

No-Show/Late Cancellation Policy

Amarillo City Transit (ACT) will use the following guidelines concerning No-Shows and Late cancellations:

A no-show occurs when you fail to board the bus within five (5) minutes of the arrival time of the bus.

ACT operators will not wait any longer than five (5) minutes from the arrival time for passengers to board the bus. If the bus arrives within the twenty five (25) minute window the passenger must board within five (5) minutes of arrival.

Passengers who take eight (8) trips or more per month will be subject to the no-show policy. If a passenger has eight (8) or more trips in a month and no-shows twenty five (25) percent of those trips, then no-show penalties will apply. For example, if a passenger books 16 trips in one month and no-shows 4 of those trips without a valid reason, then penalties will apply. No-show penalties are progressive and are as follows:

Step	Percentage of Monthly trips over 8	Warning or Penalty
1	25%	Warning Letter
2	25%	7 day Suspension
3	25%	14 day Suspension
4	25%	30 Day Suspension

Calculation of penalties will be based upon a rolling 12 month period beginning with the first violation. For example, if the first violation occurs in March then penalties will continue until March of the next year.

Passengers or their associates may not ask operators to delay the five (5) minute interval under any circumstances; this is to assure the timely pick-up and transportation of all ACT passengers. ACT will not hold or otherwise detain the bus because a passenger is late for a scheduled pick-up. The dispatcher may provide information to the operator and facilitate communication via phone and radio between the client and the operator. However, it will be at the operator's discretion as to when to depart and declare a trip as a no-show.

Late Cancellations - A trip cancelled from two (2) hours up until the scheduled pickup time will be recorded as a late cancellation and equal to one no show. A trip cancelled two (2) hours or more before the scheduled time will be recorded as an advance cancellation, and will not be penalized. You may cancel your trip at anytime day or night by calling 378-3095 (you may leave a message on our voicemail system before 5:00 am or after 7:00 pm).

If you fail to cancel your ride within two (2) hours prior to your scheduled pick up time during periods of severe weather, such as heavy snow or extreme cold, it will not be considered a no-show. However, you MUST cancel the trip prior to the bus arriving for your pick-up or you will be given a no-show.

No-show or late cancellations that are beyond a passenger's control, such as a doctor appointment taking longer than anticipated, will be excused. Any no-show caused by ACT errors will not count towards total no-shows. (See Appeals Process beginning on page 14).

All trips scheduled after the no-show will not automatically be cancelled. Passengers are required to cancel all trips they do not intend to take.

If a no-show occurs, you will be sent a letter containing the date and time of the no-show. Each no-show must be appealed within ten (10) business days of receipt of the letter.

If a passenger develops a pattern or practice of repeat no-shows, The ACT-Connect™ Operations Supervisor will contact the passenger to make sure they understand how to use ACT-Connect™.

WHAT CAN I DO TO REDUCE MY NO-SHOWS?

Reducing no-shows on ACT-Connect™ requires actions by riders as well as ACT.

- Confirm the beginning and end of the pickup window and the amount of time the vehicle will wait for you when you call to book your trip.
- Call to cancel, as soon as possible, if you won't be taking a trip.
- Be ready and watching for vehicles during the full on-time pickup window.
- When booking you trips, provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance.
- Provide all telephone numbers, including at each destination, and confirm they have been correctly recorded by the dispatcher.
- If you are a subscription rider, call to inform ACT of any changes in your plans, such as a vacation or other absence. Telling a driver is not sufficient.

If you need additional assistance with cancelling your trips, please call ACT dispatch at 806 378 3095.