

## Appeals

Appeals must be made in writing within 7 calendar days of the violation, and submitted via email to [info@bata.net](mailto:info@bata.net) or regular mail:

**BATA**  
**Attn: Etiquette Committee-Appeal**  
**3233 Cass Road**  
**Traverse City, MI 49684**

Please include the reason for violation of the no-show policy and necessary contact information – name, mailing address, phone number – in your appeal letter or email.

Appeals will be processed by the Etiquette Committee within 10 days of receipt. All responses will be mailed to the address provided on the original appeal letter or email.

During the appeal process riders may continue to ride throughout an open appeal.

If riders cancel unneeded reservations in a timely manner, everyone will enjoy a more pleasant and consistent riding experience. And it's easy. Just call 231.941.2324 at least one hour before your scheduled ride.

*Thank you!*

**Policy effective February 17, 2014**

**Revised: November 1, 2015**



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## Rider Policies Road Map



# No-Show Policy



**This policy applies to *Link*, *Village Loop*, and *Flex Route* deviations only**

# Help BATA Serve You Better

## Definition

A No-Show is the failure of any passenger using Link and Village Loop or Flex Route deviations to be at the designated pick-up location, at the appointed time, and ready to travel.

No-shows disrupt service schedules and inconvenience other passengers.

## Procedures

### Link Passengers:

Passengers must be at their designated pick-up location and ready to travel at least 15 minutes before and up to 15 minutes after their scheduled pick-up time.

Any passenger not present and ready to board the vehicle three minutes after the bus arrives will be considered a no-show.

### Village Loop and Flex Route Deviation Passengers:

Any passenger not present and ready to board the vehicle at the designated time and location will be considered a no-show. Passengers must be ready to board upon bus arrival.

### Cancelling a Scheduled Ride

Scheduled rides must be cancelled no less than one hour before the scheduled pick-up time.

A reservation cancelled less than one hour prior to the scheduled pick-up time will be considered a no-show.

To cancel a ride, please call 231.941.2324. Calling outside business hours? Please press (1) when prompted.



## Suspension of Service

Riders are allowed the following no-show and late cancellation occurrences, in a six month period, before being subject to a suspension:

- 1 to 14 trips per month - max of 2 no-shows per month
- 15 to 39 trips per month - max of 4 no-shows per month
- 40 to 59 trips per month - max of 6 no-shows per month
- 60+ trips per month - max of 8 no-shows per month

If a rider exceeds these limits on a monthly basis during a six month period, they are subject to the following schedule for suspension of service:

Violation	Suspension
1 <sup>st</sup>	Letter of warning
2 <sup>nd</sup>	1 day
3 <sup>rd</sup> +	7 days

*Riders receive a written no-show notice in the mail for any day they have no-shows.*

The passenger will be given verbal and written notice specifying reasons for the suspension and the date the suspension will begin.