

"No-Show" Policy

From time to time, it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. Last minute cancellations, or "no-shows," are detrimental to the efficient and effective operations of a demand response transportation system. No-shows waste resources that could be used to provide transportation to other passengers. Therefore, West River Transit has instituted a "no-show" policy to prevent and remedy abuse.

What Constitutes a "No-Show"?

If a passenger is unable to make his or her scheduled trip, and does not call to cancel the trip at least 2 hours in advance of the scheduled pick-up time, the trip will be considered a "no-show." Passengers who are not ready by their scheduled pick-up time may also be considered a "no-show" if they are more than ten minutes late; the driver will leave after waiting ten minutes.

Consequence

A "no-show" has the following consequences:

1. A rider will be suspended from West River Transit service for one month if they have 3 or more no-shows in a 30-day period of time, or if there is an unpaid balance for any no-show more than 30-days in arrears.

Appeals Process

The passenger may appeal any of the above four actions if he or she feels a "no-show" occurred because of unexpected circumstances beyond his or her control (e.g. medical or family emergency). Written appeals should be addressed to the Director within ten (10) calendar days of notification of the offense.