



<i>Title</i>	<i>ATS Late Cancellation and No-Show Policy</i>		
<i>Document #</i>	<i>PW-TR-ATS-Y-002-001</i>	<i>Document Level</i>	<i>Level IV</i>
<i>Issue #</i>	<i>1.0</i>	<i>Issue Date</i>	<i>May 2025</i>

1 PURPOSE

The purpose of this policy is to remind passengers of their responsibility to cancel unwanted scheduled trips in a timely manner.

The provisions and standards in this policy should be followed to ensure a fair application of policy which considers legitimate reasons for no shows and late cancellations, and to continue to adhere to the 2004 agreement reached between the City of Hamilton, the Ontario Human Rights Commission, and complainants under the code, in consultation with the Advisory Committee for Persons with Disabilities (see also Report PW05051).

2 SCOPE

This policy applies to transportation services provided by Accessible Transportation Services (ATS) for trips booked on its shared ride specialized transit service.

It excludes trips taken with taxi contractors under the Taxi Scrip program.

3 TERMS AND CONDITIONS

This policy applies to any ATS customer who accumulates one or more “policy violations”. A policy violation occurs when an ATS customer meets or exceeds a combined total of seven (7) points in any given calendar month, according to the criteria below:

1. No Show: two (2) points;
2. Cancellation at Door: two (2) points; and
3. Late Cancellation: one (1) point.

A cancellation is late when it is made later after 4:30 p.m. of the day prior to service. Any no shows and late cancellations due to extraordinary circumstances beyond the reasonable control of the customer may be deemed exempt under the policy by ATS and / or the Appeal Panel (see below). Some examples of extraordinary circumstances beyond the reasonable control of the passenger include but are not limited to unplanned medical emergencies or illness, or incidental breakdown of a personal mobility device.

Other circumstances may be automatically deemed to be beyond the reasonable control of the passenger and will not be counted as part of a policy violation, including but not limited to:

- program closures for specific periods which are made known to ATS and / or the contractor for service in advance;
- arrival by the Operator more than 15 minutes past the negotiated pickup time;
- failure of ATS and/ or the contractor for service to perform a scheduled trip; or

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cancellation of service due to inclement weather or any other emergency.

4 PRINCIPLE

The following principles apply to this Policy:

1. legitimate reasons for no shows and late cancellations shall be considered as part of any investigation;
2. progressive warnings and / or service suspensions are utilized; and
3. an appeal process is available to passengers whose service has been suspended.

5 POLICY

ATS endeavours to deliver an efficient and reliable shared ride service that meets customer specialized transit needs in a sustainable manner. Late cancellations and trip no shows limit the general availability of trips and cause unnecessary service delays. The policy for managing no shows and late cancellations is intended to identify discernible patterns of abuse.

ATS shall review all policy violations monthly. Failure of ATS customers to comply with this Policy will result in the actions described below:

1. after the first policy violation in a calendar month, a first advisory letter will be sent, educating the ATS customer regarding the Late Cancellation and Trip No Show Policy;
2. after the second policy violation in a twelve (12) month period from the date of the first advisory letter, a second advisory letter will be sent, warning the ATS customer that they are now in danger of suspension in the event of any further violation(s);
3. after the third policy violation in a twelve (12) month period from the date of the second advisory letter, a third advisory letter will be sent, notifying the ATS customer of a three (3) day suspension of service;
4. after the fourth policy violation in a twelve (12) month period from the date of the third advisory letter, a fourth advisory letter will be sent, notifying the ATS customer of a ten (10) day suspension of service;
5. after the fifth policy violation within a twelve (12) month period from the date of the fourth advisory letter, a fifth advisory letter will be issued, notifying the ATS customer of a minimum thirty (30) day suspension of service, and, where subscription bookings are held, the loss of subscription booking privileges for a period of twelve months; and
6. Further policy violations will result in additional suspensions of thirty (30) days respectively (at a minimum, in the discretion of ATS, acting reasonably), until such time as a clear record is achieved by the ATS customer.

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As it is not possible to document every unique circumstance which could be counted as an exception to the policy, an appeal process, as described below, shall be available to ATS customers:

1. following the first and second advisory letters, the ATS customer or their designate must telephone an ATS Customer Service Representative during ATS office hours (weekdays from 8:30 AM to 4:30 PM) within 14 (14) days of the date of the advisory letter. The ATS Customer Service Representative shall review and consult with the ATS Supervisor to make a final determination as to whether the violation(s) will be counted;
2. for the third and following advisory letters, the ATS customer or their designate must notify ATS in writing of their intent to appeal any suspension within fourteen (14) days of the date of the advisory letter. If, after review, a resolution cannot be reached, the appeal shall be referred to an Appeal Panel consisting of one representative from each of ATS, the Accessibility Committee for Persons with Disabilities (ACPD), and City of Hamilton Talent and Diversity. The Appeal panel will meet approximately once per month, if needed, to resolve outstanding appeals;
3. ATS customers who receive a service suspension may appeal to have medical trips excluded from the suspension by contacting an ATS Customer Service Representative during ATS office hours (weekdays from 8:30 AM to 4:30 PM). The ATS Customer Service Representative shall review and consult with the ATS Supervisor to make a final determination.
4. all advisory letters sent to ATS customers under this policy shall contain the following information necessary for an appeal to be filed:
 - mailing address, fax number and email address of Accessible Transportation Services;
 - a statement regarding the privacy of customer information; and
 - the information that must be provided by the customer in their appeal letter:
 - ATS customer identification number, mailing address, and daytime telephone number;
 - reason for the appeal;
 - supporting documentation;
 - signature of the ATS customer or their substitute decision maker; and
 - date of letter.
5. failure to appeal any action taken under this policy within the above deadlines shall result in the automatic application of the policy in each circumstance;
6. when ATS receives an appeal, ATS will contact the customer with a phone call that is followed by a letter to confirm the appeal has been received and to inform the customer when they can expect a response. Once an appeal has been requested,

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the ATS customer shall continue to have access to service until the appeal outcome is decided; and

7. ATS shall assist any customer who is unable to submit a written appeal due to their disability, including by providing all letters in alternative formats.

6 ASSOCIATED DOCUMENTS

- Late Cancellation and Trip No Show Procedure (**under development**)
- Report PW05051 Accessible Transportation Services Policy Trip No Shows, Late Cancellations and Excessive Cancellations (**link to report archive forthcoming**)

7 REVISION HISTORY

Rev. No	Rev. Date	Description of Change(s)	Process Owner/ Revision Created By	Reviewer(s)
1.0	05 / 2025	Initial Release	Michelle Martin – ATS Manager	<ul style="list-style-type: none"> • Accessibility Committee for Persons with Disabilities; • City of Hamilton Legal Services; • City of Hamilton Talent and Diversity

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