



Dial-A-Ride No Show Policy

No Show

Scheduling a ride and then not boarding the bus after the driver 1) stops, 2) waits for two minutes after arriving at the pickup location, and 3) honks several times during the two-minute waiting period.

EXPECTATIONS

Cancel a scheduled ride, whether same day or reoccurring, within 30 minutes of your scheduled pickup time by calling into Dispatch at 616-527-4000 option 1.

If you call for a same day pick up that is scheduled within the 30 minute time frame and you cancel prior to the driver being in route to the pickup, you will not be considered a no show.

COMPLIANCE

If a rider is a no show:

1. 1st no show the rider will be reminded to please notify dispatch of cancelations at least 30 minutes prior to scheduled pick up.
2. 2nd no show the rider will be reminded to please notify dispatch of cancelations at least 30 minutes prior to scheduled pick up.
3. 3rd no show the rider will be taken off the reoccurring schedule for two weeks.
4. 5th no show the rider will only be allowed to schedule same day trips.
5. 7th no show the rider will be suspended for 1 week.
6. 8th no show the rider will be suspended for 2 weeks.
7. Subsequent no shows will be addressed by the Director.

Appealing No Show & Suspensions

Contact Ionia Dial-A-Ride Director in writing to appeal a no show record and/or suspension. Mail appeals to: Ionia Dial-A-Ride, Attention: Director, 251 E Adams St, Ionia, MI 48846. Or email to: hwenzel@ci.ionia.mi.us.