

### Access Transit Service No-show Policy

A “No-show” is defined as any customer who is not present at the pick-up time and location, refuses a trip, does not show up after the five-minute waiting period or cancels within fifteen minutes of the scheduled pick-up time.

Customers who register **three** (3) no-shows in a calendar month will receive written warning and a copy of the policy. If there is a repeat of three no-shows or more in any subsequent month, the customer will receive written notice of the dates intended for a suspension from service.

In addition, customers who register more than **twelve** (12) no-shows in a calendar year will receive written warning and a copy of the policy. Should the customer reach **fifteen** (15) no-shows in a calendar year, written notice of the dates intended for suspension from service will be given.

#### **Suspension of service may entail:**

- a) The removal of subscription services for one (1) month
- b) The removal of service for one (1) week
- c) The removal of service for one (1) month

Suspension of service will begin no earlier than thirty (30) days after the receipt of notice from Access Transit to ensure the customer has time to arrange for alternative transportation and/or to consider an appeal. For medical reasons, customers may request to have dates intended for their suspension from services to be served non-consecutively.

Access Transit will review cases of chronic no-shows over a prolonged period for possible further sanction.