

	ADMINISTRATIVE POLICIES AND PROCEDURES		SUBJECT: Payment Due
	NUMBER: 28	REVISIONS: 3	EFFECTIVE DATE: October 2021
	SUPERSEDES: CATS	APPROVED BY: Amanda Evans, Mobility Coordinator Greg Powell, Director of Transportation	

Purpose: To ensure that other passengers are not forced to bear the cost of passengers who do not pay

Policy Statement: CATS passengers should be prepared to pay at the time service is given.

Guidelines:

1. Drivers are required to collect money before you take the client anywhere. The driver can accept payment for a round trip upfront. Driver must radio dispatch of round trip payment.
2. If a passenger does not have the money, the driver is required to notify CATS management, before transporting.
3. CATS accept Cash and Checks on the bus, Credit or Debit card over the phone and/or in person.
4. Drivers do not carry change.
5. Passengers should have the correct change.
6. Advanced payments are only taken for 2 weeks at a time.
7. Credits will not be given for advanced payments unless you missed 3 or more consecutive days, then the request should be submitted by email or phone. All credits for missed rides will be reviewed by management and notice will be given in 48HRS.
8. We request any payments made by check must include dates of rides in the memo area.
9. CATS does not provide refunds for advanced payments.
10. When making advanced payments for trips, it's important to keep up with your paid trips. If you fail to call and make payments within 3 days of the last paid trip, your trips will be canceled until payment has been made.

Consequences:

Failure of riders not to comply with the terms of this policy will result in a cancellation of subscription trips. Failure of an employee not to comply with the terms of this policy may result in further disciplinary actions, up to and including dismissal. (All discipline is on a nine-month probationary period).

Management Responsibilities:

CATS management responsibilities are enforcing this policy, ensure drivers comply and collect payment at the time of service and riders are aware of the policy.