SUBJECT: "NO STRAND" POLICY FOR ADA COMPLIMENTARY PARATRANSIT SERVICE

PURPOSE: To provide guidance to all personnel on the Loudoun County ADA Complementary Paratransit Service No Strand Policy and proper procedures for handling return trips for riders.

POLICY PROCEDURES:

Loudoun County Transit is committed to the safety and security of its customers. If we provide transportation for a customer to a given location, we will make every attempt to provide the return trip, even if the customer fails to appear for boarding within the scheduled pickup window. Return service will be provided as soon as possible but may be delayed depending upon prevailing traffic conditions and scheduling considerations.

If a customer is a no-show for a trip originating from their home, no vehicle will be sent back to the home to perform the trip. The exceptions to this policy include but are not limited to the following:

- The customer booked a one way trip to a location and did not schedule a return trip.
- The customer requests to disembark from the vehicle before reaching his/her destination.
- The customer refuses to follow applicable Rules of Conduct in the Loudoun County Transit ADA Paratransit Rider Guide required for transport.
- At times when transportation is not possible due to weather conditions.
- Acts of terrorism, civil disturbances, work stoppage or any other natural disaster outside of Loudoun County Transit control that may cause the suspension of service.