



No Show Policy

1. Be sure to call us (preferably two hours in advance) if you are not taking your scheduled trip (you can leave us a message on voice mail if the dispatcher is not available):
 - A. A No Show occurs when the vehicle arrives within the 30 minute pickup window and the customer fails to appear or cancels at door due to circumstances under the control of the customer. If the vehicle arrives after the pickup window, and the customer decides not to travel, or has found another option, it is not considered a no show.
 - B. If a rider accumulates three "No-Shows" or "Late Cancellations" (cancellations made within 2 hours of confirmed pickup time) or demonstrates a no show/late cancellation pattern equivalent to 20% or more of scheduled trips (whichever is greater) within a three-month period from the first "No-Show," the rider may be suspended from use of the service as indicated below.

Note that all passengers who schedule a ride with VTD will be given a 30 minute pick-up window. The bus may arrive at your location anytime within that 30 minute window. Because we strive to run on-time for all customers, we expect you to be boarding the bus within 5 minutes of its arrival within the pickup window.

The Following Notification Process and Suspensions will apply for No Shows

Each passenger no show occurrence will be reviewed at the end of each calendar month for excessive no show policy violations. Warning or suspension letters will be sent to all passengers in violation of the policy. Each letter will identify the dates of each violation from the previous month as well as the dates when the passenger's service will be suspended. If notification must be made in an alternative accessible format, please contact our office (203-735-6824 x103). Warning letters and an appeal form with instructions will be mailed to the customers using the following timelines:

Letter #1

A warning letter is sent when a passenger violated the no show policy for the first time in a calendar year. The mailing will include a copy of the no show policy, with reference to potential suspension if behavior continues.

Letter #2

Sent certified when a passenger violated the no show policy for a second time within the calendar year. The individual will be suspended from service for a period of 7 Days.

Letter #3

Sent certified when a passenger violated the no show policy for a third time within the calendar year. The individual will be suspended from service for a period of 14 Days.

Letter #4

Sent certified when a passenger violated the no show policy for a fourth time within the calendar year. The individual will be suspended from service for a period of 21 Days.

Letter #5

Sent certified when a passenger violated the no show policy for a fifth (and subsequent violations during the calendar year) time within the calendar year. The individual will be suspended from service for a period of 28 Days.

No Show Appeal Process:

Customers have thirty (30) calendar days from the date the letter is mailed to address any no-show they feel was charged in error. Customers must address no-shows in a timely manner. After the thirty (30) days have elapsed without request for an appeal, the no-show(s) in question will become part of the customer's permanent ridership history and cannot be appealed at a later date.