



*'Late Cancellation' occurs when you cancel a trip within two hours of your scheduled pick-up. It is very difficult to offer trips to other customers with short notice.*

Service Restriction Penalty

*For handyDART riders who have three (3) unexplained no-shows or late cancellations within 30 days, there will be a two (2) week service suspension imposed.*

*Subscription riders who have three (3) unexplained no-shows or late cancellations within 30 days may also lose their subscription trip status.*

*Note: handyDART riders will be notified after 24 hours via telephone and/or mail each time a no-show or late cancellation occurs.*

Appeal Process

*Incidents will not be counted as a no-show or late cancellation where the rider or caregiver has called with a valid reason (something beyond the rider's control), within 24 hours after the scheduled trip.*

**ALTERNATIVES**

1. That implementation of the handyDART Cancellation Policy be approved.
2. That alternate direction be provided.

**FINANCIAL IMPLICATIONS**

Implementation of the handyDART cancellation policy is approximately \$1,000 for a mail out to all handyDART clients. As well, there is potential for an increase in handyDART revenues when more trips are utilized rather than cancelled or no shows.

**STRATEGIC PLAN IMPLICATIONS**

Focus On Service And Organizational Excellence - We Will Advocate For Transit Improvements And Active Transportation



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Erica Beauchamp  
[ebeauchamp@rdn.bc.ca](mailto:ebeauchamp@rdn.bc.ca)  
February 26, 2019

Reviewed by:

- D. Marshall, Manager, Transit Operations
- D. Pearce, Director, Transportation and Emergency Services
- P. Carlyle, Chief Administrative Officer

Attachments:

1. handyDART tearSheet\_Policy Change\_no shows\_cancellations