



Allied Coordinated Transportation Services, Inc. (ACTS)
Transportation & Fleet Maintenance Facility
701 North Mercer Street
New Castle, PA 16101
724.652.5588
www.lccap.org/ACTS

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Trip Cancellation and No-Show Policy

Trip Cancellations:

Passengers are required to contact the ACTS Office at (724) 652-5588 at least two (2) hours prior to their scheduled pickup time if they would like to cancel their trip. Cancellations called into our office which are outside of our office hours can be left on our voicemail system by calling (724) 652-5588, selecting Option #2, and following the voicemail instructions.

Failure to call to cancel your scheduled trips as outlined above may result in a “no-show”.

No-Shows:

A “no-show” occurs when a passenger does not take their scheduled trip and fails to cancel with ACTS at least two (2) hours prior to their scheduled pickup time. There are several instances in which no-shows occur:

- The bus arrives to the pickup location, within the scheduled pick-up window, but the passenger cannot be reached. The driver is required to wait five (5) minutes to allow time for the passenger to acknowledge the driver’s arrival and to navigate to the bus. If the passenger cannot be reached or, when reached, states that they no longer need the scheduled trip, the trip is marked as a no-show and the bus departs.
- The passenger calls into the ACTS Office to cancel their scheduled trip, however the pickup time is less than two (2) hours from the time that the cancellation was received. Although the cancellation was received in advance of the pickup time, the driver was already scheduled to transport the passenger.

No-shows are detrimental to our operations and negatively impact our other passengers so ACTS must monitor for passengers who show a pattern and practice of not cancelling their scheduled trips.

No-Show Sanction Policy:

ACTS will not suspend service to a passenger who fails to take their scheduled trip due to an error or lateness by ACTS. On the other hand, a passenger who has repeated no-shows which shows a pattern or practice of not taking scheduled trips and involves intentional, repeated, or regular actions of failing to cancel their scheduled trips will result in a temporary suspension of transportation services.

To ensure that suspending our passengers’ transportation services is our last resort, ACTS does the following:

- The first and second no-shows will result in ACTS mailing a postcard to the passenger’s home reminding them of our cancellation policy. ACTS will suggest that the passenger utilize our Automatic Passenger Reminder Calls to allow them the opportunity to automatically cancel their scheduled trips the evening prior to their trip. The system also will remind them of their pickup times for the following day to ensure they are ready when the driver arrives.
- The third no-show within a thirty (30) day period may result in a five (5) day suspension of transportation services.
- The fourth and any subsequent no-shows within a thirty (30) day period may result in ten (10) day suspensions of transportation services.

ACTS reserves the right to require any passenger who shows a pattern and practice of having repeated no-shows to forfeit their ability to have subscription trips and will be required to call in to reserve each trip until their pattern or practice of excessive no-shows has been resolved.