



City of Hamilton Memorandum

To: Chair and Members of
Accessibility Committee for Persons with Disabilities

Date: July 8, 2025

Report No: PW25049

Subject/Title: Accessible Transportation Services Late
Cancellation and No Show Policy

Ward(s) Affected: (City Wide)

Information

Accessible Transportation Services (ATS) has undertaken a review of all customer facing policies. This work was started with the Accessibility Committee for Persons with Disabilities (ACPD) Transportation Working Group and now continues with the newly formed Policy Review Working Group.

The policy was written to address customer late cancellations and trip no shows and was first posted in 2005. It was posted to ensure fair and reasonable follow up to late cancellations and no shows after a 2004 Human Rights Tribunal of Ontario settlement eliminated financial penalties for this type of policy. It was included in Public Works Committee Report PW05051 and is attached here as Appendix "A" to PW25049.

The purpose of the policy is to remind customers of their responsibility to cancel trips in a timely manner and to address patterns of misuse through escalating consequences up to and including suspension of service. Late cancellations and no shows reduce the ability of the contractor for the shared ride service (DARTS) to reassign unused trips to others who may need them.

Updates to this policy were first discussed at the Accessibility Committee for Persons with Disabilities Transportation Working Group on November 23, 2021, presented to the Committee on December 14, 2021 (Meeting 21-13, Items 6.4 and 7.1), and presented to Public Works Committee on April 22, 2022 (Report PW21055(a)). The last review of policy updates with the Transportation Working Group took place on November 26, 2024 (Accessibility Committee for Persons with Disabilities Meeting 25-001, Item 7.6).

The changes first proposed in 2021 and 2022 were to move to a points-based system from a frequency-based system, and to remove any penalty for excessive cancellations

(i.e., frequent cancellations even if the trips were cancelled on time). At that time, Accessible Transportation Services was not proposing any other changes to the policy as written.

The policy itself has been further updated to address concerns raised by the Transportation Working Group, and to work better with software installed over 2023 and 2024, which now has the points system embedded in its functionality (see Appendix “B” to PW25049).

The software also provides ATS staff flexibility to manage extenuating circumstances, such as customer illness, contractor issues like late service, and inclement weather events.

The main goal of addressing repeated infractions is to increase overall trip availability. Accessible Transportation Services staff are now targeting the beginning of Q3 2025 to begin policy enforcement. Our next steps will include drafting a terms of reference document for the appeal panel to apply the appeal process in the event of a suspension from service. Accessible Transportation Services proposes the draft is reviewed with the policy review working group.

The changes from the original 2005 policy are outlined in a presentation at today’s Accessibility Committee for Persons with Disabilities meeting, and staff will be pleased to take questions.

Consultation

Accessibility Committee for Persons with Disabilities Transportation Working Group

Jessica Bowen, Manager, Human Resources/ Diversity and Inclusion

Appendices and Schedules Attached

Appendix A: Accessible Transportation Services Trip No Shows, Late Cancellations and Excessive Cancellations Policy (2005)

Appendix B: Accessible Transportation Services Late Cancellation and No-Show Policy (2025).

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**Submitted and
recommended by:**

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy,
safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service,
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