



No Shows/Late Cancels

If you need to change your reservation, please call Dial-A-Ride (DAR) as soon as possible. Changes to a reservation must be made before 5:00 p.m. the day before the ride. You can cancel your ride up to 8:00 p.m. with our dispatcher. By canceling well in advance, you help DAR provide quality service to other customers.

When you call to cancel a trip, please be sure to cancel all of the trips you will not be taking on that day. If you No-Show any trip for the day the rest of your trips will be re-assigned as “will calls” and you will need to call dispatch at 735-0160 to be picked up.

Please note: If you No-Show your first ride of the day, DAR will not come back for you.

What is a No Show?

- ✓ You failed to cancel your trip at least two hours before your scheduled pick-up time
- ✓ You failed to meet the bus at your designated pick-up location; OR
- ✓ You are not ready to go within three minutes of your scheduled pick-up time

NO-SHOW: Two (2) no-shows within a one-week period or three (3) no-shows within a 30-day period can result in a two (2) week suspension of service.

What is a Late Cancel?

- ✓ You failed to cancel your trip before 6:00pm the day before the ride

Late Cancellation: This refers to trips not canceled by 6:00 pm of the previous day. Four (4) late cancellations in a 30-day period, or a combination of NO-SHOWS and late cancellations totaling four (4) in a 30-day period may result in suspension of service for two (2) weeks.

Failure to cancel your ride the day before could result in the loss of your permanent ride status. This means you would have to call in for your ride request each time.

If in a 30-day period you have fifty percent or more same day cancels on your permanent rides you will lose your permanent ride status for 30 days. ***There is no guarantee a permanent ride will be available after the 30 day suspension is completed.***

Appealing a No Show and/or Suspension

Contact the Dial-A-Ride Manager in writing to appeal no shows and or suspensions within ten (10) days. Any pending suspension is placed on hold until the appeal is resolved.