



No Show Policy

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Purpose

This policy ensures fair and efficient use of Smart Transit's Dial-A-Ride service by addressing excessive no-shows and late cancellations.

Definition of a No-Show

A no-show occurs when a passenger:

- Fails to appear for a scheduled pickup
- Is not ready within the designated pickup window
- Cancels within 15 minutes of the scheduled ride
- Declines the ride upon bus arrival

No-Show Penalties

Repeated no-shows within 60 days will result in the following actions:

1. First offense – Courtesy warning
2. Second offense – 7-day suspension from service
3. Third offense – 14-day suspension from service

Cancellations

To avoid being marked as a no-show, riders must cancel a ride at least 15 minutes prior to their scheduled pickup time.

Appeal Process

Passengers who receive a suspension may submit an appeal in writing to Smart Transit within five business days of notification.

