

## Policies regarding paratransit no shows

Information compiled April 15, 2005

**The Question:** What are your policies and/or procedures concerning “no-show” passengers for dial a ride or paratransit services? What constitutes a “no-show” and what are the consequences to the passengers who frequently abuse the system?

**Ben Franklin Transit** says... [Click here](#) to read policy.

**Columbia County Public Transportation** says... We are very fortunate and have maybe only had one or two no-shows a year if that.

**Grant Transit** says... We have a 15 minute window on both sides of the scheduled pick up time. We can be as early as 15 minutes before and as late as 15 minutes after. The client needs to be ready with in that time frame. We normally give up to three no shows before any action is taken. We contact the client and determine the no show problem. If it is unavoidable we will work with them. Also depending on the funding they are under they may be denied transportation.

**Intercity Transit** says... [Click here](#) to read policy.

**Kitsap Transit** says... [Click here](#) to read policy.

**Link Transit** says... [Click here](#) to read policy.

**Pullman Transit** says... Our No-show policy is: A No-show is a ride cancelled less than one hour prior to the ride, or the rider not able to take the ride. Riders do not have to pay for a no-show, but they must call in to reschedule the ride if they still need it. There are no consequences at this point for excessive no-shows.

**Spokane Transit** says... We look at a six month revolving period of time. If a customer exceeds our policy of six No-Shows, which consist of cancels at the door, no shows after waiting five minutes past there pick up time, or we are not given two hours notice on a trip cancellations. The customer is sent a postcard of notification one to two days after each occurrence as a reminder to them so they can call us and explain the situation. We are very liberal with this policy in regards to excusing no shows for medical reasons or if they are held over at a medical appointments. We also will excuse most late cancels unless they show a consistent pattern of them happening all the time (which I have not done). We believe in behavior modification rather than impose suspensions when possible. To view Spokane Transit's Policy [click here](#).

**Valley Transit** says... A "No Show" is when a vehicle is scheduled to arrive at a pick-up location and the passenger has not boarded after five (5) minutes. A No-Show is a waste of a trip that another person could have used had the trip been cancelled with sufficient notice. A customer who receives four (4) No-Shows in any 12-month period will receive a verbal warning. Five (5) No-Shows in a 12-month period will result in a written warning. Six (6) No-Shows in a 12-month period may result in a one-week suspension of service. Seven (7) No-Shows in a 12-month period may result in a two-week suspension of service. And eight (8) No-Shows in a 12-month period may result in a one-month suspension of service. You may appeal No-Show suspensions of service.

**Whatcom Transit** says... [Click here](#) to view our policy.