

# AMENDED POLICY

## NO-SHOWS, LATE SHOWS, AND CANCELS AT THE DOOR

One of the worst inconveniences for Call-A-Bus customers is waiting for other customers who never board the vehicle when it arrives to pick them up. Call-A-Bus Drivers are obligated to wait 5 minutes beyond the scheduled pick-up time for a customer to board the vehicle. If no one appears, it will be considered a "No Show". The Driver notifies Call-A-Bus that their customer has not boarded, confirms the time, and leaves the site to pick-up or drop-off the next customer.

Customers that board the vehicle more than 5 minutes beyond their scheduled pickup time are reported as a Late Show/No Show.

If the customer cancels the trip when the vehicle arrives it is called a "Cancel at the Door". Again, the Driver notifies Call-A-Bus that the customer has not boarded the vehicle, confirms the time, and leaves the site for the next customer.

The "No-Show", "Late Show", or "Cancels at the Door" are posted to the customer's file. If a Call-A-Bus customer has a total of "No-Show", "Late-Show", or "Cancels at the Door" which represents at least 30% of their last 20 trips (6 violations), they will be contacted by Call-A-Bus and issued a warning letter. If a Call-A-Bus customer has a total of "No-Show", "Late-Show", or "Cancels at the Door" which represents at least 30% of their last 50 trips (15 violations), they may be suspended up to seven consecutive calendar days. This suspension will be communicated in writing, by mail. You will have 10 days from the postmark date of written notification to appeal. Please refer to Section 17 of the Call-A-Bus Riders Guide for instructions on filing your appeal.

Please be considerate of other Call-A-Bus customers by reserving your trips carefully, confirming your ride times, and canceling unwanted trips in a timely manner. By doing so, you insure that everyone receives excellent service.

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**Please Note:** Only "No-Shows", "Late-Shows" or "Cancels at the Door" that are under the riders control will be counted against the rider. "No-shows", "Late Shows" or "Cancels at the Door" caused by reasons beyond the riders control (e.g., scheduling problems, late pickups and operational problems on the part of the transit provider or a family emergency or sudden turn for the worse in a variable medical condition) or operator error will not be counted against the rider.