

We need your help in order for DIAL-A-BAT to serve you better and stay on schedule.

You can help us do this by following our simple, No Show & Late Cancellation Policy. This policy will allow us to serve you better by helping to make sure that DIAL-A-BAT service is there when you need it. We'll also tell you here about excessive "no shows" and the cancellation procedure.

No Show & Late Cancellation Policy

A No Show exists when the customer (or customer's representative) has:

- Scheduled **dial-a-bat** service, AND
- The **dial-a-bat** vehicle has arrived at the scheduled pick-up point within the specified 30-minute pickup window, AND
- The driver has waited at least five (5) full minutes beyond the beginning of the 30-minute pickup window, but the customer failed to board the vehicle, AND
- There has been no call by the customer or their representative to cancel the scheduled trip one or more hours prior to the start of the scheduled pick-up time, OR
- The customer calls to cancel less than one hour prior to the scheduled pick up time or during the pick-up window.

If a passenger establishes a pattern or practice of being a "no show" over a period of time as described below, the client may have their transportation services suspended.

Passengers will not be considered a "no show" if the delay is beyond the passengers control such as during a delayed or lengthy medical appointment, if the vehicle arrives outside the scheduled pick up window or due to system error. These passengers should call DIAL-A-BAT upon completion of their appointment and the next available bus will be routed to pick them up. When a passenger is a "no show" for a scheduled pick up and that passenger does not call to cancel a return trip, a vehicle will be sent for the return. A second no-show will be counted if the vehicle arrives within the 30 minute pick-up window and has waited five full minutes and the customer fails to board the vehicle.

Excessive "No Shows"

Passengers who have three (3) "no shows" or late cancellations within a rolling 30 day period and a no show/late cancellation pattern equivalent to 20% or more of scheduled trips will be sent a written warning. The written warning will indicate that if the passenger continues to establish a pattern or practice of no show/late cancellations in the next rolling sixty (60) day time frame, they may have their transportation privileges suspended for up to a two week period. At that time an additional letter will be mailed outlining the dates and length of suspension. If the passenger disagrees with the findings, an appeal of the suspension may be requested and heard.

Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning 14 days from the date of the notice. That individual will receive a copy of the appeals process that details his or her rights during such situations.

DIAL-A-BAT will continue to serve passengers appealing impending suspensions until appeals have been decided. For individuals who do not appeal, suspensions will commence on the date specified in the written notice. Contact the BAT Administrative office for a full description of the appeals process. 508-588-2240 TDD 508-580-0873

This policy is available in alternative accessible formats. For these formats, questions or comments, please contact DIAL-A-BAT at 508-584-5530, TDD 508-580-0873.

CANCELLATION POLICY:

To cancel a trip you need to contact the office **one (1) hour** or more before your scheduled pick up time. If you are able to cancel earlier, you are encouraged to do so. If you cancel less than one (1) hour before your scheduled trip, you will be considered a “no show” for that trip, unless the circumstances are beyond the rider’s control.

CANCEL: If a passenger cancels a trip one hour or more in advance of pick up time, they will **not** be considered a “no show” for that trip. If a passenger cancels less than one hour before the pick up time due to circumstances beyond the passengers control will also **not** be considered a “no show”.

LATE CANCEL: If a passenger cancels a trip less than one hour before the scheduled pick up, they will be considered a “no show” for that trip.

LATE TRIP – A completed trip will be defined as late if the vehicle arrives at the pick-up location after the end of the pick-up window, i.e., more than 15 minutes after the scheduled pick-up time, and/or arrives at the drop-off location later than the requested drop-off time. This will be considered outside the passengers control and will not be counted as a no show and are considered beyond the passenger’s control.

MISSED TRIP - If the paratransit vehicle arrives outside of the 15 minute pick up window and the passenger opts not to take the trip or if a vehicle/driver does not show up at the customer’s pickup destination it will be a missed trip. Missed trips will not be counted as no shows and are considered beyond the passenger’s control.

Brockton Area Transit Authority

155 Court Street, Brockton, MA 02302-4608

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DIAL-A-BAT

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Cancellation
Policy**