

**No-Show Policy**

*Effective 7-20-2022*

Arenac Public Transit Authority (APTA) has established an administrative process to suspend, for a reasonable period of time, demand response customers who exhibit a pattern or practice of missing scheduled trips except where the trips are missed for reasons that are not under their control. APTA will record each “no-show” as a missed trip. Customers whose missed trips and/or late cancels are excessive, as defined by this policy, may be suspended. This policy applies to same day, advanced reservation, and subscription “reccurring” rides.

**DEFINITIONS:**

**No-Show & Late Cancel**

No-Shows & Late Cancels can occur any of the following ways:

1. The Passenger is not at home or cannot be located at their pick-up location during the window of time he/she was given when the ride was scheduled. (15 minutes before or after the scheduled pick-up time)
2. The passenger refuses to take the scheduled ride when the driver arrives.
3. The passenger is not ready to board within two (2) minutes from the time the bus arrives at the pick-up location. Extra time given to passengers with disabilities.
4. The passenger cancels their scheduled ride less than (1) hour before the scheduled pick-up time.

**Subscription or “Reoccurring” Rides**

Subscription or “Reoccurring” rides are those rides that take customers to/from the same location to a same destination at the same time of day for each trip at least one day a week.

**CANCELLING A TRIP**

Customers are responsible for cancelling trips they no longer need. To cancel a trip, customers must call (989)846-7500 to speak with a Transportation Specialist: Monday-Friday 6am-7pm, and Saturday 9am-5pm. Cancelations should be made at least 30 minutes prior to the scheduled ride time.

**CANCELLING A RETURN TRIP, THE SAME DAY AS A NO-SHOW**

APTA treats each one-way trip as a separate trip. If you have a No-Show and neglect to cancel your return trip on the same day, that trip will also be deemed a No-Show. Please be sure to cancel any subsequent trips that you will not be taking to avoid No-Show Policy violations.

**EXCESSIVE MISSED TRIPS**

Missed trips and/or late cancels are considered excessive when a customer reaches the following threshold: **6 No-Shows and/or Late cancels in a 60-day period.**

This will be considered a “pattern or practice” of missed trips and/or late cancels, the customer will be sent written notification that he/she has violated the No-Show Cancellation Policy after their third violation and is at risk of being suspended upon a sixth violation of this policy.

All riders will have the opportunity to speak with a Transportation Specialist to explain any extenuating circumstances, such as a hospital stay, which may result in deletion of the violation(s).

Disputed violations which are upheld will become part of a rider’s record.

**Exceptions**

Issues related to disability or to sudden emergencies that make it impracticable for riders to keep scheduled pick-ups or call to cancel in a timely manner may also be considered beyond the rider’s control.

**NOTICE OF SUSPENSION**

APTA will send a notice of suspension to customers who violate this policy. The notice will identify each no-show and/or late cancel the customer has made. The notice will also advise customers of the dates when the suspension begins and ends.

**SUSPENSION**

**Service Suspension will occur upon the 6th No-Show and/or Late Cancel in a 60-day period.**

Violations may occur in non-consecutive months, with the 60-day period.

Customers who violate the policy a sixth time as defined above are subject to a two-week suspension. Repeat violations of this policy will result in additional service suspensions.

**Also, subscription service or “reccurring” rides will be canceled for any customer who is suspended under this policy during the suspension period.** Service and scheduled riders outside the suspension period will remain the same.

**PAYMENT IN LIEU OF SUSPENSION**

If the customer would prefer to a $3 fare for each No-Show and or Late Cancel violation, APTA will remove the suspension once payment has been received. To arrange a No-Show or Late Cancel payment, please contact APTA at (989)846-7500.

**RIGHT TO APPEAL**

Customers who have been notified of a scheduled suspension from APTA service have the right to appeal, either in writing or in person. Appeal hearings are held at 4358 Airpark Drive, Standish, MI 48658

* WRITTEN APPEALS
  + Customers may submit a letter documenting why they believe the violations should be excused, and any supporting documentation.
  + These documents must be postmarked with 14 calendar days of the date the notice of suspension was issued.
* IN-PERSON APPEALS
  + Customers must call to schedule an appeal hearing within 14 calendar days of the date the notice of suspension was issued.

No suspension will take effect if a customer has filed an appeal according to the instructions and by the deadlines of this policy. All riders will be provided with transportation during the appeal process.

**APPEAL DECISION**

APTA will advise customers in writing of its decision concerning their appeal within 10 business days of receipt of the Appeal. If the decision upholds the suspension, the notice of decision will provide customers with the beginning and ending dates of the suspension period. The decision of the Appeals Board is final. The Appeals Board is comprised of two (2) members of the management staff and/or APTA Board of Directors.