



No-Show Policy

The City of Visalia's Visalia Connect service depends on efficient scheduling to ensure as many passengers can be accommodated as possible. As such, it is important that when a passenger schedules a trip, that trip either be completed OR cancelled in a reasonable amount of time. To ensure service efficiency and optimization, The City of Visalia has implemented a no-show policy for Visalia Connect services.

For the purposes of this policy, a "no-show" is defined as *a passenger who fails to cancel a scheduled trip, even if the trip is no longer needed, or does not appear for their ride.*

Penalties for Excessive No-Show

Passengers who no-show will be charged their regular full priced fare. The City of Visalia reserves the right to cancel or place any customer's account on hold for insufficient funds and no shows.

A handwritten signature in blue ink, reading "Angelina Baker", is written over a horizontal dashed line.

Angelina Baker, Transit Manager