



City of Nevada Public Transportation No Show Policy

No Shows and Cancellations

A cancellation at the door occurs when the vehicle arrives on time and the rider declines their scheduled transportation. Cancellations at the door are considered a no-show.

A late cancellation occurs when a rider decides not to take a scheduled trip and does not call to cancel their trip at least 30 minutes prior to the scheduled time of the pick-up. The rider will be reported as a late cancellation. Late cancellations are considered a no-show.

If a driver arrives before the start of the rider's pick-up window and the rider is not ready to be transported, the rider is not required to board the vehicle. The rider may board if ready and is not opposed to early departure. Should the rider decide not to board for early departure, they will not be charged a no-show.

Trip Cancellation

Trips must be canceled at least 30 minutes prior to your scheduled pick-up time. If a rider must cancel a trip, it is important to contact City of Nevada Public Transportation at (417) 448-5500. Riders absent for return trips without notifying City of Nevada Public Transportation will be considered a no-show.

Suspension From Transportation Service

Riders may have their transportation service suspended for violating the no show policy.

- No Shows: A "no show" is a scheduled trip not canceled according to the Cancellation Policy. If 3 no shows occur within 60 days, the rider is suspended for 30 days.