

Clinton Area Transit System

No Show Policy

Effective: September 1, 2021



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

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 pick-up window time.
 - Late cancellation fee 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 Operator at that time that they no longer need the scheduled trip. This is considered a No Show.
 - No Show fee is the one-way fare DOUBLED.
 - **PASSENGER NOT READY** - A No Show will also be applied if the Operator cannot reasonably see the customer approaching the vehicle within the 5-minute wait time.
 - No Show fee is the one-way fare DOUBLED.

NOTE ON NO SHOWS:

- ▶ If a pick-up trip 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.

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- ▶ Effective September 1, 2021, cancellations on trips must be received one (1) hour prior to the pick-up window time, or it will be considered a No Show.
 - Late Cancellation fee is the one-way fare.
- ▶ Operators cannot take cancellation requests. Operators will direct the passenger to cancel trips by calling the Dispatch office or accessing the mobile app or website.
- ▶ If a pick-up trip 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.
- ▶ **Cancellation at the Door or Passenger not ready No Show fee is the one-way fare DOUBLED.**
- ▶ Four (4) No Shows will automatically cancel upcoming scheduled trips, including recurring/subscription trips.
- ▶ No show fees must be paid by the passenger prior to riding again.
- ▶ Operator 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

