

No Show Policy

- 1) A No Show is defined as any of the following:
 - a) The rider not being present when the driver arrives;
 - b) The rider not being ready to go within 5 minutes of arrival;
 - c) A cancellation less than one (1) hour prior to a scheduled pick-up; or
 - d) Not having the required fare for the ride.
- 2) A No Show is determined when the driver arrives for the passenger at the time the passenger was notified Shared Ride Taxi we would be there, within a window of 30 minutes each side of the scheduled time. When the Shared Ride Taxi arrives for the passenger, the driver will notify dispatch that the passenger is not present. At that time, the dispatcher will make every attempt to contact the passenger. If the passenger cannot be contacted within five (5) minutes, that driver will be advised by dispatch to “No Show” and proceed.
- 3) Drivers are not to go back for a passenger after a No Show at the first leg of their travel itinerary. This passenger must reschedule their travel plans for another day. If the No Show happens on any other leg of their trip, we will make every attempt to get back to pick up the passenger at the first available time allocated.
- 4) At no time will we “no show” a dialysis passenger on any leg of a trip unless advised by the passenger and/or the dialysis clinic.
- 5) Three (3) No Shows occurring within a rolling 60-day period will result in a 21-day suspension of service.
 - a) After the first two (2) No Shows within a rolling 60-day period, dispatch will call the passenger and issue him/her a warning and advise the client of the no show policy.
 - b) After the third (3rd) No Show a 21-day suspension will be instated by the County Transit Superintendent. A letter will be sent from Ozaukee Transit to the rider’s address as official notice of suspension after the third (3rd) No Show.
- 6) Suspensions or disciplinary actions can be appealed to the Ozaukee County Public Works Committee for further review and consideration upon receipt of a written notice of appeal to the Transit Superintendent. Said notice should contain a detailed explanation of the reasons for modifying the disciplinary or suspension action imposed (the appeal must address all 3 no shows).
OR
- 7) The passenger can be reinstated for service and have the suspension lifted by paying a fine of \$10.00. The passenger will not be able to ride until the fine received. The fine can be paid to the taxi driver of the next scheduled ride or in person at the Ozaukee Transit Office (741 W Oakland Ave, Port Washington, WI 53074). The passenger must notify dispatch that this is the action the passenger will be taking to resolve their No Show.

- 8) Further habitual violations and/or excessive No Shows may result in additional periods of suspension of service up to and including ineligibility to use the Shared Ride Taxi Service.

Approved by the Public Works Committee February 2, 2006. Amended on May 3, 2007; Amended on July 17, 2008; Amended on January 21, 2021.