

## City of Midland Dial-A-Ride New Policies Effective January 1, 2015

*(Revised July 2016 to include Sunday Service Information)*

### 1. Cancellation of standing order rides:

- Riders must use standing order rides 75% of the time or the standing order ride will be cancelled.

### 2. No show charges for family member when riding together:

- When two or more family members have rides scheduled together to the same destination and they no show the ride DART will charge a no show fee to each family member.

### 3. No Show Policy - When a passenger no-shows a ride it is costly for the Dial-A-Ride system and limits bus availability for other passengers.

- When a customer requests transportation and then fails to show for the pick-up or cancels the ride with less than 60 minutes notice it is called a no-show. A no show fee is equal to the appropriate one-way fare for the passenger.
- Evening rides scheduled after 5:00 pm (Monday – Friday) must be cancelled by 5:00 pm or the rider is charged a no show fee equal to the appropriate one-way fare.
- Saturday rides must be cancelled by 1 pm or the rider is charged a no show fee equal to the appropriate one-way fare.
- Sunday rides must be cancelled prior to 8:00am Sunday morning by calling (989) 837-6999.
- DART will automatically cancel the return ride if a passenger no shows the ride going (unless the passenger calls back and asks to have their return ride reinstated). As a result, passengers are only assessed the no show fee for their ride going as their return ride is automatically cancelled.
- Passengers are required to pay a no show fee with their next ride.

### Excessive No Show Policy

**Step 1:** If a customer accumulates three no-shows in a 30 day period, DART service will be suspended until the rider pays:

- The full cost of the third no-show ride, which is currently \$16.00
- The no show fee can be paid with cash, check, charge card or with tickets. 22 pink tickets or 8 yellow tickets would be needed to pay the \$16.00 fee.

**Step 2:** If during the next 12 months the rider accumulates three additional no shows in a second 30-day period:

- Dial-A-Ride service will be suspended for 30 days
- The rider will be required to pay the full cost of the third no show ride which is currently \$16.00
- After completing the 30-day suspension the rider will be able to continue using DART services but they will only be eligible to schedule rides one day prior to the date they need the transportation service

**Step 3:** If during the same 12 month period the rider accumulates three additional no shows in a third 30-day period, service may be discontinued at the discretion of the DART supervisor.

\*If you have any questions or concerns about these new policies, please contact Amy Dooley at (989) 837-6918.