

# **Polk County Transportation Passenger “No-Shows” and Cancellations Policy**

## **Purpose:**

1. To ensure that available trips are provided to people who need them.
2. To reduce costs (e.g. driver salaries and wages, gas, time to coordinate schedules)
3. To explain when a passenger may be suspended for repeat “no-shows” and cancels.

## **Definitions**

- **No-show** - The driver arrives, but the passenger does not ride. This includes:
  - Cancelling when the driver is already there or on the way.
  - Not being ready to go when the van gets there, and the driver leaves to stay on schedule.
  - Passenger is missing from pick-up location at scheduled time (includes places other than home).
- **Subscription Service:**
  - A trip scheduled for a passenger to a specific destination on a repeat basis, e.g. travel to work or school every day of the week.
- **Repeat Cancels**
  - On a regular basis, the passenger schedules trips, but calls to cancel less than 24 hours before.

Polk County Transportation maintains records on all passenger trips. This information is used to determine excessive cancels and “no-shows.”

## **Service Suspension**

1. Passengers on regular routes who do not ride for two days in a row and did not notify the office will be removed from the schedule.
2. Passengers with four “no-shows” and/or cancellations in two weeks will have services suspended for two weeks and will be informed when they call to schedule the next trip.
3. Service requests may resume after the suspension period.

## **Updated Phone Numbers**

Passengers are responsible for providing up-to-date phone numbers in the event they need to be reached.

Polk County Transportation, 3 Courthouse Square, P.O. Box 308, Columbus, NC 28722

**828-894-8203**

Office Hours: Monday through Friday  
8:00 am to 4:30 pm.