

## **Deviated Fixed Route Service Policy – Effective 2010**

Fixed Route Deviation Service is available on “The Bus” Perryville Connection, Monday through Friday and the Glasgow Connection, Monday through Friday and on Saturday (with prearranged scheduling). Monday through Friday hours begin with the 8:30 a.m. hourly routes and end with the 4:00 p.m. routes. Customers must schedule route deviation during these times. Saturday Glasgow hours are 9:00 a.m. to 2:15 p.m. – Saturday deviation requests must be made Monday through Friday between 8:00 a.m. and 4:00 p.m. Fixed Route Deviation Service is dependent upon accessibility, safety, and approval by the Cecil Transit office staff.

**In order to qualify for Fixed Route Deviation Service, customers must meet the following criteria:**

- 1. The Customer must be qualified for Fixed Route Deviation Service by contacting the Cecil Transit Certifying Agent to participate in a review process and obtain a Cecil Transit Mobility Pass. Free transportation will be arranged by Cecil Transit for the review appointment.**
- 2. The qualified customer may request pickup/drop off within three-quarters (3/4) mile of a Perryville or Glasgow Connection bus stop. Customer must display a Cecil Transit Mobility Pass upon boarding.**
- 3. A total fare of \$4.00 will apply for each deviation.**
- 4. The qualified customer must be unable to access a fixed route bus stop due to:**
  - A disability that prevents the customer from accessing a fixed route bus stop;**
  - Environmental challenges that prevent the customer from accessing a fixed route bus stop.**
- 5. Fixed Route Deviation Service is limited to one (1) deviation on each hourly route during the aforementioned days and times of service. This is determined on a first come, first serve basis.**
- 6. Qualified customers may request Fixed Route Deviation Service by contacting the Cecil Transit office, 410-996-5295 (#2) 60 minutes prior to the time indicated on “The Bus” route bus schedules within three-quarters (3/4) mile of their location. Customers are to schedule their return trip at the same time the original trip is requested and may be asked to call in to confirm pick up.**

**All cancellations must be received by the Cecil Transit Office, 410-996-5295, (#2), no later than thirty (30) minutes prior to the time indicated on “The Bus” schedule. If the cancellation is not received by this time, the customer is considered a ‘No Show’ which may result in suspended Fixed Route Deviation Services. Excessive cancellations may also result in a suspension of Fixed Route Deviation Services.**

The consequences for ‘No Shows’ are as follow:

- 1<sup>st</sup> Incident – Letter sent to the customer with a copy of Cecil Transit’s Cancellation/No Show Policy.**  
If after the 1<sup>st</sup> Incident, there are no additional incidents for ninety (90) days, the customer’s record is “wiped clean.”
- 2<sup>nd</sup> Incident – Second ‘No Show’ incident**
- 3<sup>rd</sup> Incident – Letter sent to the customer with notice of suspension of transportation services.**  
Customers may request that the incidents/suspensions be reviewed by submitting a written request within ten (10) calendar days from the date of the warning/suspension letter to: Cecil Transit, 200 Chesapeake Blvd., Elkton, MD. 21921.