

# **Clinton Area Transit System**

## **No Show Policy**

Effective: September 1, 2021



# CLINTON AREA TRANSIT SYSTEM

## NO SHOW POLICY

### DEFINITIONS:

- ▶ **NO SHOW** - a No Show is when any of the following criteria are met:
  - **LATE CANCELLATION** – When the passenger does not cancel a specific scheduled trip at least one (1) hour prior to the start of the pick-up window time.
    - Late cancellation charge is the one-way fare.
  - **CANCELLATION AT DOOR** - When the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick-up window and the passenger notifies the Driver, at that time, that they no longer need the scheduled trip. This is considered a No Show.
    - No Show charge is 2x the one-way fare.
  - **PASSENGER NOT READY** - A No Show will also be applied if the Driver cannot reasonably see the passenger approaching the vehicle within the 5-minute wait time that begins when the vehicle arrives at the location for a specific scheduled trip.
    - No Show charge is 2x the one-way fare.

### NOTE ON NO SHOWS:

- ▶ If a pick-up trip at the passenger's home is a No Show, Clinton Transit will **automatically** cancel the return trip.
  - It is the responsibility of the passenger to reschedule the return trip, if still needed.

**CLINTON AREA TRANSIT SYSTEM**  
**NO SHOW POLICY**  
**EFFECTIVE SEPTEMBER 1, 2021**

- ▶ Effective September 1, 2021, cancellations on trips must be received one (1) hour prior to the start of the pick-up window time, or it will be considered a No Show.  
(2) Cancellations less than one (1) hour of the scheduled pick-up window time or a no-show at the time of the pick-up, including a cancellation at the door or passenger not ready, is subject to charges up to 2x the one-way fare.
- ▶ Drivers cannot take cancellation requests. Drivers will direct the passenger to cancel trips by calling the Dispatch office or accessing the mobile app or website.
- ▶ If a pick-up trip at the passenger's home is a No Show, Clinton Transit will automatically cancel the return trip.
  - It is the responsibility of the passenger to reschedule the return trip, if still needed.
- ▶ Four (4) No Shows will automatically cancel upcoming scheduled trips, including recurring / subscription trips.
- ▶ No show charges must be paid by the passenger prior to riding again.
- ▶ Driver may only wait 5 minutes before calling in a No Show. Waiting longer will create delays for the rest of the passengers scheduled that day.

Ty Piontek  
Operations Manager