



Ozaukee County Transit Services
Joy Neilson-Loomis, Transit Superintendent

Notice of No Show Policy Change Effective Monday, February 1, 2021

The Ozaukee County Public Works Committee approved changing the Shared Ride Taxi No Show Policy. This change will go into effect on February 1, 2021. The full policy is available online at www.ozaukeetransit.com or by request from the Ozaukee County Transit office at 741 W. Oakland Ave, Port Washington, WI 53074.

Summary of Changes

- No Show fees will no longer be charged after every No Show.
- **Riders with 3 No Shows in a 60-day period will be automatically suspended from service for 21 days.** Taxi management will call riders after two (2) No Shows to ensure the policy is understood. A letter will be sent from Ozaukee Transit to the rider's address as official notice of suspension after the third (3rd) No Show.
- Riders who are suspended for a No Show have the option of paying a \$10 fee to reinstate service before the end of the 21-day suspension. Fees must be received by Ozaukee County Shared Ride Taxi prior to a ride being scheduled.

What is a No Show?

A No Show is defined as any of the following:

- The rider not being present when the driver arrives;
- The rider not being ready to go within 5 minutes of arrival;
- A cancellation less than one (1) hour prior to a scheduled pick-up; or
- Not having the required fare for the ride.

A "No Show" is determined when a driver arrives for the passenger at the time the passenger was notified a taxi 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. All other scheduled rides for the day are cancelled after a No Show.

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

P.O. Box 994
741 W. Oakland Ave
Port Washington, WI 53074-0994