

WSTA Trans-AID

No Show Policy

If a client fails to notify Trans-AID that they will not require transportation service for their scheduled or standby appointment and a vehicle has been dispatched for the individual, the client will receive a “No Show.” If a vehicle was dispatched to your home, a no show tag will be placed on the door.

Trans-AID policy considers a trip a “No Show” if the rider...

- Places a request for service, but does not take the ride upon its arrival if the pick up is on time
- Cancels a trip less than one hour before the scheduled pick up time
- Is not ready to board within 5 minutes after the arrival of the vehicle. If the vehicle arrives early, the rider does not have to board until 5 minutes after the actual scheduled pick up time.

If you “No Show” the first portion of your trip, the return trip is automatically canceled.

Upon the occurrence of the “No Show”, the client will receive a notification letter from Trans-AID, notifying the client of the infraction. After a second reported “No Show”, the information will be documented in the client’s file and the client will receive a telephone call warning the client that further “No Shows” will result in suspension. If a rider accumulates three (3) “No Shows” within any 30 day period, Trans-AID service may be suspended for thirty (30) days. A suspension means that you will not be able to schedule or receive any rides during those 30 days.

Any trips with the following codes are considered for “No Shows”.

- **CL-Late Cancellation** – Client cancels 1 hour before the scheduled pick-up time.

- **CD-** Cancel at Door – Client calls and/or vehicle is in front of client’s door.
- **NS-** No Show – Van was at the pick-up location and client was not there.

In addition to this policy, Trans-AID may decide not to provide future rides to clients who do not take trips as scheduled or fail to cancel the ride in advance.