

TEXOMA AREA PARATRANSIT SYSTEM

3400 Texoma Parkway, Sherman, TX 75090



September 19, 2016

Dear TAPS Customer,

On average, TAPS provides only eighty percent of the trips that are scheduled by customers. The trips that are not taken are the result of the trip being cancelled or the customer not coming out when the vehicle arrives. This means the seat reserved for that customer on that day and time goes unused.

TAPS has a limited number of drivers and vehicles to meet the needs of our customers. We regularly deny request for trips because all available seats are reserved. In order to serve more customers, we ask that every effort be made to limit same day cancellations and no shows. This will help TAPS serve as many customers as possible and meet the transportation needs of many that have no other transportation options. If a trip needs to be cancelled, please do so as early as possible by calling (844) 603-6048 between the hours of 7 am and 3 pm, Monday through Friday. With enough advance we should be able to accommodate customers that have been denied service by giving them the seat that had been reserved.

We will continue to monitor this issue and will likely prepare policies and procedures to address this problem moving forward. At this time, we simply want to raise awareness to this issue and ask our customers to be mindful of “late cancellation” and “no shows” and understand the effect it has on TAPS being able to provide as many trips as possible.

Thank you,

Karen Kemp,
TAPS Operations Manager

