

## Appeals Information

Appeals must be made in writing within 7 calendar days of receiving the violation notice, 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**

In your appeal letter or email, state the policy violation, explain the reason for your appeal and provide your contact information: name, address, phone number.

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

During the appeal process riders may continue with reservation and riding privileges.

No-Show incidents inconvenience other passengers and disrupts service schedules. 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 two hours before your scheduled ride.

*Thank you!*

Policy effective February 17, 2014

Revised: August 16, 2020



Bay Area Transportation Authority

231.941.2324

[bata.net](http://bata.net)

## Rider Policies



## LATE CANCELLATION & NO-SHOW POLICY

*Rides cancelled less than 2 hours prior to the scheduled time or rider not available to board upon bus arrival.*



## EXCESSIVE CANCELLATION POLICY

*Excessive rides cancelled 2 hours or more prior to the scheduled time.*

# Excessive Cancellation

## Definition

**Excessive Cancellation** occurs when a passenger cancels 8 or more rides within one calendar month. This refers to cancellations made 2 or more hours before the scheduled time. Late Cancellations are documented as a No-Show.

Excessive Cancellations impact other passengers who are denied rides at the times being held and later cancelled.

## Procedures

Passengers are advised to reserve rides only for the days and times of the appointments or activities they are committed to attend. This policy aims to reduce the behavior of riders reserving and holding on to multiple rides in advance and then cancelling them throughout the month if not needed.

## Suspension of Service

A Violation = 8 or more Cancellations in a calendar month is considered an excessive behavior pattern or practice.

Suspension of ride-scheduling privileges may occur following the first violation of the policy. Longer suspensions will be applied for subsequent violations.

***Passengers will be sent a warning notice after the fourth cancellation in any given month.***

Violations are cleared from a rider's record after 6 months if there are no further violations. (Applies to both policies). Special circumstances that are beyond the control of the rider will be taken into consideration by BATA staff.

# Late Cancellation & No-Show Policy

## Definition

A **No-Show** occurs when a passenger with a ride reservation or a deviation request fails to be at the designated pick-up location, at the appointed time, and ready to travel.

A **Late Cancellation** occurs when a passenger cancels their reservation less than 2 hours before the designated pickup time. A Late Cancellation is considered a No-Show.

## Procedures

**Link passengers** must be at their designated pickup location and ready to travel 15 minutes before or after the scheduled pickup time – this is known as the “Be Ready Window.” Any passenger not present and ready to board the bus within 3 minutes of arrival will be considered a No-Show.

**Village Loop/Flex Route Deviation** passengers must be ready to board the bus upon arrival with no waiting period. Those not ready to board will be considered a No Show.

## Suspension of Service

A Violation = 3 No-Shows in a calendar month is considered an excessive behavior pattern or practice.

Suspension of ride-scheduling privileges may occur following the first violation of the policy. Longer suspensions will be applied for subsequent violations.

***Passengers will be sent warning notices after each documented No-Show incident.***