



PACIFIC TRANSIT SYSTEM **DIAL-A-RIDE NO-SHOW POLICY**

Revised 5-1-24

NO-SHOW

A No-Show is recorded when:

- (1) Present: You are not present at the address where you requested to be picked up or the driver or dispatch cannot locate you.
- (2) Not Ready: You are not ready to board the Dial-A-Ride within the five (5) minutes upon arrival of the on-time Dial-A-Ride. Note that On-Time is considered 15 minutes before or 15 minutes after your scheduled requested time.
- (3) Late Cancellation: You or someone else on your behalf have not called to cancel your scheduled ride a minimum of one (1) hour prior to your scheduled pick up.

Subscription trip cancellations which are considered regular frequency or repeated cancellations will be taken off the reserved schedule to offer the time slot to someone else. The rider will be called first.

EXCESSIVE NO-SHOWS

Excessive no-shows are defined as five (5) no-shows or eight (8) late cancellations within a continuous thirty (30) days period. Excessive no-shows can be defined as intentional, regular frequency, or repeated actions of missed scheduled trips.

No-Shows that are beyond the rider's control will not be counted as a no-show. Here are examples:

- Pacific Transit System's fault.
- Doctor cancels appointment less than the required one (1) hour cancellation period, which does not give the rider the opportunity to cancel in the reasonable time.
- Dial-A-Ride arrives late more than 15 minutes, and you are not there, or you refuse to ride.
- Dial-A-Ride arrives early, more than 15 minutes before your scheduled ride and you are not ready and/or you refuse your ride. (The 5-minute waiting period will start once the 15 minutes is reached from the scheduled ride).
- Family emergency.
- Illness that prevented the rider from calling to cancel.
- Personal attendant or another party who did not arrive on time to assist the rider.
- Rider's appointment ran past the pickup time.
- Rider's mobility failed.

****Pacific Transit System reserves the right to temporarily suspend a person's Dial-A-Ride service if excessive No-Shows are recorded.**

NO-SHOW POLICY

(1) Upon Receiving the Fourth No-Show or Sixth Late Cancellation:

At the time of the fourth no-show or sixth late cancellation within the continuous thirty (30) day period, Pacific Transit System will contact the person by phone and by letter. The letter will include the dates, locations, and the specific reasons for the no-shows and the person will be advised that upon the fifth no-show and sixth cancellation will result in suspension of their Dial-A-Ride service. A copy of the letter will be sent to any sponsoring agency or appropriate third party if the individual has a disability or impairment that prevents them from reading or understanding the contents and implications of the letter.

(2) First Offense Upon Receiving Fifth No-Show or Eighth Late Cancellation and Suspension:

Upon recording the fifth no-show or eight late cancellations in the continuous 30-day period, the rider's Dial-A-Ride service will be suspended for fourteen (14) days. Again, the rider will be contacted by phone and letter and the appropriate agency, or third party will be notified if necessary. Notification will include the specific reasons for the actions and the dates that the suspension will begin and end. In addition, how an appeal to this decision can be requested.

(3) Second Offense and Suspension:

If the rider receives a second suspension, the second suspension time period will be for twenty-one (21) days.

(4) Third Offense and Suspension:

If the rider receives a third suspension, the third suspension time period will be for thirty (30) days.

(5) Four or More Offenses:

Repeated suspensions may be longer than the third offense depending on circumstances and number of offenses. Suspensions will be determined on a case-by-case basis.

(6) Subscription Rides and Suspension:

Upon suspension, all of the reserved subscription rides will be canceled. The person must call the office and request to set up the rides again. There is no guarantee that once the suspension is completed, the same days and times will be available.

(7) Two Years Without Suspension:

If a 2-year period lapsed without any suspensions, the suspension will start at the first offense.

APPEALING THE SUSPENSION

If a rider was suspended from service due to excessive no-show, the rider may file an appeal within sixty (60) calendar days from the date of the notification letter of suspension. Call (360) 875-9418 or (360) 642-9418 to have an Appeals Form mailed to you or stop by in person and pick up a form at: Pacific Transit System 216 2nd Street Raymond, WA 98577.

You can also call (360) 875-9418 or (360) 642-7418 to talk to the Operations Manager to try and resolve the suspension in a more expedited time period. If the suspension cannot be resolved via phone and Appeals Form will be mailed to you.

**If you have any questions regarding this policy, please contact our office at
(360) 875-9418 or (360) 642-9418**

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