

# Ottawa River Transit (ORTC): Operational Transit Policies

## ORTC Cancellation Policy

### 1. Definitions

**Late Cancellation:** A trip is considered a “late cancellation” if it is cancelled less than 15 minutes before the start of the scheduled pickup window.

**No Show:** A rider is considered a “no-show” if they are not at the designated virtual stop and ready to board within one (1) minute of when the vehicle arrives.

### 2. Driver Wait Time Standard

- Upon arrival at the pickup location during the pre-determined 10-minute pick-up window, drivers will wait a standard of one (1) minute. This standard will be clearly published to all users.
  - If a driver arrives at the pickup location prior to the beginning of the 10-minute pick-up window, they will wait until the opening of the window and the additional one (1) minute.
- If a driver’s schedule permits (i.e., they are not at risk of being late for their next scheduled pickup), they may wait longer at their personal discretion. However, riders should not expect a wait time longer than the published one-minute standard.

### 3. Progressive Policy for No-Shows and Late Cancellations

A progressive, educational approach will be used to manage service misuse. The Blaise Transit technology platform will automate the tracking and initial communications for this policy.

- **First and Second Incidents (within a 90-day period):** The system will log the incidents. After the second incident, an automated educational warning will be sent to the rider explaining the negative impact of no-shows and late cancellations on service for the entire community.
- **Third Incident (within a 90-day period):** The rider’s account will be automatically flagged and booking privileges will be temporarily suspended.
- **Account Review and Suspension:**
  - Suspended accounts will be placed in a queue for manual review by designated City of Pembroke staff.
  - Following review, a 30-day suspension may be applied.
  - For chronic issues beyond the first suspension, staff may implement longer suspension periods.

### 4. Policy Application for Third-Party Bookings

- The same rules apply to all trips, including those booked on behalf of riders by partners.
- Policy communications (warnings, suspension notices) for these trips will be directed to the partner organization, who will be responsible for managing the issue with their client. This will be formalized in the agreements between these partners and the City of Pembroke.

### 5. Appeals Process

- A simple appeals process will be available. Riders who feel they have been suspended unfairly may appeal by contacting ORTC customer service via email or phone for a secondary review. The City-designated “Transit Liaison” shall be delegated final authority on these matters.

## **6. Compassionate Exemption Policy**

- ORTC recognizes that unforeseen circumstances may occasionally prevent riders from meeting trip commitments. If a rider misses a trip or cancels late due to a medical emergency, technical issue, or other extenuating circumstance, they may request a compassionate exemption from penalties. Requests should be submitted to ORTC Customer Service within 48 hours of the incident and will be reviewed on a case-by-case basis.