

RESOLUTION NO. 2019-34

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
ADOPTING A REVISED NO SHOW POLICY (POL-509) AND
SUPERSEDING AND REPLACING IN FULL ANY PREVIOUSLY ADOPTED
OR APPROVED NO SHOW POLICY.**

WHEREAS, Mason Transit Authority desires to consistently ensure that its resources are utilized to the maximum extent possible; and

WHEREAS, this policy sets forth guidelines if riders schedule a Dial-A-Ride (DAR) or deviated fixed route (DFR) trips and repeatedly do not use the trip that they scheduled with MTA;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that the No Show Policy (POL-509), which is attached hereto and incorporated herein, be established and adopted; and

BE IT FURTHER RESOLVED that this No Show Policy (POL-509) shall supersede and replace in full any previously adopted or approved No Show policy.


Adopted this 17th day of December, 2019.



Randy Neatherlin, Chair



Wes Martin, Vice-Chair



John Campbell, Authority Member



Kevin Dorcy, Authority Member




Deborah Petersen, Authority Member



Don Pogreba, Authority Member



Kevin Shutt, Authority Member



Sandy Tarzwell, Authority Member

Sharon Trask
Sharon Trask, Authority Member

APPROVED AS TO CONTENT: Danette Brannin
Danette Brannin, General Manager

APPROVED AS TO FORM: Robert W. Johnson
Robert W. Johnson, Legal Counsel

ATTEST: Tracy Becht DATE: December 17, 2019
Tracy Becht, Clerk of the Board



Title:	No-Show Policy
Number:	509
Effective:	December 17, 2019
Cancel:	N/A
Prepared by:	Mike Ringgenberg, Operations Manager
Approved by:	Authority Board Resolution No. 2019-34

POL-509 NO-SHOW POLICY

This policy applies to all Mason Transit Authority (MTA) employees and users of MTA services.

1.0 Purpose

The purpose of this policy is to ensure that Mason Transit Authority resources are available to the maximum extent possible and therefore, address riders who schedule Dial-A-Ride (DAR) or deviated fixed route (DFR) trips and repeatedly do not use the scheduled trip.

2.0 Policy

2.1. No Show

A No Show occurs when a rider fails to take a scheduled DAR or DFR either by refusing or not being present to take the scheduled trip. If a rider misses the first scheduled ride of the day, any other rides scheduled for the same day will be canceled.

2.2. Late Cancellation

Trips that are cancelled with less than two hours noticed are considered a Late Cancel. Two Late Cancels are equal to one No Show for the purpose of suspension of services. Cancellations after the pickup window will be considered a No Show.

2.3. Suspension

If a rider No Shows three scheduled trips or Late Cancels six trips in a 30-day period, the rider may be suspended from MTA service for a minimum of one week.

The second suspension will be for a two-week period; a third suspension will be for a three-week period, and so on.

Once the rider has received (either verbal or written) a Notice of Suspension, the rider will not be allowed to schedule rides on DAR or DFR until the suspension has expired. The rider may continue to use fixed route service or may ride DAR or DFR with another rider from the same origin to the same destination. Rides cannot be made on behalf of the suspended rider by another rider that is not riding.



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3.0 Warning and Suspension Notices

The rider will receive a written warning after two No Shows or equivalent in a 30-day period. In addition, the Scheduler will remind the rider that if another No Show occurs during the 30-day period, the rider may face a possible suspension.

If a rider is suspended, the Communication Center will notify the rider of the suspension immediately and will follow up with a letter stating the reason and length of the suspension.

4.0 Appeals

The rider may appeal any No Show to an MTA scheduler at any time. The scheduler may remove the No Show from the rider's record if it is clear that the No Show was beyond the rider's control, for example, due to illness or an emergency.

If the No Show is not removed, the rider may request an investigation by the Communication Center Supervisor. A decision to keep or remove the No Show will be made within three business days.

If the Communication Center Supervisor upholds the scheduler's decision not to remove the No Show, a final appeal can be made to Mason Transit's Operations Manager. The request must be made within five business days of the Communication Center Supervisor's decision. The Operations Manager's decision regarding the No Show will be made within three days and is final. The rider may continue to ride pending the outcome of any appeal.