



SECTION A – OPERATIONS

Client Cancellation

Issue Date: Jan 23, 2025

PURPOSE:

Increase productivity through the effective management of resources.

CUSTOMER SERVICE OBJECTIVE:

Reduce the impact to Clients of cancellation service delays caused by cancellations by other Clients.

STANDARDS & GUIDELINES:

Short notice cancellations do not allow Custom Transit sufficient time to provide service to other Clients in need of a trip. Habitual no-shows or cancellations at the door will be grounds for a review and potential temporary suspension of Client privileges by the Transdev Customer Service Department and Access Transit Service Delivery.

Clients who need to cancel a trip will be encouraged to cancel trip requests as soon as possible prior to the two-hour requirements.

The Transdev Customer Service Department may consider suspension of service if the Client has a "No Show" on at least six occasions in the Previous 30 days or demonstrates a routine non-compliance to the two-hour notice guideline. Furthermore, frequent cancellations (even if more than two-hour notice is given) can result in restrictions to the way a Client can make their bookings, including suspension of service.

Missed Trips

No-Shows due to Custom Transit late arrival are classified as 'missed trips', and are exceptions to this policy.

Missed trips occur when HandyDART fails to pick up the Client; the driver arrives at the pick-up too late for the Client to go, misses the trip completely, or any trip for which the vehicle does not dwell for the required amount of time and the Client does not take the trip. This includes trips that are late by over 60 minutes.

Cancellation Policy

The Client can be charged the appropriate fare for a trip that is cancelled with less than two hour notice (including cancelling at the door and no-shows) to be paid at the next Custom Transit service.

The goal is to help the Client as much as possible. However, there are times when a Client may be placed on "suspension" from HandyDART service for having too many No-Shows, Cancel at the Door or Late Cancellations in the Previous 30 days. This is done at the discretion of the Transdev Customer Service Department and Access Transit service delivery when the Client has had six or more No-Shows, Cancel at the Door or Late Cancellations within the previous 30 days.

Frequent cancellations of a subscription trip can result in the subscription trip being suspended or cancelled. The Transdev Customer Service Department may flag those Clients that should have their subscription status reviewed and, where warranted, give notice to Clients of suspension of subscription privileges. Transdev Customer Service Department should conduct periodic reviews of Client cancellation patterns and abuse.

Occurrences

The Client or caregiver must give minimum notice to the Custom Transit Service Provider(s) of at least two hours in advance of the trip time:

- A cancellation given with insufficient notice (less than 2 hours) is called a "Late Cancel"
- A cancellation within arrival time of the Custom Transit vehicle is called a "Cancel at the Door"
- Any Client who does not cancel a trip reservation and fails to appear for the trip will be recorded as a "No-Show"

Penalty Assessment

The following describes the various notification and suspension levels based on rider actions:

Occurrences	Action
3-5 in the Previous 30 days	Notification Letter
6-8 in the previous 30 days	7 days Suspension
9-12 in the previous 30 days	14 days Suspension
13 + in the Previous 30 days	21 days Suspension

Appeals

In all cases, clients can justify their cancellations within 14 days of the notification letter, prior to any service suspension or cancellation. To do so, clients can appeal to the Transdev HandyDART office where specific no show infractions are reviewed and could be overturned if determined as beyond the passenger's control.