
TO: Transit Select Committee **MEETING:** March 21, 2019

FROM: Erica Beauchamp **FILE:** 8600 20 CPI
Superintendent, Transit Planning &
Scheduling

SUBJECT: handyDART Cancellation Policy Implementation

RECOMMENDATION

That the implementation of the handyDART Cancellation Policy be approved.

SUMMARY

The Regional District of Nanaimo (RDN) handyDART (Custom Transit) Service does not have a policy regarding 'no shows' or 'late cancellations'. Implementation of the handyDART Cancellation Policy would aid in decreasing the number of unmet trips, as well as the waitlist for subscriptions trips. This policy would increase overall efficiency within handyDART and allow the much needed services to reach those who would utilize them appropriately.

BACKGROUND

In 2018, RDN handyDART provided 60,211 rides, and had 14,000 late cancellations, as well as 1,100 'no shows'. A 'late cancellation' occurs when you cancel a trip within two hours of your scheduled pick-up. A 'no show' occurs when a handyDART arrives during the allotted pick up window and the client fails to present themselves. It is very difficult to offer trips to other customers with short notice and thus, the trip space is unused.

As with most custom transit systems, there are many unmet trips (4300 for 2018) as well, as a waitlist of handyDART clients that desire 'subscription' trips. A subscription trip is prearranged with dispatch and is recurring, so a client does not have to call in to book and can expect the ride daily or certain day(s) per week, as per their subscribed requirements. A late cancellation or no show means that someone from a waitlist could have had the trip they needed, or a person needing a subscription trip could have the one from the client that is continuously cancelling their trips. As well, based on the current demand for handyDART, the ability for new eligible or non-subscription handyDART users to book trips is very limited.

Given the high demand for handyDART services within the RDN, as well as the number of no shows and late cancellations, RDN handyDART (Custom Transit) recommends implementing a handyDART cancellation policy (Attachment 1), as outlined below. There are a number of transit properties within BC that employ this same cancellation policy, including Williams Lake, Prince George, Penticton, Kamloops, Kelowna, Vernon, Cranbrook and Trail.

No Show and Late Cancellation Policy

If handyDART arrives during the pick-up window and you are not there, the driver will not wait. Your file will indicate a 'No Show' and other trips booked that day will be cancelled automatically. If you need these trips, contact a customer service agent immediately. A

'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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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