

## **Paratransit No Show Policy**

Persons who have made reservations must call the office one (1) hour prior to the scheduled pick up if they are canceling the ride. The person will be responsible for the cost of the ride if cancellation is not made within this time frame. If an individual believes that they should not be charged for the ride they need to discuss the situation with the transit administrator. If an acceptable resolution cannot be achieved, then the person and the administrator meet with the City of Marshalltown Public Works Director to resolve the issue. The public works director's decision is final.