



CITY OF AUBURN

Public Works Department – Auburn Transit

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No-Show Policy for Auburn OnDemand Transit Service

The City of Auburn Transit Department has approved the implementation of a No-Show Policy for Auburn OnDemand trips. A no-show is when a rider is not present for a scheduled ride and the driver arrives at the specified pick-up location and waits for the rider(s). If scheduled Auburn OnDemand rides are no longer needed, Auburn Transit encourages riders to properly cancel their rides using the GO South Placer app or by calling the Transit Dispatch line. This needs to be done prior to the driver's arrival at the specified pick-up location. If a rider presents repetitive no-show behavior, penalties will be enforced. The penalties are described below:

The schedule of penalties below run for a calendar year (January 1 – December 31). All penalties are reset on January 1 of each year.

- **1st No-Show** Warning (letter, phone call, other notification)
- **2nd No-Show** 2-day suspension from service and a call to educate the rider on our No-Show Policy
- **3rd No-Show** 7-day suspension
- **4th No-Show** 14-day suspension
- **5 or more No-Shows** 30-day suspension