

Pick-up Window

The ACTS schedules pickups within a 30-minute pickup window to allow for traffic and other delays. That means, we give you a 30-minute period during which your driver should arrive. For example, if you ask to be picked up at 8:00 AM, your ride may arrive between 7:45 and 8:15 AM.

Be ready to leave as early as the start time of the pick-up window. For example, if your pick-up window is from 7:45 to 8:15 AM, you must be ready at 7:45 AM. If your driver arrives early, he or she is only required to wait 5 minutes into the pick-up window. For example, if your pick-up window is from 7:45 to 8:15 AM and the driver arrives at 7:45 or earlier, you must be in the vehicle by 7:50 AM.

You are not required to board the vehicle until the pick-up window begins, but you may board the vehicle early if you wish.