



April 17, 2009

Dear MetroAccess Customer:

MetroAccess recently revised its No-Show/Late Cancellation Policy as part of our ongoing commitment to increased efficiency and customer satisfaction. In accordance with the new policy, service will be suspended for customers who book trips and then repeatedly fail to board the vehicle, and/or cancel trips less than two hours before the pick-up window. Your adherence to the policy benefits all customers since no-shows and late cancellations prevent other customers from receiving timely service.

Please review the definitions below of a “no-show” and “late cancellation,” along with the details of the new policy. Metro will begin enforcement of this policy on May 1, 2009. Please note that as of May 1, 2009, ALL no-shows/late cancels on your record will be cleared, and your record will start new.

Definitions

- A “No-Show” occurs when a customer does not board the vehicle within five minutes of the vehicle’s arrival within the 30-minute pick-up window. Each No-Show is counted as one (1) penalty point.
- A “Late Cancellation” occurs when a customer cancels a trip less than two hours before the start of the 30-minute pick-up window. Each Late Cancel is counted as one-half ($\frac{1}{2}$) a penalty point.

No-Show/Late Cancellation Policy Effective May 1, 2009

In any calendar month, any customer who has booked ten (10) trips or more and has “no-showed” or “late cancelled” at least 10% of these trips will receive a suspension notice.* Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three (3) or more penalty points to receive a suspension.

A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month.

All suspension periods will begin on a Monday. The length of a customer’s suspension will adhere to the following schedule:

<u>Violation</u>	<u>Length of suspension</u>
First violation in the calendar year	Warning letter
Second violation	7 days (1 week)
Third violation	14 days (2 weeks)
Fourth violation	21 days (3 weeks)
Fifth and subsequent violations	28 days (4 weeks)

*A trip cancelled in accordance with our policy, (i.e., more than two hours before the start of the pick-up window), will not be counted in the total number of trips booked, nor will it receive penalty points.

MetroAccess will retain records on customer compliance with this policy for the current calendar year. A warning letter and copy of this policy will be issued upon the first violation of the year. Further violation of this policy will result in suspension, per the above schedule.

If you no-show or late cancel because of circumstances beyond your control, please call the MetroAccess No-Show Team at 301-562-5360 (option 5) to explain the circumstance, and request the removal of the no-show or late cancel. The hours of the No-Show Team are Monday through Friday from 7am to 6pm. Voicemails may be left for the No-Show Team 24 hours a day, 7 days a week.

No-shows or late cancels must be disputed within two (2) business days after the end of the calendar month in which they occur. Prior to sending a suspension letter, MetroAccess will review all no-shows and late cancels to ensure that the process was followed properly and an accurate count is represented. Any no-show or late cancel that is found to be in error will be removed from the customer's account.

If you dispute a suspension under this policy, you have the right to file an appeal. Appeal Requests must be filed in writing, per the instructions within the appeal packet. If you miss the Appeal Request deadline, your MetroAccess service will be suspended on the date listed on your MetroAccess Service Suspension Notice. A copy of the appeal process will be sent to you with your suspension letter.

We appreciate your cooperation and look forward to serving you well throughout 2009.

Sincerely,



Selene Faer Dalton-Kumins
Director of MetroAccess Service