IMPORTANT!

DIAL-A-RIDE PROCEDURES

- ✓ **Reservations**
- ✓ **Cancellations**
- ✓ **No-Shows**

We have **trip reservation**, **cancellation**, and **no-show** procedures that help on-time performance and ride availability.

The purpose of these procedures is to help provide better service to more people in our service area.

To Help Us Help You…

Please Observe the Following:

1. **Reservations:** must be made no more than five (5) days in advance of a ride.
2. **Cancellations:** must be made at least four (4) hours before a scheduled ride.
3. **No-Show Policy:** encourages clients to follow-through with rides they have scheduled or to cancel a ride at least four (4) hours in advance.

WHAT DOES THIS MEAN FOR YOU?

- **Reserve a ride up to five (5) days before you need it.**
- **Cancel a ride at least four (4) hours before pick-up time.**
- **If you regularly do not show up for your scheduled rides, you may be temporarily suspended from using Dial-A-Ride and permanently suspended if you continue to not show up.***

WHAT IS A NO-SHOW?

- **When clients do not show up for a ride they scheduled.**
- **When cancellations are made less than four (4) hours before a scheduled ride.**

WHY A NO-SHOW POLICY?

- ✓ **Makes more rides available:** more ride times are available when no-shows are decreased.
- ✓ **Helps us pick you up on time:** a single no-show can result in many other rides being late that day.

NO-SHOW DEFINITION:

It is considered a No-Show when a client…

1. Cancels their scheduled trip less than four (4) hours before their scheduled pick-up time (otherwise known as a "late cancellation").
2. Cancels a trip directly with the driver who has arrived at the pick-up site.
3. Does not show up for a scheduled ride when the vehicle arrives ***on time*** for a pick-up and has waited the allotted three (3) minute wait time (clients must be waiting for the vehicle at the "curb"). The driver is considered to be on time when they arrive at the scheduled pick-up site between five (5) minutes before and fifteen (15) minutes after the scheduled time (per the 20-minute pick-up window). Clients are asked to be at the pick-up site five (5) minutes before their scheduled pick-up time.

A no-show will not be assessed against a client if the driver arrives outside the 20-minute pick-up window.

PENALTIES

Penalties may only be assessed after an investigation has verified the no-show.

- The 1st no-show in a thirty (30) day period may receive a verbal warning from the City of Pasadena's Dial-A-Ride contractor.
- The 2nd no-show in a thirty (30) day period may receive a written warning from the City of Pasadena.
- The 3rd no-show in a thirty (30) day period may result in a seven (7) day suspension from using the Dial-A-Ride service.
- If a second suspension is ever assessed on a client who has "routine" rides (i.e., a regularly fixed scheduled ride in the system), that client may permanently lose the right to their routine ride(s).

***APPEALS PROCESS**

- Appeals may be made on a no-show decision by calling the City of Pasadena at (626) 744-4094.
- A conference by an appeals evaluation panel may be held with the parties involved.
- Appeals must be made within seven (7) days of a verbal or written notice.

If you have questions regarding these procedures, please call the City of Pasadena Dial-A-Ride Administrative Offices at (626) 744-4094.