



DART (Dial-A-Ride Transportation)

NO-SHOW & LATE CANCELLATION POLICY

Overview

The Cape Cod Regional Transit Authority (CCRTA) is committed to providing the highest level of customer service as efficiently as possible. Customers who consistently show up for their scheduled Dial-A-Ride Transportation (DART) trips help us keep costs low and on-time performance high. A pattern or practice by a customer of cancelling their scheduled trips without proper notification, referred to as “No-Shows”, has a detrimental impact on the performance and expense of the DART service and causes unnecessary delays to our other passengers.

A “**No-Show**” DART trip event is defined as:

- ◆ A Late Cancellation - any trip cancellation made after **5:00 PM** the night before the scheduled pickup.
- ◆ Cancel at the Door - any trip cancellation at the time the bus arrives at the pick-up location and the customer informs the driver they are not boarding the DART bus.
- ◆ Failure to board the bus within the five minute load time at their pick-up location.

In order to better manage the number of excessive DART trip “No-Shows”, the CCRTA is instituting the following **No-Show & Late Cancellation Policy**:

- ◆ If a passenger is a No-Show, all other trips scheduled for that passenger will be cancelled for that particular day.
- ◆ CCRTA will temporarily suspend DART transportation privileges if there are three (3) or more No-Shows within a thirty (30) day period
 - Customer will be suspended for seven (7) days and will be notified by telephone to inform them of the suspension dates followed by a confirmation of suspension letter.
 - The appropriate agency or third party will be notified, if applicable.
- ◆ If there is another No-Show at any time during the thirty (30) day period following the end date of the seven (7) day suspension, an additional suspension of thirty (30) days will occur. The customer will be notified by telephone to inform them of the suspension followed by a confirmation of suspension letter.

CCRTA will make every effort after the second No-Show has occurred to contact the customer by telephone to inform him/her that if they have one more No-Show in the thirty day period they could be suspended for seven (7) days.

We thoroughly appreciate your patronage and look forward to continuing to serve you in the future.