



Board Policy No. 471

Cancellation of Scheduled Service Policy

ADOPTED: 2/14/1990

RECENT AMENDMENT: 12/13/2017

SEE ALSO: N/A

SUBJECT CATEGORY: SECTION 400, OPERATIONS

SUBSECTION: TRANSIT SERVICES

CONTROL DEPARTMENT: OPERATIONS

I. PURPOSE

In order to provide the highest level of service to the public, this policy of AC Transit is designed to not cancel scheduled service. In the event of unavoidable cancellations, AC Transit will take priority actions to serve the public with the least impact/inconvenience.

II. PERSONS AFFECTED

Anyone operating or riding AC Transit's service.

III. DEFINITIONS

"Cancellation of Scheduled Service" refers to transportation regular service that does not operate due to operations inefficiencies in equipment, staff or events not within the agency's control.

IV. POLICY

A. Cancellation of Scheduled Service:

1. The order of service coverage: (1) Supplemental Service; (2) Transbay; (3) Local Service
2. Supplemental and Transbay bus service shall not be cancelled.
3. First or last trips of each run shall not be cancelled.
4. Service that runs hourly or longer shall not be cancelled.
5. Coverage actions: When practical, utilize day-off Operators for cancelled service and break full runs into frags pieces for coverage; request Operators work extra trips, request Operators to work run exchanges, road supervisors utilize pulls to cover missed trips, and reassigning available Operators from other operating divisions to be utilized in avoiding cancellations.
6. Non accessible lines shall be cancelled before accessible lines to the maximum extent possible.
7. If local cancellation service is unavoidable, a line with multiple blocks and frequency shall be chosen first to minimize impact to the customer.

8. Two or more trips of the same line shall not be cancelled.
9. Passengers shall be informed as soon as possible of late or cancelled service.

V. AUTHORITY

A. General Manager's Authority

The General Manager or his/her designee has the authority to execute this service delivery to the agency's customers.