



## No-Show Policy

If you do not cancel your ride within 30 minutes before your scheduled pickup, you will be considered a no-show. The following situations also qualify for no-show status:

- A passenger **does not** board the bus after the driver 1) stops, 2) waits for two minutes after the scheduled pickup time, and 3) honks.
- A passenger is not ready to board within two minutes after the arrival of the Harbor Transit vehicle.
- A reservation is canceled less than 30 minutes before the scheduled pickup time.

### After Two Reported No-Shows

Passenger will receive a letter warning that any further no-shows can result in the suspension of ridership privileges.

### After Three Reported No-Shows Within a 30-Day Period

Passengers who have accumulated 3 no-shows within 30 days risk the suspension of Harbor Transit services. A suspension means that the passenger will not be able to schedule or receive rides during the suspension period. Reinstatement of Harbor Transit ridership will be considered following the suspension period. Harbor Transit reserves the right to extend the suspension period or withhold reinstatement of ridership dependent on the passenger's frequency of missed trips.

### No-Shows Due to Extenuating Circumstances

If you are unable to make your ride due to a medical emergency, snow day, extreme weather, or any other extenuating circumstance, your no-show will not be counted. However, you are responsible for notifying Harbor Transit that the no-show was beyond your control.

\*Please note that only Non-ADA Passengers will be charged a fare for the no-show trip. Final reinstatement of ridership privileges only occurs after all previously owed fees are paid in full.

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