

## **New Wording regarding when reservations can be made and revised No-Show Policy**

**ADA Paratransit:** Reservations must be made at least one day prior to the day of travel, however, placing your reservation two business days in advance or by 2pm the business day before is greatly appreciated and may provide a pick up closer to the requested time. It is very difficult to fit rides into the schedule for the following day that are called in later than 2pm because the schedule is already done and other riders have begun to call in for their exact pick-up times. Late ride requests may cause you to have a pick-up time that is less than desirable and may cause other riders to be picked up late. Please call earlier in the day if it possible.

### **No-Show Policy**

Under current ADA policy, 3 instances of no-show or non-notification for scheduled trips within a rolling two-month period will result in suspension of ADA ridership rights. Alternatively, a \$45 fine may be paid in lieu of suspension. Repeated violations of this Policy will cause the length of suspensions to be increased. The following suspension periods will apply to violations of this Policy that occur within the same rolling 12-month period:

- 1st suspension: 1-month period
- 2nd suspension: 2-month period
- 3rd suspension: 4-month period
- 4th suspension: 6-month period