

Contractor (DARTS) Policy OPS 3.14 Wait List Management

Reviewed at ACPD/ TWG June 28, 2016

DARTS revision date March 2018

This policy outlines how waitlisted trips are operationally managed

Not an AODA requirement

This policy needs to be included in an ATS customer-facing policy

Policy Summary

Wait List rides are accommodated up to the close of the preceding business day and any rides not accommodated at that time are counted as trip denials.

All accommodated Wait List trips will be confirmed with the client and tracked to document who accepted the booking and when, no later than 24 hours before the negotiated trip time.

Prioritizing Wait List trips

Wait List Trips may be prioritized for medical, school, work trips based on information that is volunteered by the passenger at time of reservation.

Year to Date March 2025:

61% of passengers on the total waitlist were accommodated (4,173 trips/ 6,186 requests)

41% of passengers on the priority waitlist were accommodated (634 trips/ 1,564 requests)

Relevant AODA Integrated Accessibility Standards Regulation sections

[O. Reg. 191/11 INTEGRATED ACCESSIBILITY STANDARDS | ontario.ca](https://www.ontario.ca/laws/regulation/19_11)

“71(1) Every specialized transportation service provider shall, where the specialized transportation services require reservations,

(a) provide same day service to the extent that it is available; and

(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel.”

[A Guide to the Integrated Accessibility Standards Regulation](#) regarding Section 71:

“The intent of this requirement is that specialized transportation service providers will provide same day service, to the extent that it is available, and accept bookings for service as close as possible to the date requested...”

...Example: A person with a disability calls his local specialized transportation service provider at 11:30 a.m. to book transportation for a 3:00 p.m. appointment that day. The provider must provide specialized transportation, if available...

...When same day service is not available, specialized transportation service providers are required to accept booking requests up to three hours before the published end of their service period on the day before the intended day of travel...

...Example: Sarah plans to meet friends and go to the 1:30 p.m. matinee of a movie on Friday, June 3rd. Her local specialized transportation service provider offers daily service from 6 a.m. to midnight. The specialized transportation service provider must accept Sarah's booking request by 9 p.m. (three hours before midnight) on Thursday June 2nd." (pages 224-225)

There is no requirement to run a wait list or prioritize wait list trips according to category.

Contractor (DARTS) Policy PS 4.1.6 Subscription Service

Reviewed at ACPD/ TWG October 27, 2009

DARTS revision date August 2018

This policy outlines expectations for use of the subscription service

Not an AODA requirement

This policy needs to be included in an ATS customer-facing policy

Policy Summary

Subscription trips are regularly scheduled trips where passengers are picked up at the same location and time and taken to the same destination for at least one trip per week for at least eight weeks. Approval is subject to availability and requests take at least two weeks to process. Rides are then automatically scheduled unless the customer calls to cancel a trip or suspend the subscription. Customers may place their subscriptions on hold for a maximum of six weeks, after this, they must re-apply for the subscription.

With the exception of dialysis trips, subscription trips are automatically cancelled on statutory holidays, Easter Monday, and the August Civic holiday.

Challenges

Passengers with 100% cancellation rate of trips in the preceding six weeks are not calling to either cancel their subscriptions or suspend for the maximum six-week suspension period. Accessible Transportation Services (ATS) has been sending letters of notice to this group monthly, with a deadline to contact ATS. After the deadline has passed, the list of customers who don't notify ATS that they intend/ need to continue with their subscription is sent to DARTS to remove from the subscription list. This is a small step to help accommodate unfulfilled subscription requests and to free up trips on the schedule for others who may need them. ATS has not applied any other limits to subscription trip cancellation rates.

There is no AODA regulation that requires or addressed subscription trips; however, subscription trips, which typically take place during peak morning and afternoon service periods, impact the ability to accommodate casual trip requests (see reference to Section 71 of the Integrated Accessibility Standards Regulation, above).

Year to Date March 2025: 63% of trips delivered were subscription trips.