

YCTA No Show Policy

When passengers schedule transportation, they are given a range of time in which they will be picked up. When YCTA drivers arrive at a passenger's pickup location, they will wait 5 minutes for the passenger to present themselves. While waiting, drivers may honk their horn to alert of their presence. If passengers have still not presented after being alerted, the driver will contact the office to ask that they contact the passenger. If no contact can be made, or if the passenger cancels at the door, they are considered a "NO SHOW."

If passengers need to cancel transportation, please be sure to call the Transportation Office. The vans operate on a tight schedule, and it is unfair to both the driver and other passengers, as well as, expensive to make a trip to pick up riders who are then not present. When these cases occur, passengers will be marked as a "NO SHOW," and will personally be charged the fare price of the trip. These charges are based upon the distance in which the passenger lives from the Transportation Office. The fare charges are outlined below:

Zone 1 (inside Burnsville city limits): \$0.70

Zone 2 (outside Burnsville city limits up to 3 miles): \$1.45

Zone 3 (3 miles up to 8 miles): \$2.50

Zone 4 (over 8 miles): \$3.60

"NO SHOW" reports are printed out for all YCTA office personnel after each month listing all uncollected charges. Passengers must pay outstanding "NO SHOW" fees prior to scheduling future trips via YCTA. If outstanding fees are not paid, the passenger will not be able to schedule trips. If a passenger accumulates three "NO SHOWS," no trips can be scheduled with YCTA for 30 days.

If passengers feel that they have been inappropriately marked as a "NO SHOW," they can call the office and speak with the Director regarding their appeal.