

TO ALL COUNTY EXPRESS DIAL-A-RIDE AND PARATRANSIT CUSTOMERS:

In fiscal year 2006/2007, County Express had almost 9,900 no-show or late cancellations for Dial-A-Ride and Paratransit Services, causing County Express to lose valuable time and resources. **Beginning January 1, 2008, County Express will begin to enforce a strict No-Show Policy for all Dial-A-Ride and Paratransit customers.**

The No Show Policy is as follows:

- All cancellations for Dial-A-Ride and Paratransit services require at least 1 hour advance notice.
- Customer must be at the designated pickup location within 5 minutes of his/her scheduled pickup time.

Whenever possible, a County Express dispatcher will call the customer when the bus arrives and he/she cannot be seen by the driver.

Customers who violate the No-Show Policy more than 3 times within 30 days are subject to a temporary suspension of their privileges. Violators will be given:

1. An initial notice with the date of the first no-show that informs the customer that subsequent no-show will result in a \$5.00 cost of operation and service charge.
2. A second notice with the date of the second no-show, charges the customer \$5.00 and informs the customer that the next no show will result in suspension of service for 30 days.
3. A final notice informs the client that their service has been suspended for 30 days.

If violators of the No-Show policy are unable to pay for the service charge or wish to appeal, they must inform the Local Transportation Authority by phone at (831) 637-7665 or in writing at:

Local Transportation Authority
Attn: No Show Policy
330 Tres Pinos Road, Suite C7
Hollister, CA 95023

For more information, please contact County Express at (831) 636-4161 or visit the website at www.SanBenitoCountyExpress.org.