

## **VIAtrans CUSTOMER READINESS POLICIES and PROCEDURES**

**Effective January 1, 2010**

### **Cancellations**

**PROCEDURE:** Customers may cancel a trip reservation, without penalty, by notifying VIAtrans by telephone or TDD not less than one hour prior to the scheduled pick-up time. A "late cancellation" will be recorded for any customer who cancels a trip reservation on less than one hour's notice (see Sec.VI). Customers who have round trips and who are not at the pickup location when VIAtrans arrives or who cancel at the door need to call VIAtrans within one hour to keep their return trip. Customers are urged to cancel reservations, when necessary, at the earliest possible time. A separate telephone line or menu option will be available for cancellation notifications, and will be answered either by a VIAtrans employee or by a recording device.

### **Customer Readiness**

**PROCEDURE:** VIAtrans customers are expected to be present at their origin (pick-up) address and ready to board a VIAtrans vehicle when the vehicle arrives. A vehicle arriving at an origin address at or after the previously-agreed pick-up time, will wait for five minutes to allow the scheduled customer to appear at the vehicle for boarding. If a vehicle arrives early, the five minute wait period will begin at the pick-up time as previously agreed to by VIAtrans and the customer. Customers are not required to board a VIAtrans vehicle prior to the agreed pick-up time, but are encouraged to be ready at least fifteen minutes in advance of the agreed pick-up time and to promptly board the vehicle whenever it arrives. Customers may cancel a scheduled trip without penalty if the vehicle arrives more than twenty minutes after the agreed pick-up time.

VIAtrans staff will keep a record of each incident when a customer:

- Cancels a trip reservation less than one hour before the agreed pick-up time (Late Cancellation);
- Informs an arriving van operator that the scheduled trip is not wanted (Cancel at Door);
- is not present for boarding within the five minute wait time (No-Show); and
- is not present for boarding within the five minute wait time but, when contacted by a van operator or a dispatcher, requests additional time to reach and board the van (Late Show.) "Contact by a van operator" includes the visual sighting of a customer who appears to be on his/her way to the van.

Records of these incidents will include the day, time and address of the scheduled pick-up; the time at which VIA received a cancellation notification from the customer if received less than one hour in advance; the actual van arrival time; and the time when a VIAtrans Vehicle Operator contacts his/her Dispatcher to report a customer no-show.

### **Late Cancellation and No-Show Incidents**

**POLICY:** To help maintain on-time performance and meet the greatest number of trip requests, it is important that all customers be ready to begin their trips at or before the scheduled time or, if a trip is not needed, to cancel their trip reservations with sufficient

notice. Any combination of four Late Cancellation, No-Show, Late Show or Cancel at Door incidents by any customer during any calendar month, will constitute a Violation of the Late Cancellation / No-Show Policy. In such cases, the customer will receive written notice that his/her VIAtrans service will be suspended for a period of seven days or longer, as follows:

1. Any customer who incurs a Violation for the first time will be suspended from VIAtrans service for a period of seven (7) days.
2. Any customer who incurs a second violation will be suspended from VIAtrans service for a period of fourteen (14) days.
3. Any customer who incurs a third violation or any subsequent violations will be suspended from VIAtrans service for a period of twenty-one (21) days. Customers who are suspended for a third violation will lose their subscription service, if any.

In addition to a written notice after four or more incidents, customers will receive an oral warning by telephone if and when they incur three incidents during a calendar month.

Suspended service means that VIAtrans will not accept new reservations; will cancel any previously made reservations; and will cancel subscription service trips, if any, during the seven, fourteen or twenty-one day suspension period. In addition, a suspended customer may not travel on VIAtrans as a companion or PCA during his/her suspension. The suspension period will be scheduled sufficiently in advance to allow the customer adequate time to make other transportation arrangements, and/or to appeal the suspension.

In lieu of suspension, a customer may reimburse VIA for the average cost of one or more of the scheduled VIAtrans trips that were Cancelled Late, not taken (No-Show), Cancelled at the Door or that required additional time (Late Show) during the calendar month, such that the remaining (after reimbursement) number of incidents is three or fewer. The reimbursement rate will be \$35.00 for the first incident and \$20.00 for each additional incident. Customers will be informed of this option at the time they are notified of a violation and impending suspension.

Exceptions and Exclusions: VIA will maintain records of the cumulative number of Late Cancellation/No-show Policy violations, if any, incurred by each customer. At the beginning of calendar year 2010, the number of previous violations will be reset to "zero" and each customer will, in effect, be given a "clean slate." In addition, the first violation incurred by a customer during calendar year 2010 and the first violation incurred in each subsequent calendar year will be excused. Further, if a customer with a violation incurs no additional violations for a period of six consecutive months, the next violation, if any, will be considered a first violation and will result in a suspension for only seven days.

Customers can appeal impending suspensions in writing. Letters of appeal need to be sent to VIA's Accessible Services Department at P.O. Box 12489, San Antonio, TX 78212. Letters must include information to establish that the incident was wrongfully recorded or that it occurred for reasons beyond the customer's control.