

**Agency Name**  
**Transit Policies and Procedures**

<b>Subject</b>	Trip Cancellation
<b>Section</b>	Customer Service
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

**Purpose**

Establish requirements for trip cancellations.

**Procedure**

Publish written instructions for passengers to follow when cancelling trips. Trips must be cancelled no less than one hour prior to the scheduled pick up time. If a cancellation is made less than one hour prior to the scheduled pick up time, the trip will be considered a no-show. Five cancellations within a thirty-day period may result in the suspension of riding privileges for thirty days. The Transit Director shall send the passenger a written notice when transportation services are suspended. The written notice will include a copy of the appeals process.

The No-Show Policy outlines the consequences of late cancellations.

**Responsibilities**

The Dispatcher is responsible for documenting cancellations. The Transit Director is responsible for sending written notices when applicable and may grant exceptions under extenuating circumstances.