



## ***Lewiston Transit System***

P.O. Box 617  
215 D Street-Lewiston, Idaho 83501  
(208) 298-1340

### **Passenger No-Show/Late Cancellation Policy**

(Effective September 21, 2011)

Our transit service has been very successful in providing low-cost, efficient transportation to passengers who meet the requirements of the Federal Americans with Disabilities Act (ADA). Providing service becomes costly when passengers fail to take scheduled rides, and results in denial of service to other passengers.

A **"No-Show"** is when a passenger makes a reservation and then is not ready, or fails to ride, at the scheduled place and time. No-Shows that are beyond the riders' control will not be counted.

A **"Late Cancellation"** is when a passenger calls to cancel a trip less than 2 hours before their scheduled pick up time.

These trips are expensive and it means that someone who wanted a trip at the same time was unable to make a reservation. **We need your cooperation by canceling a reservation that you do not need as early as possible, and not less than 2 hours before your scheduled trip time.**

We have implemented the following policy to reduce the number of No-Shows and Late Cancellations.

**Passengers who exhibit a pattern or practice of missing 15% of their scheduled rides in a 30 days period, will be subject to service suspension.**

***Remember, drivers are required to wait only three minutes after arrival at your scheduled trip time.***

**For more information, call LTS at (208) 298-1340**