

OZAUKEE COUNTY

Shared Ride Taxi

No Show Policy

- 1) A No Show is defined as any of the following:
 - a) The rider not being ready to go within 5 minutes of arrival;
 - b) A cancellation less than one (1) hour prior to a scheduled pick-up
- 2) A No Show is determined when the driver arrives for the passenger at the time the passenger was notified Shared Ride Taxi would be there. The rider should be prepared for the taxi within the 30-minute arrival window that has been negotiated with dispatch. When the Shared Ride Taxi arrives for the passenger, the driver will notify dispatch at the 5-minute marker that the passenger is not present.
- 3) The passenger will be charged for each “no show” as if the ride were completed to the scheduled destination.
- 4) Drivers are not to go back for a passenger after a No Show. Riders must contact dispatch to rebook.
- 5) Three (3) No Shows occurring within a rolling 60-day period will result in cancelation of the rider’s subscriptions and other future planned trips. This will require them to book one ride at a time.
- 6) If the “no show” is the result of the shared ride taxi running behind by more than 30-minutes, it will not be counted against the rider.
- 7) Disciplinary actions can be appealed to the Ozaukee County Transit Superintendent for further review and consideration via a written notice of appeal. Said notice should contain a detailed explanation of the reasons for modifying the disciplinary action imposed and the appeal must address all 3 no shows.
- 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; Amended on March 21, 2024.