



ACCESSIBLE TRANSPORTATION SERVICES LATE CANCELLATION AND NO-SHOW POLICY UPDATES

July 8, 2025

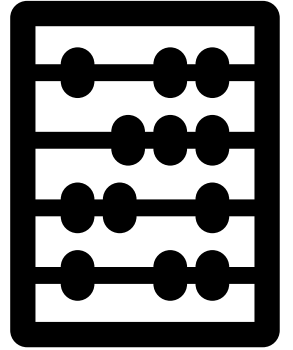
Objectives

The goal is to enforce the late cancellation and trip no show policy, to improve service for everyone by ensuring unused trips can be reassigned.

Along with the change to a points-based system, the policy was updated to better work with the software that was installed to track and respond to policy violations and to excuse violations when appropriate.

Additional updates were made to address Accessibility Committee for Persons with Disabilities concerns raised at the Transportation Working Group.

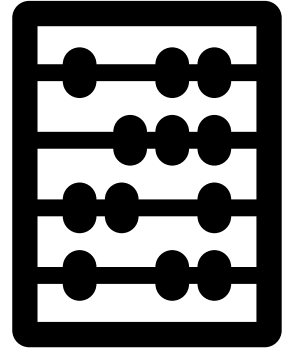
Frequency Tracking System – 2005



2005 Policy says: “The policy applies to any DARTS passenger who exceeds one or more of the following conditions in a calendar month period:

1. Maximum six (6) late cancellations.
2. Maximum three (3) no shows.
3. Maximum seven (7) combined late cancellations and no shows.
4. Maximum of 25% (with a minimum of 10 occurrences) of subscription and/or casual booking trips cancelled.” **Note: this included cancellations that were made on time.**

Points Tracking System – 2025



2025 Policy applies **points** which are added up by the enforcement software to generate mailing lists of letters according to the level of policy violation:

1. No show – 2 points.
2. Cancellation at door – 2 points.
3. Late cancellation – 1 point.

When a passenger meets or exceeds a combined total of 7 points, they are in violation of the policy. **There is no longer any penalty for so-called excessive cancellations (i.e., 25% of trips cancelled, including those cancelled on time).**

Levels of Warning – 2005



2005 Policy applied only one level of warning before suspension:

1. First violation in a calendar month period – warning letter.
2. Second violation within a twelve-month period – three-day suspension letter.
3. Third violation within a twelve-month period – ten-day suspension letter.
4. Fourth and subsequent violations within a twelve-month period – thirty-day suspension(s).

Levels of Warning – 2025



2025 Policy adds a second level of warning before proceeding to any suspension:

1. First violation in a calendar month period – education letter.
2. Second violation in a twelve-month period – warning letter.
3. Third violation in a twelve-month period – three-day suspension.
4. Fourth violation in a twelve-month period – ten-day suspension.
5. Fifth and subsequent violations in a twelve-month period – thirty-day suspension.

Appeals – 2005



1. After the first warning letter, can appeal within ten days by phone to Accessible Transportation Services Supervisor.
2. After second and subsequent letters of suspension, appeal must be made in writing and received within twenty days of letter date. Appeal panel is accessed when the Supervisor and the customer do not agree.
3. Passengers receiving notice of a thirty-day suspension may appeal to the panel to have medical trips excluded.
4. Appeal panel: Accessible Transportation Services staff, contractor (DARTS) staff, Accessibility Committee for Persons with Disabilities.

Appeals – 2025



2025 Policy appeals:

1. After the first and second letters, can appeal within fourteen days by phone call to Accessible Transportation Services Supervisor.
2. After third and subsequent letters of suspension, appeal must be in writing and received within fourteen days of letter date. Appeal panel is accessed when the Supervisor and customer do not agree.
3. For any level of suspension, customers may appeal to the Accessible Transportation Services Supervisor to have medical trips excluded. All suspension letters explain this option.
4. Appeal panel: Accessible Transportation Services staff, City of Hamilton Talent and Diversity staff, Accessibility Committee for Persons with Disabilities.

Letter Contents – 2005



Letters based on 2005 Policy:

1. Dates of incidents resulting in policy violation
2. Level of action under the policy (warning/ length of suspension)
3. Information on how to appeal violations or suspensions
4. Offer to call Accessible Transportation Services with any questions
5. Privacy notice

Letter Contents – 2025



All letters based on 2025 Policy contain:

1. Explanation of the points system and number of points accumulated
2. Level of action under the policy (education/ warning/ length of suspension)
3. Warning regarding actions in the event of subsequent violations
4. List of dates and pick up and drop off locations of occurrences
5. Offer to call Accessible Transportation Services with any questions
6. Offer for alternative letter format upon request
7. Information on how to appeal violations or suspensions
8. Privacy notice

Policy Next Steps

Plain language version to be posted on the Accessible Transportation Services web page.

Appeal panel terms of reference to be drafted.

Initial mailouts targeted to begin start of Q3 2025.



Hamilton

THANK YOU