

We look forward to serving you.

For reservation or cancellations please call
Namekagon Transit's Dispatch Office at
(715) 634-6633 option 1 or
(866) 296-9599 option 1

Please remember to make reservations at least
24 hours in advance.

Please call-in any cancellations at least two hours
prior to your scheduled reservation.

Both reservations and cancellations must be
made with an in-person dispatcher. Voice-
mail messages are not accepted for these
arrangements.

Dispatch Office hours:

Monday through Friday 5:30 a.m. to 8:00 p.m.
Saturday and Sunday 5:30a.m. to 9:30p.m.

Main Office Hours:

Monday through Friday 8:00a.m. to 4:30 p.m.



www.NamekagonTransit.com

Namekagon Transit
14760 W County Rd B
Hayward, WI 54843

Namekagon Transit

**Know how
to avoid
being a
“no-show”**

An overview of
Namekagon Transit's
no-show policy



The public bus for all of us.

Namekagon Transit's No-Show Policy

Three no-shows within a 90-day period and a rider will be denied service for 30 days.

A No-Show is when a passenger has made a trip reservation and does not show up for that reservation. No-Show Sanctions are placed upon persons riding the Door Stop Demand Response or when the bus deviates on the Deviated Fixed Route.

No-Show Sanctions are **not** given to passengers riding the Deviated Fixed Routes when buses are not deviated to pick them up.

Trip cancellations

Trip cancellations must be made at least two hours before the reserved pick-up by calling the Dispatch Office at 1-866-295-9599 or 715-634-6633, option 1, Monday-Friday between 5:30 a.m. and 8:00 p.m., and on weekend between 5:30 a.m. and 9:00 p.m. Cancellations must be given to an actual person. Cancellations left on voice-mail will not be accepted.

Any trip not canceled at least two hours prior to the arrival to the pick-up will be considered a No-Show and the passenger will receive a No-Show Sanction. No-Shows are extremely expensive to Namekagon Transit. Passengers will be sent the following sanctions notifications when a No-Show occurs.



No-Show Sanctions

1. The first No-Show Sanction is a warning letter explaining the negative impact it has to Namekagon Transit and provides a copy of the No-Show Policy. If the passenger does not have another No-Show within the next 90 days they will be reinstated to good standing.
2. The second No-Show Sanction within a 90-day period is a warning letter stating that if the passenger has only one more No-Show Sanction within the 90 day period or the rider will be denied door stop service for 30 days. In addition, for a 90-day period any Standing Reservations (ongoing trips on a specified days/locations) will be removed and the individual will now have to call in to make a reservation for each trip. If they do not have another No-Show within the next 90-days they will be reinstated to good standing.
3. The third No-Show Sanction within a 90-day period is a letter stating that the passenger is being denied door stop service for 30 days.

A No-Show Sanction will be given to passengers for the following reasons:

1. If a ride is canceled at the pick-up time (at the door) or not canceled at all.
2. If ride is canceled less than 2 hours before the pick-up time.
3. If the passenger is not ready to depart when the vehicle arrives for pick-up.
4. If the passenger cannot be located at the designated location at the scheduled pick-up time.

Exceptions to the No-Show Policy

If it can be demonstrated that a third party agency was responsible for scheduling/cancellation of the trip and did not notify Namekagon Transit, resulting in the No-Show Sanction, the third party, not the individual, will be warned as described.

Waiver of Sanctions

When sanctions are lifted the passenger is reinstated to good standing. If another No-Show occurs within the next 90 days the rider will be suspended from door stop services for a six-month period.

Things to keep in mind

The main purpose of the No-Show policy is to save fuel and miles which are costly to Namekagon Transit. A few good questions to ask yourself when a No-Show is reported are:

1. Did we go out of our way to get the person? If the answer is yes, it is a No-Show.
2. Did we waste fuel and miles to pick up the person? If the answer is yes it is a No-Show.
3. Did the bus have to deviate from the route? If the answer is yes it is a No-Show.
4. If the rider's reservation is on a regular route and the rider was not there, it is **not** considered a No-Show because the bus did not have to deviate from its normal route.

The public bus for all of us.