



Access Transit

Late Cancellation and No-Show Policy

To improve door-to-door service for all passengers and make it as cost-effective as possible, we will be implementing new processes that may impact travel on Access Transit.

SUBSCRIPTION TRIPS

Cancellation Process

Passengers who cancel 60 per cent or more of their subscription trips within a one-month period will be contacted by Access Transit staff to find out if their travel needs have changed.

If the high cancellation rate continues, your subscription will be cancelled, and passengers will be asked to book individual trips instead. Passengers may re-apply for subscription trips **after 90 days** of consistent demand bookings.

Please call or email us if a change to the time slots of your subscription trips are needed.

LATE CANCELLATIONS AND NO-SHOWS

“Point-based” system

A cancellation is late if it is reported to Access Transit **2 hours or less prior to the scheduled pick-up time**. Cancellations at the door are considered a no-show since Access Transit is unable to repurpose the trip.

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

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

Once a suspension is served, the points associated to that suspension will be deducted from the passenger's total. For example, if you have accrued 39 total points, you will serve a 90-day suspension. The points associated to this suspension will be deducted from your total:

39 total points – 36 suspension points = 3 points are carried over

These points will remain on your account for **3 months**. If you can demonstrate **3 consecutive months** of accruing 0 points, we will erase all points on your account, and you will start back at 0. Points are counted monthly, and you will be notified by letter of any points you have accumulated.

Contact

Call Us: 306-975-3555

Email Us: accesstransit@saskatoon.ca

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How the point system works

The table below outlines various point levels and the resulting steps that will be taken by Access Transit. Trips for medical appointments during suspension will be reviewed and are at the discretion of Access Transit.

POINTS ACCUMULATED	NEXT STEPS
	Late cancellations count as one point. No-shows and cancellations at the door count as two points.
6 points	A formal letter documenting the late cancellations, cancel at the door and no shows.
12 points	A formal letter outlining the points accumulated and a two-day suspension of Access Transit services.
18 points	A formal letter outlining the points accumulated and a seven-day suspension of Access Transit services.
24 points	A formal letter outlining the points accumulated, a 30-day suspension of Access Transit services , and a phone interview with Access Transit to review service needs.
30 points	A formal letter outlining the points accumulated, a 60-day suspension of Access Transit services , and a phone interview with Access Transit to review service needs.
36 points	A formal letter outlining the points accumulated, a 90-day suspension of Access Transit services , and a phone interview with Access Transit to review service needs.

Reminder: The fixed route bus service is 100% accessible. Taking the fixed route system, when possible, allows for more flexibility without having to book a trip in advance. The cost to ride is the same, and if you have a bus pass, it works there too. If you would like to learn more about fixed route transit and would like to receive travel training, call Transit Customer Service at 306-975-3100 and ask about the Experience Transit program.