

Scheduled Ride Procedures

Scheduled pick-up times are when a passenger should expect to depart from their scheduled pick-up location. Please be at the pickup location 2-3 minutes before your listed departure time. The driver will wait at the scheduled pick-up location for no more than **five (5) minutes** before moving on to the next scheduled passenger.

Passenger no-shows and tardiness for scheduled rides negatively affect the scheduling efficiency of the Transportation Program and the needs of other passengers. After **three (3)** consecutive no-shows and/or tardies, the passenger will receive a courtesy email asking if they wish to continue services. If no reply is received within 48 hours, the passenger will be removed from the schedule and must reapply. It is imperative that passengers follow through with rides they have scheduled or cancel a ride at least thirty minutes in advance. Consequences for regular or repeated actions that interfere with the effectiveness of the AAS Transportation Program are listed below. Violations beyond what are listed may result in dismissal from the Transportation Services program.

1st Violation: The Transportation Coordinator will contact the passenger for a discussion.

2nd Violation: Letter of warning.

3rd Violation: Scheduled meeting with the Director of Access & Accommodation Services.

Excused No-Shows or Cancellations

1. Illness (frequent use of this reason may require documentation).
2. A family emergency, such as illness or death of a family member.
3. A mobility aid fails and prevents the client from accessing transportation as planned.
4. Inclement weather.
5. Staffing error.
6. Other occurrences verified by the Transportation Coordinator or designated staff.

Unexcused No Shows or Cancellations

1. The student did not know they had a ride scheduled or that they had to call or cancel.
2. The student doesn't want to ride with a specific driver/client or on a specific vehicle.
3. The student failed to board within the five-minute window after the scheduled pick-up time.
4. The student failed to cancel their ride within thirty minutes of the scheduled trip, **UNLESS** canceling a ride that is scheduled between the hours of 7 AM - 8 AM. In this case, email messages left before 7 AM that day will be honored as advanced notice.
5. Other occurrences verified by the Transportation Coordinator or designated staff.

Revision #1

Created 2025-10-07 20:46:09 UTC by Victoria Shann

Updated 2025-10-07 20:53:10 UTC by Victoria Shann