

Votran Gold Cancellation and No-Show Policy

NO-SHOW

No-Show—Occurs when a person has reserved a trip and then does not take the trip when the vehicle arrives. A no-show is also applied to a person who cancels their trip within one hour of the scheduled pick up time.

SAME DAY CANCELLATION

Same Day Cancellation—Occurs when a person has reserved a trip and then cancels the trip on the same day it was scheduled but more than one hour prior to the pick-up time.

ADVANCE CANCEL

Advance Cancel—Occurs when a person has reserved a trip and then cancels the trip at least one day prior to the reservation date.

Individuals, their guardian(s), or agency sponsor(s) must cancel trips as soon as they become aware the trip will not be made. **Persons who call less than one hour prior to their scheduled pick-up time to cancel a trip will be informed that they will be counted with a no-show.** If an individual has a pick-up / return trip scheduled and is a no-show on the first trip; the return trip will not be canceled unless the individual calls Votran to cancel the return trip.

If the return trip is not canceled by the individual and is a no-show it will be counted as two no-shows for the same day on the individual's record. Persons who are unavailable to make the trip when the driver arrives to pick them up will also be marked as a no-show. Individuals on subscription service (two (2) trips or more per week to the same location) must notify the Votran office if they are not to be picked up for a previously scheduled trip.

Trips that are canceled on the same day that the trip is scheduled, but more than one hour prior to the scheduled pick-up time are classified as same day cancellations. Customer with over 10% of their trips as same day cancellations in one month will be monitored. Warnings and suspensions will be issued if necessary.

For individuals who call in a day or more ahead to cancel a trip, the trip will be made inactive and will be classified as an advance cancellation. Advance cancellations do not count as an offense.

Customers with more than 10 one-way trips per month are permitted to have up to 10% of their one-way trips as no shows or same day cancellations within one (1) month. Customers with no-shows above this level will be added to a watch list and monitored for repeated offenses.

Customers identified with a pattern of continued system abuse will be subject to progressive action as follows:

1. The first offense will result in a warning letter with tips on preventing no-shows or same day cancellations.
2. The second offense will result in a suspension of subscription or regular service for one (1) week. Votran staff will send a letter notifying the client when their service will be suspended.
3. If the person is reinstated to the program and they continue a pattern of abuse within a 90-day period, the second suspension will be for two (2) weeks.

4. If the customer is again reinstated and has a fourth offense within a 120 - day period, their service will be suspended for thirty (30) days.
5. Upon the fifth occurrence within a six-month period, the individual's service will be suspended for 90 days and a new application will be required.

If the individual responds to any no-show notification and provides acceptable, verifiable evidence that the no-show was due to an unforeseen, unavoidable circumstance or an error in scheduling, the missed trip will not be counted as a no-show or same day cancellation.

**VOTRAN CLIENTS ARE ULTIMATELY RESPONSIBLE
FOR CANCELLING THEIR OWN TRIPS.**

VO-CALL

Votran Gold has an electronic telephone messaging system called Vo-Call for your convenience. Vo-Call is an automated system with no waiting or hold time. Call to check your upcoming trips whenever it is convenient for you. Vo-Call gives you the ability to review an individual trip or all of your scheduled trips.

- Vo-Call gives you the ability to cancel a trip (unless, you try to cancel within 1 hour of your scheduled trip; in this case, you must call Votran at (386) 322-5100 to speak with a call center agent).
- Vo-Call gives you a reminder notification call the night before your trip is scheduled if you scheduled the trip more than a day in advance. On this call you can confirm your upcoming trip or cancel the trip if you choose. You will not receive a reminder call for recurring subscription trips.
- Vo-Call gives you a same day reminder call 10 minutes before your vehicle arrives.

The Vo-Call number is (386) 961-4799.

You will be asked for your Client I.D., which was sent to you with your approval letter, and your Password which we have set to your 4-digit year of birth.