

### On-Demand “No-Show” Policy

Chillicothe Transit System (CTS) requires all riders to cancel previously scheduled On-Demand trips at least one (1) hour prior to the scheduled pickup time to prevent being considered a “no-show”. Three (3) no-shows within thirty (30) days of each other without proper cancellation will result in a thirty (30) day suspension from On-Demand services (fixed route services may still be utilized while suspended from On-Demand services). In accordance with the policy of On-Demand services, if CTS arrives more than twenty (20) minutes before the scheduled pickup time or more than five (5) minutes after the scheduled pickup time, the no-show will not count towards a rider suspension. CTS will send an individual a warning letter after a second no-show. A third no-show will result in suspension of service for thirty (30) days. A suspension letter will be issued to the individual stating dates of suspension, dates of no-shows from which the suspension resulted, and instructions how to file an appeal of the suspension. Exceptions to no-shows are considered on a case-by-case basis. Service suspension is subject to the CTS Appeals Process.

Suspensions may be appealed in writing or in person by appointment. Appeals shall be overturned only if the information that the suspension is based upon is incorrect. A suspension may not be overturned because it causes hardship for other passengers. All decisions will be made in writing and a copy placed in the passenger’s file.

Individuals wishing to appeal a suspension may contact:

Terrill Barnes  
City of Chillicothe Director of Human Resources, Civil Rights, and EEO Officer  
35 South Paint Street  
Chillicothe, OH 45601  
hr@chillicotheoh.gov  
(740)773-1211

