

# V-LINE ROUTE DEVIATION CANCELLATION POLICY



Approved By Board of Public Works and Safety on:

**June 13, 2014**

Amended By Board of Public Works and Safety on:

Alternate formats available upon request to: Transit Manager, 166 Lincolnway,  
Valparaiso, IN 46383. 219.462.1161

---

I. Purpose

The scheduling of route deviations is a service available to all registered customers of the V-Line. The route deviation service permits registered V-Line customers to call and schedule an appointment to be picked up at a selected destination within three quarters (3/4) of a mile of an established V-Line route. Recently, late cancellations and “no shows” for scheduled appointments for scheduled route deviations have interfered with the on-time performance and prevented others from obtaining route deviations. In order to eliminate these late cancellations and “no shows” the V-Line is desirous of adoption of a formal cancellation policy.

II. Policy

Customers of the V-Line may schedule route deviations up to one (1) week in advance for route deviations. All route deviations must be scheduled at least twenty-four (24) hours in advance of the route deviation. Deviations are scheduled on a first-call, first-serve basis as each deviated route schedule permits. Any customer seeking to cancel a previously scheduled route deviation must do so at least two (2) hours before the route deviation.

III. Penalty

Customers failing to cancel a previously scheduled route deviation at least two (2) hours in advance of the route deviation will be charged with a late cancellation. Customers charged with late cancellations are subject to the following penalties:

1. First cancellation – warning letter
2. Two (2) cancellations within a seven (7) day period – One (1) week suspension
3. Four (4) cancellations within a fourteen (14) day period – Two (2) week suspension.
4. More than six (6) cancellations in a thirty (30) day period – One (1) month suspension.

Customers failing to appear for a previously scheduled route deviation will be charged with a “now show.” Customers charged with “no shows” are subject to the following penalties:

1. First “no show” – warning letter
2. Three (3) “no shows” in any thirty (30) day period – One (1) week suspension
3. Six (6) “no shows” in any ninety (90) day period – One (1) month suspension
4. More than six (6) “no shows”: Six (6) month suspension

Cancellations and “no shows” that occur because of an emergency situation beyond the customer’s control may be excused provided the customer provides an explanation with a phone call and with documentation when requested.

IV. Appeals

Any customer wishing to appeal a suspension or other penalty for failing to timely cancel a previously scheduled route deviation or for failing to appear for a previously scheduled route deviation may file an appeal with the Transit Manager of the V-Line located at 166 Lincolnway, Valparaiso, IN 46383. All appeals must be in writing and filed within seven (7) days of receipt of a notice of suspension or other penalty. The Transit Manager will respond to all appeals in writing within seven (7) days of receipt. If a customer chooses not to appeal, the suspension will become effective ten (10) days after the postmark of the official notification.