



City of Las Vegas Meadow City Express

No Show Policy

Meadow City Express mission is to provide origin to destination transit service to passengers while complying with regulations for transit service. To encourage responsible trip scheduling and use, the ADA (Americans with Disabilities Act) allows public transit systems to establish and enforce a No-show policy. The No-Show policies and procedures for Meadow City Express were developed in accordance with Federal Transit Administration (FTA) guidelines.

POLICY

It is the policy of Meadow City Express to record each customer's No-Shows and apply appropriate penalty when customers establish a pattern or practice of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-shows have on the service provided to other passengers.

DEFINITION

A No-Show occurs anytime the rider is not available to board a vehicle within three (3) minutes after the vehicle arrives for a scheduled pick-up. The no-show definition includes rides that were not properly cancelled. Each no-show is documented and the passenger is responsible to pay the no-show fare before riding the Meadow City Express Bus again.

Calculation Method to Determine No-Shows and/or Late Cancellations

The passenger will be notified by phone and the sanctions will be immediately imposed. If the passenger calls and reserves trips, the reservations staff will remind him/her of the outstanding fare that must be paid before he/she can ride the bus again. The outstanding fee is one (1) punch on their card or if they do not have a card, it is the .75 ride fee.

The staff of Meadow City Express will keep records of no shows and payments made, on a daily basis.

