

**CLINTON AREA TRANSIT SYSTEM**  
**No SHOW POLICY**  
**EFFECTIVE DECEMBER 5, 2016**

**DEFINITIONS:**

**No SHOW** - a No Show is when any of the following criteria are met:

**LATE CANCELLATIONS** – When the passenger does not call the Clinton Area Transit Office to cancel a specific scheduled trip at least **2 hours prior** to the pick-up window time.

Late cancellations will be treated as No Shows.

**CANCELLATION AT DOOR** - when the vehicle arrives at the location designated for a specific scheduled trip within the 20-minute pick-up window (10 minutes before or after the requested pick-up time) and the passenger notifies the driver at that time that they no longer need the scheduled trip. This is considered a No Show.

**PASSENGER NOT READY** - A No Show will also be applied if the driver cannot reasonably see the customer approaching the vehicle within the 3 minute wait time.

**NOTES ON CANCELLATION:**

- The **DRIVER** is not responsible for cancelling any other trips booked for that day.
- The passenger must call Clinton Transit to cancel all trips scheduled for that day.
- Clinton Transit schedules pick-up and return trips separately, and assumes that all scheduled return trips are needed unless notice is given by the passenger.
  - If a pick-up trip is a No Show, Clinton Transit will not automatically cancel the return trip. This is the responsibility of the passenger.
  - **A No Show on the return trip will count as a second No Show for the day.**

***WHEN THE PASSENGER CREATES A “NO SHOW” SITUATION, THE RIDE FARE WILL BE DOUBLED AND THEY ARE EXPECTED TO PAY FOR THE PREVIOUS “NO SHOW” FARE PLUS THE CURRENT FARE AT THE TIME OF THEIR NEXT SCHEDULED TRIP.***

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**DISPATCH/DRIVER PROCEDURES:**

- Effective December 5, 2016, Dispatch will no longer be cancelling return trips.
- Drivers cannot take cancellation requests and radio/call them into Dispatch. Passenger must call to cancel return trip
- Driver will direct the passenger to call the cancellation line at the office.
- The fare for no show trips will be doubled by Dispatch personnel.
- Four (4) no shows will automatically cancel upcoming scheduled trips, including recurring trips.
- No show fees must be paid by the passenger prior to riding again.
- Driver will only wait 3 minutes before calling in a no show. Waiting longer will create delays on the rest of the route.