

	ADMINISTRATIVE POLICIES AND PROCEDURES		SUBJECT: Micro – Transit Wait Times
	NUMBER:	REVISIONS:	EFFECTIVE DATE: June 2024
	SUPERSEDES: CATS	APPROVED BY: Greg Powell, Director of Transportation Amanda Evans, Operations and Mobility Coordinator	

Purpose: To ensure timely stops for all passengers.

Policy Statement: All passengers will need to meet in a timely manner at all pickup locations.

Guidelines:

- The CATS office or CATS App will give you a timeline for when to expect the bus.
 - **Example: If you are given an estimation time of 9:00 AM – 9:30 AM. You will need to be at the stop by 9:00 AM.**
- The passenger will need to be at the pickup location on time.
- The bus will wait 2 minutes from when the bus arrives at the pick-up location.
- If passengers are not at the location after 2 minutes, they will be marked a no-show.
- Passengers will have to rebook any missed trips and may have to wait up to an hour for pick-up.
- **You will be allowed only 2 rebooks a day. If you no-show both rebook trips, you will not be allowed to book any more trips for that day.**
- Multiple No-Shows can lead to a suspension of rides for 30 days.

Consequences: Multiple no-shows could lead to suspension from the bus up to 30 days.

Management Responsibilities: