

**SHELBY PUBLIC TRANSIT
NO-SHOW POLICY
EFFECTIVE: JANUARY 1, 2016**

WHY IS THERE A NO-SHOW POLICY?

To discourage those who regularly do not show up for their scheduled trip. A no-show causes us to be late for other pick-ups and deny service to others who wanted a trip at that time.

WHEN DO I GET A NO-SHOW?

When you do not cancel within the times listed below or fail to show up within three (3) minutes of the time you are scheduled to be picked up if the vehicle arrives within our 20-minute service window.

WHAT IS THE 20-MINUTE SERVICE WINDOW?

We should arrive no sooner than ten (10) minutes before and no later than ten (10) minutes after your scheduled pick-up time. We are considered “on-time” when we arrive within this window.

HOW FAR AHEAD DO I HAVE TO CANCEL SO I AM NOT CHARGED WITH A NO-SHOW?

Same-day Service Area (City): Your trip must be cancelled at least 10 minutes before the time you are scheduled to be picked up.

County/Out-of-County Service: Your trip must be cancelled by 5:00 the day before you are scheduled to be picked up.

WHAT HAPPENS IF I HAVE A NO-SHOW?

First no-show: There is no penalty for your first no-show within a thirty (30) day period. You will be told by phone that you now have a no-show on your record.

Second no-show: You will be notified by letter when you have a second no-show. The warning will be given to you the next time you ride, and let you know that if you have one more no-show you will received a 5-day suspension of service.

Third no-show: Will result in a 5-day suspension of service. You will be notified by letter stating the dates of the suspension at least 7 days before the first day of suspension.

Repeated no-shows may result in longer suspensions of service.

Anyone has the right to file an Appeal of Service Suspension with the transit system. A copy of the appeals process will be given to you upon request.

CAN I JUST PAY FOR MY NO-SHOW?

No – Federal law now prohibits payment for no-shows.

HOW CAN I CANCEL MY TRIP AFTER YOU CLOSE OR BEFORE YOU OPEN?

Call our cancellation line 24 hours a day to cancel a trip. Leave a message with the date(s) and times of the trip(s), the names of those that were scheduled and if you need to cancel the return trip. This line is for cancellations ONLY. The cancellation number is (937) 498-8178.

**If you have more questions, call (937) 492-6117 or visit our website at:
<http://www.sidneyoh.com/public-transit/index.asp>**