



No Show Policy

Updated April 1, 2026

This policy is intended to address the actions by habitual abusers of service scheduling and provide clear protocols for addressing passengers who fail to show for their scheduled trip without properly canceling the trip. This policy is intended to address those repeat offenders, and not the occasional incident that may occur with some passengers.

DEFINITIONS

No-show – Any passenger who is unavailable for pick-up of a scheduled trip that has not notified Knox County Transit to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to service will not be considered a no-show.

NO-SHOW PROCEDURE

The transit operator will wait for passengers for 5 minutes beyond the early arrival pick-up time window. The transit operator will make reasonable attempts to locate the passenger. If the passenger cannot be located within the established 5 minutes, he or she will be considered a no-show.

Upon the completed wait time, the transit operator is to record the arrival time, departure time, and vehicle mileage in the scheduling software.

Scheduled trips are to be cancelled at least one (1) hour prior to the time of the trip request. Any scheduled trip not cancelled within that window will be considered a no-show and will be logged as such. A no-show designation for a trip will be monitored to determine the habitual nature of no-shows associated with a passenger.

Riders who no show will need to schedule a new ride based on system availability. There is no guarantee that a rider who no shows will be picked up directly after the no show occurs.

Exceptions may be made for passengers who other circumstances beyond their control. The passenger will be required to contact Knox County Transit as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible if applicable.

HABITUAL NO-SHOW PROCEDURE

Regular service passengers who have at least 3 no shows and equal to or greater than 15% of the scheduled trips in a thirty (30) day period will be provided a verbal warning or written notice. In order to be subject to a warning or suspension, a passenger must have booked a minimum of three (3) trips or more in a thirty (30) day period. Examples of established pattern: 6 no shows in a month with 40 trips, 3 no shows in a month with 20 trips.

A passenger will be subject to the progressive corrective action plan only if both the minimum number of trips booked and the minimum number of no-shows are reached during a thirty (30) day period. All suspension periods will begin on the upcoming Monday. After a 60 day period of habitual no shows, suspension of riding privileges begins. After riding privileges have been suspended for 7 days, the next 30 days will be evaluated for no shows. If a habit of no shows is repeated, rides will be suspended for a longer period of time. Rides on the limited nighttime or out of county services will be evaluated for those service trip percentages. For example if a passenger has 30 trips a month and 20 are on the night service, 3 no shows of night service trips will be a violation of policy. Out of county trip patterns will be evaluated over an entire rolling year for patterns of no show or cancellations. Three out of county no shows or cancellations at the door in a one year period will result in a violation.

The length of a passenger's suspension will adhere to the progressive corrective action plan described as followed:

- First violation (30 days of habitual no shows) in a rolling 12-month period: Verbal Warning, written notice
- Second violation (continued pattern of habitual no shows) in a rolling 12-month period: Final Warning Letter, suspension of subscription privileges for 30 days.
- Third violation (continued pattern) habitual no shows with no improvement) in a rolling 12-month period: 7 days suspension
- Fourth violation in a rolling 12-month period: 14 days suspension
- Fifth violation in a rolling 12-month period: 21 days suspension
- Sixth and subsequent violations in a rolling 12-month period: 30 days suspension.

All penalties imposed under this policy are first subject to an appeals process (see Suspension Appeals Process). Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning fourteen (14) days from the date of notice. The individual will instructions on the appeals process that details passenger rights in this situation. The written notice of suspension will contain instructions and materials necessary to challenge or appeal the suspension decision.

Knox County Transit will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the date specified in the written notice. Future rides/ subscriptions will need to be rebooked per Knox County Transit availability.

Subscription/Standing Order reservations may be denied upon a second suspension in any consecutive 12-month period. Privileges will be reinstated without guarantee of the original subscription/standing order. Riders must show a pattern of 60 days with no pattern of no shows to reestablish a subscription.