

If you can't go, let DART know...



Cancellations and “No-Shows” MYTHS & FACTS:

Myth 1: *“I don’t need to cancel my trip. (The bus is coming to my facility or residence anyway.)”*

Fact: One of the criteria for scheduling/grouping Paratransit customers on buses is capacity. “No-Shows”, as well as late cancellations, result in wasted trips that could have been scheduled for use by other qualified Paratransit passengers.

Myth 2: *“Drivers can cancel trips.”*

Fact: Trip cancellations can only be done by contacting DART Reservations at 1-800-553-3278.

Myth 3: *“Drivers can pick up or drop me off anywhere in a building, even the 2nd floor.”*

Fact: DART’s customer assistance is restricted to “door-to-door”, which is defined as from the main entrance of the building at the pickup and drop-off locations on the ground level. Operators are **not** responsible for picking up customers from various **areas within** a hospital/medical facility or other large facility such as shopping centers or apartment buildings, beyond the specified entrance on the ground level.

If a qualified paratransit rider is unable to navigate inside of a large facility, the rider has the option of bringing a Personal Care Attendant (PCA) for free on any ADA trip to provide assistance. Otherwise, the Paratransit rider will need to make arrangements with the facility for someone to assist them.

Myth 4: *“I can book a bunch of trips days in advance as a backup and not worry about cancelling them.”*

Fact: Scheduling a trip several days in advance if you are not sure that you will go, or if you are not sure of the time you want to go, has a real cost to the service. Reserving rides that are later cancelled (even if they are cancelled earlier the night before) causes buses to be less efficient and can significantly increase the cost of the service. If you don’t cancel your trip it can lead to suspension of your Paratransit service.



DART Reservations: 1-800-553-DART

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Tips for Cancelling Trips

- Call as soon as you know that you no longer need your trip.
- Call at least the day **before** your scheduled trip whenever possible.
- If you must cancel on the same day your trip is scheduled, call DART Reservations at least **90 minutes** prior to your scheduled “Be Ready” time.
- If you have multiple trips scheduled for the same day, you must specify which trips you are cancelling and which trips, if any, are to remain active.
- Please be sure to call DART Reservations to cancel subscription or pre-scheduled trips when planning a vacation; know that you will be out sick for a period of time; if your work schedule changes; or other situations where you will not need the trip.
- If you do not cancel your trip in advance, you will be issued a “No-Show”. Repeated “No-Shows” may result in temporary loss of transportation services.

How to Cancel a Trip:

1) Talk to a DART Reservationist, by calling **1-800-553-DART**

No Wait Options for Trip Cancelling

2) Call DART's cancellation voicemail line **1-800-553-DART** and **select option 2**

3) Call the 24-hour automated phone system at **1-800-652-3278** and **select option 4**.

You will need your client ID and password for this option.

DART First State understands that sometimes situations arise in our customers' lives that prevent them from traveling. Even though cancellations cause buses to be less efficient, the more advance notice you give DART Reservations the more time DART has to reallocate our resources.



DART Reservations: 1-800-553-DART