

Traffic Control Cancellation Policy

There are times when work cannot take place on a job site and the traffic control crews will be cancelled by the customer. In these cases there may be costs incurred and as a result those costs may be billed out as a minimum charge for cancelling the crew and/or TMA (Crash Truck)

In an effort to be as fair as possible to the customer we have put in place a policy for these cancellations so that both customer and Direct Traffic Management (DTM) staff are on the same page in terms of when and how that cancellation is to be handled.

- A cancellation of labour (Crew or TMA) must be done with a minimum of four hours notice before the time of the closure or desired site time to avoid any charges
- Cancellations must be done with direct contact, a phone conversation is preferred. Cancellations done by voicemail or email cannot be guaranteed and therefore are not acceptable unless otherwise agreed upon and are confirmed by us. Text messages may be acceptable, so long so it is replied to within the required timeframe
- For work where DTM crews are staying “out of town” and daily expenses are being covered, these expenses will also be charged as well as the agreed upon minimum charges for labour
- Minimum charges will vary by project and will be included in your quotation of pre-bid estimate. These charges may vary for night work, project location and other factors.

It is our hope that cancellations are always done within an acceptable period of time and all charges are avoided. There are certainly circumstances where these situations may come up and we will always work with you to ensure that a fair resolution is agreed upon.