



MARTA DIAL-A-RIDE “LATE CANCELLATION” And “NO SHOW” POLICY

“Late Cancellations” and “No Shows” make trip scheduling difficult and can cause denial of service to other Dial-a-Ride clients. For this reason, MARTA has established the following policy.

All cancellations must be made at least one (1) hour before the scheduled pick up. Each time a client fails to cancel a scheduled appointment at least one (1) hour in advance his/her record will reflect a “No Show”.

A “No Show” will also be added to a client’s record when one of the following situations occur:

1. Failing to be ready at the scheduled pick-up time or within three (3) minutes after the bus arrives;
2. Choosing not to ride after the bus arrives at the scheduled pick-up time.

Once a pick up has been determined to be a “No Show”, any scheduled return trip pick up will automatically be canceled.

Client Notification

For the first “No Show” within 90 days the client will be contacted by phone to review this policy. A second “No Show” within 90 days will result in a warning letter emphasizing MARTA’s policy. A third “No Show” within the same 90 days will result in suspension of Dial-a-Ride privileges for a period of thirty (30) days.

MARTA’s Operations Manager will send notification of suspension of DAR riding privileges on the next business day following the third occurrence. During the thirty (30)-day period of suspension, client may use regularly scheduled MARTA fixed route service.

“No Show” Appeals Process

A MARTA client who has been notified of suspension of Dial-a-Ride privileges may appeal the penalty within ten (10) days of the postmarked

date on the suspension notice. An appeal may be initiated by the client, or by a surrogate on behalf of the client.

The “No Show” appeals process offers clients two levels of appeals. First, clients may submit a written statement, (or in an accessible format) to MARTA documenting why any failure to cancel was beyond his/her control. MARTA’s Operations Manager will review this statement and issue a letter of response within ten (10) days of its receipt. Second, within ten (10) days after receipt of the letter of review, a client may appeal the decision of the MARTA Operations Manager to MARTA’s General Manager. The General Manager will have ten (10) days from date received to respond to the client’s appeal in writing. If the General Manager has not responded to a client’s appeal within ten (10) days the most recent “No Show” will be removed from the client’s record and suspension will be cancelled.

Clients should address appeals to:

**Dial-a-Ride Suspension Appeals
Mountain Area Regional Transit Authority
P.O. Box 1501
Big Bear Lake, CA 92315**

Upon receipt of client’s request of appeal, riding privileges will continue uninterrupted during the appeals process.

A second violation of this policy will result in client’s Dial-a-Ride privileges being suspended for a period of six (6) months.