



Belle Urban System

1900 Kentucky St., Racine, WI 53405
Ph: 262-619-2432 www.racinetransit.com



NO SHOW POLICY FOR DART

A no-show occurs when a DART provided vehicle arrives on time for a scheduled trip, but the customer elects not to take the trip and has not canceled the trip ahead of time.

- Passengers must whenever possible cancel unwanted trips through the DART office at least two (2) hours prior to their negotiated pick-up time.
- Passengers must be ready to ride, waiting at the address used in scheduling their trip. If a rider's pick-up location changes for any reason, they must give at least two hours advance notice of the change so the trip can be rescheduled.
- If a DART vehicle arrives on time for a scheduled pick-up and after waiting five (5) minutes the rider is not present, or decides not to take the trip, the rider will be considered a no-show.
- On Time is defined as once the vehicle arrives in the allotted pick-up time, the driver will wait for up to five (5) minutes for a rider. If the rider is not prepared to board within this five (5) minute period, the trip will be counted as a no-show and the vehicle will be dispatched to another location. If a vehicle arrives early, the rider is not obligated to board until 2 minutes before the negotiated pick-up time.
- Even though an individual may fail to contact DART to cancel a trip, the return trip will not be automatically cancelled. The return trip will remain in the schedule.
- DART can impose sanctions for a pattern and practice of no-shows, as listed below.
- Trips missed by riders for reasons beyond their control, including trips missed due to DART driver or system error, will not count in assessing no-show penalties. (However, the customer must inform DART about such circumstances.)
- DART will track and document all customer no-shows in riders' files. Before any penalties are imposed, DART will notify the rider in writing and provide a list of the no-show trips incurred.
- Customers have the right to appeal or dispute DART no-show findings.
- Upon request, DART will research no-shows for customers.

No-show policy penalties:

DART can impose sanctions for a pattern and practice of missed trips by a customer. A pattern or practice involves intentional, repeated, or regular actions, not an isolated, accidental, or singular incident.

A review of a rider's no-shows can occur if there are at least three (3) no-shows within a 30 day period. A sanction could be imposed if more than 50% of all trips scheduled during that period were no-shows that were not beyond the rider's control.

NO SHOW POLICY FOR DART CONTINUED

- After one (1) no-show, DART will issue a documented written warning to the rider with a copy of the No-Show Policy.
- After two (2) no-shows within a 30-day period, DART will again issue a documented written warning to the rider.
- After three (3) no-shows within a 30-day period, AND if more than 50% of all trips scheduled during that period were no-shows that were not beyond the rider's control, a one-week (7 days) suspension of service may occur.
- Any person suspended from service has the right to appeal the decision. ADA Service may continue during the appeals process.

PARATRANSIT NO-SHOW APPEALS

Any person suspended from service has the right to appeal the decision. ADA Service may continue during the appeals process. If you feel that you received a no-show in error, you are able to file an appeal. All appeals must be made in writing.

Make sure to include the time, date, and pick up address of the no-showed ride you are appealing.

Send written appeals to:

Transit Management of Racine
Attn: No show appeals
1900 Kentucky Street
Racine, WI 53405