Fixed Route Missed Customer Policy

Last Run of the Night: If a bus is the last bus on that route that day, and a customer calls within two (2) minutes of a bus passing them by at a stop, then dispatch will either send the bus back for the customer, or will send another vehicle to complete their trip. If the customer calls more than two (2) minutes after the bus passed them by at the stop, the request will be treated like such a request on all other runs.

All Other Runs: In all other circumstances COAST fixed route buses will never return for any customer who calls saying the bus passed them by. COAST staff will later review the on-board video. If the report was found to be valid, and the bus did pass a customer who was visible and waiting at a stop without us stopping to pick them up, then COAST will send that customer four (4) free single-ride tickets, provided the customer provides us with sufficient information to have them delivered.