

Noble Transit System  
Passenger Policy Manual  
561 South Main Street, Kendallville, IN 46755

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SUBJECT: NO-SHOW CANCELLATION POLICY                      SECTION: AGENCY INFORMATION

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EFFECTIVE DATE: 08/20/2024                      REPLACES: 01/01/2011

APPROVED BY: Board of directors

APPROVAL DATE:

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DIRECTIVE:

To assure that the service is operating in the most efficient manner by correcting the action by habitual abusers of service scheduling.

DEFINITIONS:

**No-show:** A no-show or cancel at the door occurs when a driver shows up for your scheduled ride and you do not. So that our passengers reach their destinations on time, drivers are only permitted to wait five (5) minutes after your scheduled pick-up time. Passengers who miss their rides or fail to call to cancel will be required to pay \$5.00 for in-county trip and \$10.00 for scheduled out-of-county trip. Non-payment may result in suspension of services. Senior transit patrons (60 and older) will not be expected to pay for a no-show, however repeated no-shows may result in suspension of services.

**Late Cancellation:** A late cancellation occurs when a rider fails to cancel the appointment for pick-up at least twelve (12) hours before the scheduled pick-up time. If your reservation is not cancelled before the driver is dispatched, you will be charged \$5.00 for in-county and \$10.00 for scheduled out-of-county trip. Senior transit patrons (60 and older) will not be expected to pay for a late cancellation however, repeated late cancellations may result in suspension of services.

**After services are suspended, any other scheduled trips will be cancelled for the duration of the suspension.**

This policy allows for illness or other events beyond your control that require last minute changes in plans *without penalty*.

Trips missed by an individual for reasons beyond his/her control (including, but not limited to trips which are missed due to doctor's office canceling an individual's appointment with less than twelve (12) hours notification) shall not be a charge to the individual. NTS reserves the right to verify such a cancellation with the medical provider.

**Suspension:** Three (3) late cancellations or no-shows within a thirty (30) day period will result in verbal and written warnings and may result in suspension of services for thirty (30) days.