

SEAT Demand Response Service No-Show Policy and Procedure

Effective Date: 09/21/2022
Procedure

Replaces: No-Show

Approved by: SEAT Board of Trustees
09/21/2022

Approval Date:

DIRECTIVE: To establish a policy for the determination of No-Show definitions and penalties for SEAT Demand Response service.

DEFINITION: No-Show – passengers unavailable for pick-up of a scheduled trip that has not been timely canceled. Trips for passengers not being picked up due to circumstances related to SEAT service are not considered no-shows.

PROCEDURE:

Each driver will wait for passengers for five minutes within their scheduled pick-up window. After five minutes, the Dispatcher will notify the driver to pull away. Passengers who do not make themselves available within the five-minute window will be considered a “No-Show.”

Cancellation of scheduled trips made 60 minutes or more prior to the time of the trip request will not be considered a “No-Show.” Any trip canceled less than 60 minutes prior to the scheduled pick-up time is considered a “Late-Cancel” and treated/recorded as a “No-Show.”

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger will be required to contact the Dispatch as soon as practicable following the missed trip, and a new driver will be dispatched as soon as possible.

In the event a ride is determined to be a “No-Show”, the Dispatcher will record the arrival time and departure time.

All no-show results will be recorded and analyzed by the Operations Director, Transportation Supervisor, or Road Supervisor as necessary.

All No-Show trips will result in an automatic cancellation of a return trip unless otherwise requested by the rider.

The First No-Show will result in a courtesy call to explain the current no-show policy and let you know the date and time of your first occurrence.

The Second No-Show within a 30-day period will result in a warning letter of suspension.

The Third No-Show within a 30-day period will result in a 30-day suspension.

To avoid a No-Show, write down your 30-minute window, watch for your bus, and/or cancel your trip at least 60 minutes prior to your pick-up time.

Impact on Standing Order Riders

SEAT is not obligated to provide Standing Order (regularly scheduled) rides but does so as a courtesy and convenience to its passengers. You must use your standing order ride at least 50% of the time. If you cancel more than six (6) of your standing ride trips in any 30 days, SEAT may stop providing the standing ride. If your Standing Order is canceled, you must follow the normal reservation process to book your rides. Standing Orders may be canceled due to No-Shows.

Appealing Suspension Decisions

It is your right to appeal decisions made by South East Area Transit for Suspensions for No-Shows.

Appeals must be sent in writing to the Operations Director:

SEAT Administrative Building
375 Fairbanks Street
Zanesville, Ohio 43701

The Appeal will be investigated by the Operations Director and presented to the SEAT Transit Director and SEAT Board of Directors for a decision.

Appeal for the above-listed reasons must be made at scheduled SEAT board meetings. No special Board Meetings will be scheduled for the above-listed appeals, therefore; SEAT reserves the right to table the appeal until the scheduled board meeting. Scheduled board meetings may be found on SEAT's website at seatbus.org.

You may attend the Appeal discussion and talk to the panel if desired. If you choose to attend, you must notify SEAT prior to the meeting of your attendance. You may bring anyone you wish to an appeal hearing to speak on your behalf. SEAT will provide free transportation to the appeal hearing for you and an aide if needed.

After the hearing, the panel will decide on whether to uphold the decision or overturn it. The decision of the panel is final. SEAT will notify the passenger of the panel's decision by certified mail to the address on file in writing within five (5) business days of the hearing.

Responsibilities:

The Operations Director, Transit Center Supervisor, and Customer Service Staff are responsible for the policy listed above.