

Cancellation and No Show Policy



To improve our service for our passengers and make it as cost-effective as possible, we have two processes that may impact your upcoming trips. If you have any questions, please contact us.

STANDING ORDER TRIPS

Process for cancellations

Passengers who cancel 50 per cent or more of their standing order trips within a one month period will be contacted by Mobility On-Request Paratransit staff to find out if their travel needs have changed.

If the high cancellation rate continues, we will ask the passenger to book individual trips instead. These passengers may re-apply for standing order **after 90 days**.

If you need to change the time slots of your standing order trips, please call us to make adjustments. Thank you for your continued cooperation.

LATE CANCELLATIONS AND NO-SHOWS

Point-based process in effect

A cancellation is late if it is reported to the call centre **2 hours or less prior to the scheduled pick-up time**.

Based on the point system, all late cancellations count as one point and all no-shows count as two points.

The return portion of a no-show or cancel at the door will automatically be cancelled.

The table on the reverse page explains the point system in detail.

Please note:

- > All points will be on a passenger's record for a one-year period
- > Trips for medical appointments during suspension will be reviewed and are at the discretion of the Mobility On-Request Supervisor

This process will help improve service for all of our passengers.

How the point system works

The table below outlines various point levels and the resulting steps that will be taken by Mobility On-Request Paratransit.

POINTS ACCUMULATED	NEXT STEPS	All late cancellations are counted as one point and all no-shows are counted as two points.
6 points	A formal letter documenting your late cancellations and/or no shows.	
12 points	Customer is unable to use Mobility On-Request Paratransit services for two days .	
18 points	Customer is unable to use Mobility On-Request Paratransit services for seven days .	
24 points	Customer is unable to use Mobility On-Request Paratransit services for 30 days . A phone interview with Mobility On-Request Paratransit will be required to review their service needs.	
30 points	Customer is unable to use Mobility On-Request Paratransit services for 60 days . A phone interview with Mobility On-Request Paratransit will be required to review their service needs.	
36 points	Customer is unable to use Mobility On-Request Paratransit services for 90 days . A phone interview with Mobility On-Request Paratransit will be required to review their service needs.	

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