



Update on Service Policy Changes

Accessible Transit Advisory Committee
October 25, 2022





PROPOSED SERVICE POLICY CHANGES

- Not Ready Return
- Maximum Number of Riders
- Proof of Identification at Boarding



NO SHOW/LATE CANCELLATION POLICY UPDATE

- Policy reinstated on July 1, 2022
- Statistics: July 2022 – September 2022
 - Warning Letters: 306
 - Suspension Pending Letters: 98
 - Suspensions: 45
- Process Improvements and Policy Enhancements
 - Confirmation communication when a NS/LC is excused
 - Loss of Subscription Service upon Suspension