

# Kingston Access Bus

Providing Specialized, Non-Emergency, Community Transportation

## **LATE CANCELLATION & NO-SHOW POLICY**

**Approved by KAS Board of Directors: December 14, 2011**

**Revision Approval Date: January 22, 2020**

### **A. GUIDING PRINCIPLES:**

Demand for specialized transit services in Kingston has increased by over 45% since 2012. Providing a high level of trip availability and fulfillment within the funding provided through passenger fare revenue and the City of Kingston is a priority of Kingston Access Services (KAS) that benefits our passengers and the community as a whole.

Passengers play a key role in ensuring trip availability. No-shows and excessive cancellations, particularly when they are received with limited notice have a direct impact on the effectiveness of Kingston Access Services (KAS) to meet the needs of our 4,000+ registered passengers.

We recognize that there may be circumstances out of the control of passengers that contribute to occasional no-shows or late cancellations; thus, our policy is not zero tolerance, and provides progressive warnings prior to suspension of service. **Each passenger is responsible for maintaining acceptable levels of no-shows or late cancellations.** KAS's policy on no-shows and cancellations is based on the agreed upon late cancellation policy between the City of Hamilton and the Ontario Human Rights Commission.

### **B. DEFINITIONS:**

Completed Trip: A trip where the passenger was transported as scheduled.

Late Cancellations: A trip cancelled by a passenger after 7pm the day immediately preceding the trip.

No-show: When a passenger fails to show for a scheduled trip at the scheduled pick-up location. This includes the passenger cancelling the bus after the driver has arrived at the pick-up location.

Pick-up window: Passengers are required to be ready 5 minutes before their scheduled time as the KAS vehicle may arrive at a pickup point up to five (5) minutes before or after the scheduled pickup time (for example a bus booked for 2:00pm will be scheduled to arrive between 1:55 and 2:05pm). When a passenger is not at the designated pickup area, drivers will wait five (5) minutes from the time of arrival, upon which they will depart.

Unmet Trip: Trip requests that cannot be accommodated by KAS due to no availability as a result of previously booked passenger trips at the requested time. KAS maintains a “wait list” in the event a trip becomes available due to passenger cancellations.

### C. RATIONALE:

In 2019 there were 3,740 unmet trip requests. For the same 12-month period in 2019, passengers cancelled 10,482 trips on the day of the trip or were a no-show for their scheduled bus. This provides limited opportunity for KAS to coordinate trips for other passengers who requested trips at those times with no availability, and/or results in wasteful use of KAS resources (e.g. fuel). Many of the unmet trip requests could have been accommodated had passengers provided more notice of needing to cancel their trip or had reduced their overall number of cancellations.

### D. POLICY CONDITIONS:

This policy applies to any Kingston Access Services passenger who exceeds one or more of the following conditions in a calendar month:

1. Maximum 8 combined late cancellations and no-shows
2. Maximum 3 no-shows

This revised policy will become effective **April 1<sup>st</sup>, 2020**.

- Late cancellations and no-shows are recorded on a single one-way trip basis.
- When a passenger is a no-show, all subsequent trips for that day are automatically cancelled, and recorded as late cancellations. *For example: If you have 3 trips booked in a day and no-show your first trip, the remaining trips for that day are cancelled. This results in 1 no-show and 2 late cancellations for that day.*
- Passengers whose trips have been cancelled following a no-show can contact our office to inquire if the cancelled trip(s) can be re-instated. Trips which cannot be re-instated are still considered late cancellations.

### E. POLICY ACTIONS:

1. After exceeding the policy conditions for the first time in a calendar month period, an initial advisory letter will be issued outlining this policy, and informing the passenger (or their registered guardian) of further progressive action that might be undertaken.
2. Upon exceeding the policy conditions within a 6-month period from the date of the initial advisory letter, Kingston Access Services will send a registered letter to the passenger or guardian of the passenger of further progressive actions that may be undertaken.

3. Upon exceeding the policy conditions within a 6-month period from the date of the second infraction the passenger or guardian of the passenger will be sent a registered letter informing of a 7-day suspension of services.
4. Any further infractions within a 6-month period from the date of the third infraction will result in a 7-day suspension of services.

When a passenger has no violations for a consecutive 6-month period, their record is reset and the next subsequent violation, if any, will be treated as a first violation as per the above.

## **F. EXCEPTIONS:**

Late cancellations due to inclement weather on days when school buses are cancelled in the City of Kingston or inclement weather on non-school days at the discretion of the Executive Director shall constitute an exception to the policy and not be factored into determining if a passenger has exceeded this policy. Please note: no-shows on inclement weather days do count towards the policy.

No-shows by passengers where KAS arrived at an incorrect time, or outside of the pick-up window, or where KAS was at the wrong location are not considered violations of this policy by the passenger. Should a question arise regarding the scheduled time of a trip, the arrival time of the vehicle, or the location of a Kingston Access Services vehicle, the following technology may be used:

- All KAS vehicles are equipped with “Automatic Vehicle Locators” (AVL) which updates the exact location of vehicles at all times. AVL technology is accurate to 15 seconds and 3 metres (10 feet). AVL technology will be utilized to confirm exact arrival, departure, and location of KAS vehicles.
- All inbound/outbound phone calls to Kingston Access Services are recorded and will be used should there be question regarding a passenger’s booked time, pick-up location, or time of cancellation.
- On-board video surveillance technology which can be utilized to confirm vehicle location. For more information on Kingston Access Services Video Surveillance policy please go to Kingston Access Services website.

All Kingston Access Services passengers must adhere to this policy. KAS is not permitted by the Accessibility for Ontarians with Disabilities Act (AODA) or Ontario Human Rights Commission (OHRC) to make allowances for:

- The number of disabilities/medical conditions of a passenger.
- The severity of disabilities/medical conditions of a passenger.
- The length of time a passenger has been registered with Kingston Access Services.
- The availability of a person to call on behalf of the passenger to cancel buses.

## **G. APPEALS PROCESS:**

For policy violations resulting in suspension of service, the passenger may appeal in writing to the Kingston Access Services Board of Directors at:

Kingston Access Services  
Attn: Board of Directors  
751 Dalton Avenue  
Kingston, Ontario K7M 8N6

Or e-mail to [info@kingstonaccessbus.com](mailto:info@kingstonaccessbus.com)

The appeal must provide specific details regarding any disputed late cancellations/no-shows. Appeals must be received within 14 days of the mailing of the suspension letter.

Upon receipt of the notice of appeal, the President of Kingston Access Services Board of Directors shall appoint forthwith a 3 person panel to review the appeal. From the time the appeal is received by Kingston Access Services until a decision by the Appeal Panel is issued, the passenger will continue to have access to services.

The Appeal panel will review:

- a) Active letters on record to the passenger regarding exceeding this policy;
- b) Information submitted by the passenger regarding disputed violations of this policy;
- c) Supporting documentation and records from the Executive Director regarding disputed violations of this policy.

Upon reaching a decision, the Appeal Panel will respond to the appellant with information on their decision.

## **H. FRIVOLOUS APPEALS**

Passengers who engage in frivolous appeals may be subject to actions up to and including suspension of service.