



Birmingham, Jefferson County Transit Authority
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POLICY AND PROCEDURE

IDENTIFYING AND DOCUMENTING MISSED TRIPS

The correct coding of trips will prevent the appearance that there are capacity constraints within a transit agency.

Although large numbers of missed trips constitute capacity constraints which is not allowed according to the ADA, this is usually the result of miss-coding of trips by the dispatchers. The dispatchers must understand the ADA definitions of a missed trip and a no show during the coding process.

MISSED TRIP

A missed trip is the fault of the agency not the passenger. The missed trip occurs when the vehicle arrives before or after the pick-up window and the client refuses the trip.

The dispatcher must ask questions of the operator to verify a missed trip. The following questions should be asked by the dispatcher:

1. Did the operator arrived outside of the pick-up window
2. Was the operator at the correct location and pick-up point
3. Were all detailed instructions on the manifest followed
4. Did the client refuse the trip because the trip was outside the p/u window
5. Has it been verified that the trip was not previously cancelled

When all information has been verified it and the evidence is agency error, then the trip should be coded as an agency missed trip.

The dispatchers when coding a missed trip must also note why it was a missed trip.

NO-SHOW

A no-show is the fault of the passenger not the agency. A no-show is when a vehicle arrives with the pickup window and the client does not board the bus.

1. When a client cancels their scheduled trip less than two (2) hours before their scheduled pick-up time otherwise known as a "late cancellation")

2. When a client cancels a trip directly with the driver who has arrived at the pick-up site.
3. When a client does not show up for a scheduled ride when the vehicle arrives on time for a pick-up and has waited for the allotted five (5) minute ready time.

When the dispatcher is informed that the client is not at the pick-up location before coding a no-show they must verify that:

1. The operator arrived within the pick-up window
2. The operator was at the correct location and pick-up point
3. All detail instructions on the manifest were followed
4. Client could not be contacted, or refused the trip
5. The operator waited the allotted time for client.

When all information has been verified and it is not agency error the trip should be coded as a no-show.

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