



Northeastern Connecticut Transit District

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nectd.org

No Show Policy

From time to time, it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. Last minute cancellations, or "no-shows," are detrimental to the efficient and effective operations of NECTD transportation system. No-shows waste resources that could be used to provide transportation to other passengers.

What Constitutes a "No-Show"?

If a passenger is unable to make his or her scheduled trip, and does not call the dispatcher to cancel the trip at least 2 hours in advance of the scheduled pick-up time, the trip will be considered a "no-show." Passengers who are not ready by their scheduled pick-up time may also be considered a "no-show" if they are more than five minutes late; the driver will leave after waiting five minutes and contacting the dispatcher.

"No-Show" Consequences

A rider will be suspended from NECTD service for one month if they have 3 or more no-shows in a 30-day period of time.

Appeals Process

A passenger may appeal any of the above four actions if he or she feels a "no-show" occurred because of unexpected circumstances beyond his or her control (e.g. medical or family emergency). Written appeals should be addressed to the Director within five (5) business days of notification of the offense.