



NO-SHOW POLICY

Nashua Transit System is happy to provide service to the disabled and elderly in the Nashua Community. The need for transportation is great and space is at an optimum. Please keep in mind that if you reserve a time slot for a trip it is very important that you call in advance to cancel if the van is no longer needed. Remember, this could open a spot for someone else!

A "no-show" passenger is one who places a request for service, but does not meet his/her ride within 5 minutes of the vehicle's arrival or does not cancel the trip at least two hours before the scheduled pick-up.

If you are a "no-show" three times in a 30-day period, you will be contacted by the Operations Supervisor to discuss resolving any barriers or constraints that may be causing the pattern of no-shows.



