Please remember to make reservations 24 hours in advance!

What is a "no-show"?

A brief description of Namekagon Transit No-Show Policy
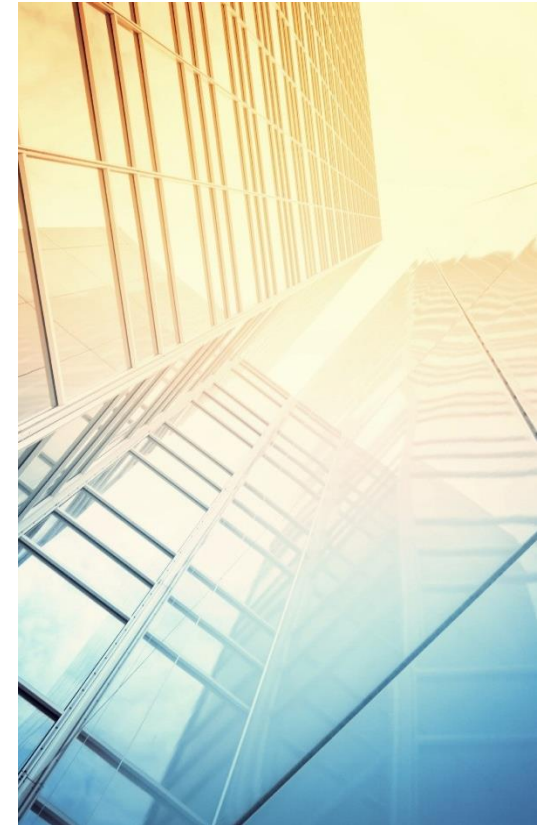
Our No-Show Policy

A No-Show occurs when a passenger has made a trip reservation and does not show up for that reservation. **No-show Sanctions are placed upon persons riding the Door Stop Demand Response or when the bus deviates from the Fixed Route.**

Note: No-Show Sanctions are not to be given to passengers riding the Fixed Route or Deviated Fixed Route buses that are not deviated to pick them up. These passengers are listed on the driver's log so the driver will be aware of them.

Trip cancellations:

Trip cancellations may be made through the Dispatch office Monday-Friday between 5:30 a.m. and 8:00 p.m., and on weekend between 5:30 a.m. and 9:00 p.m. by calling 1-866-295-9599 option 1 or 715-634-6633. Cancellations must be given to an actual person; cancellations left on voice mail will not be accepted.

No-Show Sanctions:

Any trip not cancelled at least two (2) hours prior to the arrival of the driver will be considered a No-Show and the passenger will receive a No-Show Sanction. No-Shows are extremely expensive to Namekagon Transit. In order to minimize these costs, passengers will be sent the following sanctions when a No-Show occurs:

1. The first No-Show Sanction is a warning letter explaining the negative impact it has to Namekagon Transit and provides a copy of the No-Show Policy. If the passenger does not have another No-Show within the next 90 days they will be reinstated to good standing.

2. The second No-Show Sanction within a 90 day period is a warning letter stating that if the passenger has one more No-Show Sanction within the 90 day period, the rider will be denied service for 30 days. In addition, for a 90 day period any Standing Reservations (ongoing trips on a specified days/locations) will be removed and the individual will now have to call in to make a reservation for each trip. If they do not have another No-Show within the next 90 days they will be reinstated to good standing.

3. The third No-Show Sanction within the 90 day period is a letter stating that the passenger is being denied service for 30 days.

A No-Show Sanction will be given to passengers for the following reasons:

1. A ride is cancelled at the pick-up time(at the door) or not cancelled at all.

2. A ride is cancelled with less than 2 hours before the pick-up time.

3. The passenger is not ready to depart when the vehicle arrives for pick-up.

4. The passenger cannot be located at the designated location at the scheduled pick-up time.

Exceptions to the above No-Show Policy will be allowed only under the following circumstances:

If it can be demonstrated that a third party agency was responsible for scheduling/cancellation of the trip and did not notify Namekagon Transit, resulting in the No-Show Sanction, the third party, not the individual, will be warned as described under Item 1 above.

Waiver of Sanctions:

If after sanctions are lifted and a passenger is reinstated another No-Show occurs within a 90 day period, the rider will be suspended for a six (6) month period

What to keep in mind

The main purpose of the No-Show policy is to save fuel and miles which are costly to Namekagon Transit. A few good questions to ask yourself when a No-Show is reported are:

1. Did we go out of our way to get the person? If the answer is yes it is a No-Show.

2. Did we waste fuel and miles to pick up the person? If the answer is yes it is a No-Show.

3. If the rider was on a fixed route, did we have to deviate off the fixed route? If the answer is yes it is a No-Show.

4. If the rider was on a fixed route, was the rider not on the road that the fixed route passes on it's normal path? If the answer is yes then it is **not** a No-Show because the route bus did not have to divert off its normal path.