No Show Policy

Conroe Connection understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. Conroe Connection reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider’s account.

Each no-show or late cancellation counts as one no-show or late cancellation. Riders will be subject to suspension after they meet all of the following conditions:

- Have booked at least thirty (30) trips in that same month; and Accumulate at least six (6) no shows and/or late cancellations in one calendar month; and
- Accumulate at least six (6) no shows and/or late cancellations in one calendar month.

A rider will only be subject to suspension if both the minimum number of trips booked and the minimum number of no shows and/or late cancellations are reached during the same calendar month.

Suspensions begin on Mondays. The first violation in a calendar year triggers a written warning. Subsequent violations result in the following suspensions:

- Second violation: one (1) week suspension;
- Third violation: two (2) week suspension; and
- Fourth violation and subsequent violations: three (3) week suspension.

Trips missed by riders for reasons beyond their control (including, but not limited to, operator error, illness, and failure of caregiver to show up) shall not be counted as a missed trip. Riders wishing to dispute specific no-shows or late cancellations must do so within 30 calendar days of receiving a suspension notice. Riders should contact Conroe Connection at (936) 522-3532, Monday through Friday from 8:00 a.m. to 5:00 p.m., to explain the circumstance, and request the removal of the no-show or late cancellation.