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DPW Implements \$4 Fee for VITRAN Paratransit No-Shows and Late Cancellations

Customers must cancel scheduled trips at least one hour prior to pick-up to avoid the fee, aimed at reducing service disruptions and unnecessary costs

Community Center / **Published On December 05, 2024 06:39 AM /**

Staff Consortium **December 05, 2024**

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The V.I. Department of Public Works has announced that a new fee will be assessed for customers who do not show up for their scheduled trip, or who cancel less than an hour before the designated pick-up time.

“No-Shows and Late Cancellations result in wasted trips which adversely impacts the effectiveness of service and add to the cost of providing ADA paratransit service,” a press statement from DPW said.

As permitted by the Americans with Disabilities Act, the DPW says that late/forgotten cancellations, trips declined at the door, or complete no-shows will be charged a fee of \$4.00, which the customer will be required to pay before being allowed to ride again.

The department said that the date, time and location for each failed trip will be recorded and receipts issued to customers for no-shows/late cancellations.

To avoid the fee, customers are required to cancel scheduled trips at least one hour before the designated pick-up times.

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