Suspension for Excessive No-shows and Late Cancellations

BTS reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

A rider will be subject to suspension based on number of missed trips and number of booked trips. Riders will be subjected to suspension after all the following conditions have been met:

- Total of 5 or more no-shows/late cancellation in one month
- Have booked at least 20 rides
- Have "no-showed" or "late cancelled" at least 12% of those trips

Previous month data will be looked at for suspension criteria. BTS will notify riders by telephone after they have accumulated a combination of 5 no-shows/late cancellations.

When it becomes necessary to suspend a rider, a copy of this policy, appeal procedure, along with where to call to discuss the matter will be mailed out. The first violation in a calendar year triggers a warning letter with a copy of this policy but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 3 day suspension
- Third violation: 30 day suspension
- Subsequent violations: longer than 30 suspension, permanent suspension considered

Riders will not receive a no-show/late cancellation for trips scheduled in agency's error, drivers arriving and departing before the pickup window begins, drivers arriving late, or emergencies that are beyond the rider's control such as medical or family emergencies. Riders should contact Rock County Transit at (608) 757-5054, Monday through Friday between the hours of 8am and 4pm to explain any circumstance to have a no-show/late cancellation removed.

Riders have the right to appeal any suspension. In the "ADA Parateransit Service Certification Procedure" which was included with your application for paratransit service, the appeal process is outlined. Appeal request must be in writing by letter or email. The letter shall outline supporting facts for the appeal along with any documents and/or information pertinent to the suspension. No appeal shall be accepted more than sixty (60) days after initial denial of service or after the rider, through the use of reasonable diligence, should have had knowledge of the event.

Letter request must be mailed to; Director of Beloit Transit, 1225 Willowbrook Rd, Beloit, WI 53511

Email letters can be sent to; thompsonj@beloitwi.gov

Ridership privileges will be honored during the review of appeal process.