



Notice of 'No Show-Late Cancellation' Policy Change

The current No Show-Late Cancellation Policy provides that a customer with more than three(3) incidents of no show, late show, or late cancellation in any one month may “buy-back” incidents to avoid a suspension penalty. **Please be advised that in December 2010 the VIA Board of Trustees elected to eliminate the no show-late cancellation “buy-back” option effective April 1, 2011.**

Beginning April 1, 2011, the buy-back option will no longer be available as an alternative to avoid a No Show-Late Cancellation service suspension penalty.

Customers will continue to receive written notice of monthly violations with a detailed report describing each of their incidents of no show, late show, or late cancellation during the prior month. Of course the customer retains the right to appeal any and/or all incidents charged to them during that particular period. After a thorough investigation, if the incidents are found to be due to unavoidable circumstances beyond the customer's control, medical emergency, or VIA error, the incidents will be removed from the customer's record and no penalty will be applied. If, however, the incidents are found to be valid as recorded and charged to the customer's sole responsibility, the incident will remain on the customer's reservation record and the proposed service suspension penalty will be imposed as indicated in the initial written notice.

If you are not already doing so, you may wish to keep an accurate and detailed record of your VIAtrans reservations and trip activity so that you do not accrue violations resulting in an unavoidable service suspension. It is our hope that you are able to maintain your VIAtrans service without interruption or suspension.

Thank you for your cooperation in this matter.

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Jan 2011