

# No-Shows, Late Cancellations and Service Suspension Policy

EFFECTIVE: JUNE 1, 2026

## Who this policy is for and why it exists

This policy applies to all riders using On-Request and Paratransit services. To ensure services are fair and available for everyone, riders are expected to use their booked trips or cancel them on time. When trips are missed or cancelled too late, it prevents other riders from booking and affects overall service reliability.

## Late Cancellations and No-shows

### No-shows and late cancellations

If a rider has **five or more no-shows or late cancellations within any 30-day period**, their service will be **suspended for seven calendar days**.

### What a 30-day period means:

A 30-day period is counted as any continuous 30 days, starting from the date of a no-show or late cancellation. It does not reset at the beginning of a calendar month.

### *Example scenario:*

If a rider has no-shows or late cancellations on June 5, June 10, June 18, June 25, and July 1, all five incidents fall within a single 30-day period. This would result in a seven-day service suspension, even though the trips occurred across two different months.

### Recurring trips (standing orders)

If a rider cancels **more than 50% of their recurring trips within any 30-day period**, their recurring trip privileges may be removed. The rider may then be required to book trips individually instead of using recurring trips.

### *Example scenario:*

If a rider has recurring trips for three trips per week (12 trips in 30 days) and cancels seven of those trips within the same 30-day period, more than 50% of the recurring trips were cancelled. As a result, the rider's recurring trip privileges may be removed, and they may need to book each trip individually going forward.

# Definitions

## No-show

A no-show happens when:

- A vehicle arrives during the scheduled pick-up window, and
- The driver cannot reach the rider at the first accessible entrance, even after making reasonable attempts

## Late cancellation

A **late cancellation** is when a trip is cancelled **less than one hour before the start of the scheduled pick-up window**.

### *Example:*

If your pick-up window is 10 a.m. to 10:30 a.m., cancelling after 9 a.m. counts as a late cancellation.

## Return trips

If the first part of a trip results in a no-show or late cancellation, the return trip will be **automatically cancelled**.

## Service suspension details

- Suspensions last seven calendar days
- The suspension begins one day after the rider's account has been reviewed
- All trips scheduled during the suspension will be cancelled
- Riders cannot book new trips during the suspension period

## Notifications

Riders who have text notifications turned on will receive a text message informing them of the suspension.

## Appeals

Riders may appeal a no-show by contacting **Customer Service** at 1-888-762-2950 (press 1, then 3). Please note: Submitting an appeal does **not** automatically pause or delay a suspension.

rev. 05-26