



360 Prince Street, Beckley WV 25801

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### **No Show Policy:**

New River Transit Authority will not tolerate No Shows. No Shows are defined as a passenger not being present upon a scheduled trip. The first **“No Show”** will be a verbal warning of the Policy. The second **“No Show”** will be a written warning of the Policy. The third **“No Show”** will follow the suspension terms below. If you are not able to be present for a ride that you have scheduled and would like it not to count as a No-Show, you must call dispatch at 304-894-8917 prior to 8PM the day before to cancel your scheduled trip.

### **Appeal of suspension**

Suspensions may be appealed in writing or in person by appointment only. Appeals shall be overturned only if the information that the suspension is based upon is incorrect. A suspension may not be overturned because it causes a hardship for the passenger. All decisions will be made in writing and a copy placed in the passenger’s file.

### **Suspension terms**

- 1st violation will result in a one-week suspension from the service.
- 2nd violation will result in a two-week suspension from the service.
- 3rd violation will result in a one-month suspension from the service.

The duration of suspension can last as long as the rider continues to be unreliable for their scheduled trips. Suspended riders will be provided the opportunity to subsequently present information demonstrating that the issues have been resolved and request that service be reinstated.

Board Approved 11/21/2022



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