

Quaboag Connector Passenger No-Show Policy

To ensure that the Quaboag Connector is able to bring our riders the most efficient service possible, we have adopted a Passenger No-Show Policy.

It is the responsibility of the passenger to utilize Quaboag Connector service responsibly. Passengers not using the service responsibly will be subject to suspension from Quaboag Connector service. If the passenger receives a valid no-show at their pick-up location, we will document the trip as a no show; any remaining trips scheduled for that service day will remain. We will attempt to contact the individual to verify if the remaining trips are needed. If we are unable to contact the passenger please be aware that multiple no shows may occur. Following is a list of incidents that would result in a no-show being charged. No-shows that are documented to be beyond the control of the passenger will not be counted against them.

No-Show

A passenger who is not at the scheduled point of pick-up during the 20-minute window in order to board within five minutes of the vehicle arriving.

Cancel at Door

A passenger who cancels at the door or “waves” away the driver who has arrived at the scheduled pick-up time and location. This is considered a no-show as the vehicle arrived at the scheduled pick-up.

No-Show Suspension Policy

Any passenger with no-shows recorded for 25% of their rides or more in a 30-day period is considered in violation of the No-Show policy. Warning or suspension letters will be sent to all passengers in violation of the policy. Each letter will identify the dates of each violation from the previous month as well as the dates when the passenger's service will be suspended. If notification must be made in an alternative accessible format, please contact our office (413-544-3401). Warning letters and an appeal form with instructions will be mailed to the passengers using the following timelines:

Letter #1:

A warning letter is sent when a passenger violated the no-show policy for the first time in a calendar year. The mailing will include a copy of the no-show policy, with reference to potential suspension if behavior continues.

Letter #2:

Sent when a passenger violated the no-show policy for a second time in a calendar year. The individual will be suspended from service for a period of 7 days.

Letter #3:

Sent when a passenger violated the no-show policy for the third time in a calendar year. The individual will be suspended for a period of 21 days.

Passenger Responsibilities

The Quaboag Connector realizes there may be times when a no-show is charged in error. We need your help to ensure these charges do not become part of your permanent ridership history. You can help by following the procedures listed below:

- It is the responsibility of the passenger to cancel all rides not needed within one (1) hour of the scheduled pick-up window by calling Dispatch at 413-544-3401.
- When the passenger is a “No-Show” at their home on the first pick-up of their trip, the return trip will be cancelled. However, if the passenger uses alternative transportation to go on to their appointment, the return trip can be provided if they call 413-544-3401 within one (1) hour of the no-show.

- It is also the responsibility of the rider to inform the Quaboag Connector at 413-544-3401 of address changes, changes in emergency phone numbers or any other information regarding accessibility needs or changes.

By following the above listed guidelines, passengers can maintain a good ridership history. We all share the responsibility to help improve the service.

Passengers can help ensure their trip runs smoothly by being ready and waiting for each scheduled trip for the entire pick-up window.

No-Show Appeal Process

Passengers have ten (10) calendar days from the date their letter is mailed to address any no-show they feel was charged in error. Passengers must address no-shows in a timely manner. After the ten (10) days have elapsed without request for an appeal, the no-show(s) in question will become a part of the passenger's permanent ridership history and cannot be appealed at a later date. Passengers can appeal a suspension by filling out the form mailed with their suspension letter and mailing it back to the Quaboag Connector, or by calling Dispatch and requesting to speak with the Operations Supervisor.