

COUNTY RIDE POINT SYSTEM FOR CANCELLATIONS

Customers who disrupt the scheduling process will be assessed points towards suspension in the following manner:

- **SAME DAY NOTICE** – Cancelling your ride between two (2) hours and one (1) hour before the trip. **1 POINT**
- **LATE NOTICE** – Cancelling your ride between sixty (60) minutes and thirty (30) minutes before your scheduled trip. **3 POINTS**
- **NO-SHOW/CANCEL AT DOOR** – Cancelling your ride less than thirty (30) minutes before your scheduled trip (includes telling the operator at your door that you will not be taking your trip) OR not being present within the Ready Window after the operator has waited five (5) minutes (includes showing up to take the ride after the operator’s wait time but before the operator has pulled away). **5 POINTS**

Points toward suspension mean that you could lose access to all transit services for a period of time. We do not like to enforce this kind of policy, but we cannot tolerate the disruption and inconvenience such behavior inflicts on all our other customers. As you can see in the chart below, a customer would have to repeatedly display the lack of regard for other people’s time before having a suspension imposed.

SUSPENSION POLICY BASED ON POINT ACCUMULATION

| CHART POINTS ASSESSED | WITHIN | PERIOD OF SUSPENSION |
|-----------------------|----------|----------------------|
| 12 | 30 DAYS | 1 WEEK |
| 24 | 60 DAYS | 2 WEEKS |
| 36 | 90 DAYS | 6 WEEKS |
| 48 | 120 DAYS | 10 WEEKS |