

Transit Plus No-Show and Late Cancellation Policy (Revised Proposal)

In 2023, we asked customers, family members or caregivers, and service providers for feedback on our proposed No-Show and Late Cancellation Policy. Your feedback helped us revise the policy to make it clearer, fairer, and more flexible. This policy is proposed and will go to Council for review in 2026.

The proposed policy aims to reduce no-shows and late cancellations. It tracks:

- Late cancellations
- No-shows/cancellations at the door

Too many of either can result in temporary suspension of service. If the revised policy had been in place over the past year, **only about three percent** of customers would have had their service temporarily suspended.

What's new

- No financial penalties
- Separate tracking for late cancellations and no-shows/cancellations at the door
- Warnings first, suspensions based on repeated patterns
- Monthly counts reset; errors do not count

For a full comparison of the existing, 2023 proposed, and revised policies, **see the tables on the next pages.**

How the proposed policy would work

No-shows or cancellations at the door

- Customer is not there when the driver arrives
- Customer is not ready within 5 minutes
- Customer cancels when the driver arrives
- The trip cannot take place due to safety concerns (for example, an unshoveled path or a mobility device that cannot be safely secured)

Late cancellations

- Customer cancels less than 2 hours before pick-up window



Suspensions

In one month:

- Four or more no-shows/cancellations at the door **OR**
- Six or more late cancellations

Length of suspensions

- 1st suspension: Seven days
- 2nd suspension: 14 days
- 3rd suspension: 30 days
- 4th suspension: 60 days
- Rare cases: up to 90 days

Appeals

- Suspensions longer than seven days can be appealed.

Policy comparison

These tables compare the existing policy, the proposed policy (2023), and the revised policy.

Table 1: Policy approach and key differences

Key feature	Existing policy	Proposed policy (2023)	Revised policy
Overall approach	Financial penalties Service suspended when balance owed is too high	Focus is on prevention, not punishment (no financial penalties) Points-based system: • Strikes for too many points lost • Service suspended for accumulating strikes Points recognize circumstances beyond customer control	Focus is on prevention, not punishment (no financial penalties) Easy to track and understand Service suspended only for repeated missed trips Understands that “life happens” - customers do not need to worry about occasional no-shows or late cancellations



Key feature	Existing policy	Proposed policy (2023)	Revised policy
Late cancellations vs. no-shows / cancelled at door	No distinction - all missed trips counted as a no-show	Late cancellations tracked separately from no-shows/cancellations at the door	Late cancellations tracked separately from no-shows/cancellations at the door

Table 2: What counts as a missed trip

Key feature	Existing policy	Proposed policy (2023)	Revised policy
What counts as a no-show / cancellation at the door	• Customer not there • Not ready within 5 minutes • Cancels trip when driver arrives • Cancels trip less than 30 minutes before pick-up window • Safety issues	• Customer not there • Not ready within 5 minutes • Cancels trip when driver arrives	• Customer not there • Not ready within 5 minutes • Cancels trip when driver arrives • Safety issues
Cancellation window	Less than 30 minutes before pick-up window	4 hours	2 hours



Table 3: Penalties, suspensions, and appeals

Key feature	Existing policy	Proposed policy (2023)	Revised policy
Penalty type	Financial charges owed	Education-focused Points system: - Start each month with 7 points - Lose 1 point for late cancellation - Lose 2 for cancelled at door or no-show - Lose all 7 points in a month = strike	Education-focused – notifications, warnings, and support before suspensions - Counts reset at the start of each month - Suspensions are tracked over 12 months - Errors are reviewed and do not count
Suspension trigger	Amount owed reaches \$30	Strike 2 and beyond	In one month: 4+ no-shows /cancellations at door OR 6+ late cancellations
Suspension length	Immediate until payment	- Strike 2 = 1 week - Strike 3 = 2 weeks - Strike 4 = 1 month	1st suspension: 7 days 2nd: 14 days 3rd: 30 days 4th: 60 days - Rare cases: up to 90 days
Reviews and appeals	Customers can request a review	Not available	Formal appeal process Suspensions longer than 7 days can be appealed

* The revised policy incorporates changes based on feedback regarding the 2023 policy and will go to Council for approval in 2026.