

City of Niles Dial-A-Ride Transportation No-Show Policy

Effective date: October 1st, 2022

The City of Niles Dial-A-Ride Transportation (DART) operates shared ride, demand response and deviated fixed route public transit service within the City of Niles, City of Buchanan, and Niles Charter Township. Passengers seeking a demand response bus or a route deviation must call the office in advance to schedule a pick-up. Once the ride is scheduled, passengers are expected to be available to take the ride at the scheduled pick-up time unless they contact the office to cancel the reservation.

Any passenger who is unavailable for pick-up for a scheduled trip and who has not contacted DART prior to the bus being dispatched to cancel the trip is considered a “no-show.” Because no-shows decrease efficiency and accuracy of demand response service, DART has developed the following procedures to address habitual abusers of the system.

Issuing the No-Show

Upon arriving at a scheduled pick-up location, drivers will wait three (3) minutes after the scheduled pick-up time for a passenger. Drivers will make reasonable attempts to locate passengers. If a passenger cannot be located within three (3) minutes after the scheduled pick-up time, the driver must contact the dispatcher, and the dispatcher then determines if the driver is to move on without the passenger. Upon permission to continue without the passenger, the dispatcher records the departure time and how long the driver waited. At this point, the passenger who did not make him/herself available for pick-up is considered a no-show.

Exceptions may be made for passengers who are unduly delayed due to circumstances beyond their control (e.g., medical procedures). Passengers are required to contact the dispatcher as soon as possible following the missed trip to notify the office of the situation. If a ride is still needed, a driver will be dispatched as soon as possible.

Results of the No-Show

For each no-show, a passenger will be charged the fare for the trip during which the no-show occurred, and any scheduled return trip will be automatically cancelled. Passengers must call at least one (1) hour in advance to keep their return trip. No-show fees must be paid in full prior to boarding the bus on the next trip.

Upon occurrence of a no-show, a passenger will receive a verbal warning from DART notifying him or her of the infraction and the fare due.

Excessive No-Shows

Passengers who have ten (10) no-shows in a rolling 60-day period will receive a written warning that any further no-shows could result in suspension of DART services for up to thirty (30) days.

A suspension means that the passenger will not be able to schedule or receive any rides during the suspension period, which will be based upon the overall frequency, or proportion, of the passenger's missed trips. Suspensions will be issued at the discretion of DART management. No-Shows resulting

from circumstances beyond the control of the passenger (e.g., medical emergencies) will not be counted. However, the passenger must notify DART as soon as possible that the missed ride was beyond their control.

Before any suspension, the affected individual will receive written notice that transportation service will be suspended beginning 14 days from the date of notice. The written notice will contain instructions for a passenger appeal of the suspension.

Niles DART will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the date specified in the written notice.

If a passenger feels that DART has made an error or has questions, he/she should contact the office at (269) 684-5150.