

7.3 No-Show Policy

A “no-show” is:

- Not being at the designated pick-up point during the 30-minute window.
- Not riding after the bus shows up for a pick-up within the 30-minute window.
- Not canceling a scheduled pick-up time within 1 hour of the pick-up time outside of town and 30 minutes in town.
- Failure to board the bus within three minutes of the arrival of the bus within the 30-minute window.

If a passenger no-shows for the outgoing portion of a scheduled trip, the return trip will **not** be automatically canceled. Dispatch will attempt to contact the passenger to confirm whether the return ride is still needed. If the passenger cannot be reached, the return trip will remain on the schedule to avoid stranding the rider.

7.4 No-Show Appeals Process

Passengers who accumulate two documented no-shows within a 30-day period and this constitutes 10% of the number of trips reserved during that period, will receive a warning letter or phone call from the CCT office. This notification will allow passengers an opportunity to appeal any of the no-shows listed to the Central Community Transit Operations Board. Riders may appeal any no-show by writing a letter providing all pertinent information regarding the disputed no-show(s) within five working days to:

Central Community Transit
PO Box 186
1320 22nd Street SW
Willmar, MN 56201

Within five working days of the Central Community Transit's receipt of their written appeal, passengers will receive a written notice from of the results.

Passengers will be suspended from Central Community Transit service if they accumulate a third no-show within 30 days of the receipt of the warning letter, if there is not an appeal in process or the appeal has been denied. The suspension will be effective 30 days from the date of the suspension notification. The length of the suspension could be reduced at the CCT discretion.