SPECIALIZED TRANSIT GUIDELINES & PROCEDURES

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SPECIALIZED TRANSIT

Overview

Specialized Transit is a door-to-door pre-booked shared ride accessible public transit service intended for persons unable to use conventional accessible fixed-route system due to a disability. Specialized Transit enables clients to stay active in their community.

Purpose

Specialized Transit is a shared ride, door-to-door, pre-booked service where clients can book trips in advance, and are assigned on a first come, first serve basis. The two-part application process helps determine qualification and is not based on the applicant's income or age.

Definitions

Booked Time	The time for a pick-up that is confirmed by the call taker on the phone when a trip request is made.
Cancelled Trip	Any trip that has been pre-booked (reservation or demand trip) that has been cancelled by the client. Clients are encouraged to cancel a booked trip as soon as they are aware it will not be required.
Client	Defined as the primary user, or ultimate recipient of the accessible service.
Companion	Clients may have people travel with them on the service. These people are referred to as companions. A client must indicate at the time of booking a trip if a companion(s) will be accompanying them. Companion travel may be restricted based on vehicle capacity. All companions must pay the prevailing fare with the exception of children under the age of five (5). Companions must board and exit the vehicle at the same time and place as the client. Companions may book, cancel, or modify trips on behalf of a registered client.
Fare Parity	Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.
Late Cancellation	A late cancellation occurs when a trip is cancelled by the client with less than three (3) hours' notice.
Non-Accommodated Trip	A trip request not booked as the original time requested is not available, or the original trip request is not available, and an alternate time is taken.

No-Show	A “no-show” occurs when a client does not show up at the pick-up point at the booked time, noting an allowance of five (5) minutes, or when there is a trip cancellation made less than one-half-hour (30 minutes) notice. The no-show will be deleted from the record if official documentation is provided indicating it was a result of a medical emergency.
Service Area	Service area is the area in which all trips, origins, and destinations must be located. The current service area is within the boundary of the respective municipality, unless otherwise noted.
Service Description	The service is described as a shared-ride “door to door” service. The driver must see that the client is safely inside the outermost door at their destination. The client is responsible for ensuring there is a support person available at the destination if required.
Service Hours	Service hours are listed as the first pick-up time to the last pick-up time based upon the weekday, weekend, and Statutory Holiday levels of service. Service hours shall be Monday through Sunday from 6:00 a.m. through to 11:00 p.m. Specialized transit service hours shall be consistent with hours of service of conventional transit and/or as deemed appropriate by the respective municipality.
Service Provider	A service provider is either the municipality or a contractor who provides the vehicle and driver for the service.
Scheduled Time	The time of a pick-up that appears on the driver’s schedule. Please note: this time may be altered by up to ten (10) minutes in either direction of the booked time. (An 8:10 a.m. booked time could end up being a scheduled time anywhere between 8:00 a.m. and 8:20 a.m.).
Support Person	A client may be required, as determined through the registration process, to have a person traveling with them. The person traveling with the client is referred to as a support person. The client’s identification card will include a symbol (SP) which indicates that the client may require a support person. A support person traveling with a client does not pay a fare when accompanying the card-carrying client.
Visitor	A visitor is a non-resident of the municipality, visiting the municipality for a short period of time (block period consisting of less than 3 weeks in any 12-month period) who wishes to access the service. Visitor registration is by means of the individual providing proof that they are registered users

in their "home" municipality to the transit operator. Such visitors may be provided with a temporary identification card.

ROLES & RESPONSIBILITIES

The municipality is responsible for service and contract management, which includes, but is not limited to:

- Supporting the service operator with administering registrations, including ensuring eligibility criteria is satisfied, when needed.
- Administering/monitoring the service provider's performance, if applicable, with respect to all terms and conditions of the contract, including but not limited to, those issues dealing with service hours, vehicle utilization (dedicated and non-dedicated), vehicle maintenance, client service and system reporting.
- Administering a system for the processing of all related client contacts, i.e., complaints, commendations, inquiries, etc.
- Reporting on service performance.
- Completing all financial reporting, including preparation of annual budget and budget performance reports.
- Making recommendations respecting fare levels and the nature and extent of service to be provided.
- Keeping all personal information of clients confidential in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFFIPA).

The municipality may contract a service provider to operate vehicles and the booking system. The service provider shall also be required to provide operational data for reporting purposes.

Service Provider (Landmark)

The role of the service provider is to provide and operate vehicles, including responsibility for the drivers, in accordance with the terms and conditions of the respective contract.

1940712 o/a Landmark Student Transportation Ltd
50 Sanford Fleming Road
Collingwood, Ontario
L9Y 4V7
Phone: (705)446-1196
Fax: (705)443-4077
Email: Reserve.ST@landmarkbus.com

Partner Municipalities

Township of Clearview

217 Gideon Street
Stayner, ON L0M 1S0
Phone: (705) 428-6230
Fax: (705) 428-0288
Email: dperreault@clearview.ca

Town of Collingwood

97 Hurontario Street
P.O. Box 157
Collingwood, Ontario
L9Y 3Z5
Phone: (705) 445-1030
Fax: (705) 445-2448
Email: townhall@collingwood.ca

Town of Wasaga Beach

150 Westbury Road
Wasaga Beach, Ontario
L9Z 2N8
Phone: 705-429-2540
Fax: 705-429-8226
Email: publicworks@wasagabeach.com

ELIGIBILITY

Eligibility criteria for specialized service is based on several guiding principles. Eligibility is considered on a case-by-case basis for persons unable to use conventional transit due to a disability. Eligibility is not based on a particular disability, age, income, or lack of available public transit in an applicant's area. Eligibility is not for those who find it more difficult or are unwilling to use a regular conventional fixed route public transit system. Specialized transit is not an attendant care service. Passengers whose medical conditions require specific transportation (i.e., extreme fragility requiring transportation below regular speeds or inability to remain on the vehicle for up to one hour) need to contact a non-emergency medical carrier for transportation.

Specialized transit is available on an unconditional (permanent), temporary or conditional basis, depending on eligibility. Registered clients may use the service for medical appointments, school, shopping, visiting family or friends and social outings within the municipal limits and/or as specified.

There are three different types of eligibility for specialized transit service:

Unconditional eligibility — A person with a permanent disability that prevents them from using conventional transportation services.

Temporary eligibility — A person with a temporary disability that prevents them from using conventional transportation services. Example: a person having knee-replacement surgery.

Conditional eligibility — A person with a disability where environmental or physical barriers (example: snow in winter months) limit their ability to consistently use conventional transportation services.

Emergency/Compassionate eligibility — Emergency or compassionate application shall be made by phone to the service provider for urgent and unforeseen circumstances preventing an application, using other accessible transportations services, where standard application processing time may cause undue hardship. Examples of such circumstances may include the following:

- Injuries that may be temporary in nature causing an individual mobility issues.
- Non-Emergency trips to medical/hospital appointments for injuries of temporary nature that require accessible service.
- Where private accessible transportation means have been made temporarily unavailable.
- Where conventional accessible services are temporarily disrupted.
- Where inclement weather conditions create barriers to the access of conventional accessible transit.

Applicants must be residents of the respective municipality. Specialized transit will provide service to any person visiting the municipality who meets the eligibility requirements and is an active client of another accessible service.

As you consider eligibility for specialized transit, please also explore the potential of the Town's conventional accessible fixed-route system to meet your accessible transportation needs. Local municipal transit offers accessible buses on all conventional routes. Accessible features include pre-boarding electronic announcement, on-board next stop announcement, call/display system, handrails, and priority seating with space for two wheelchairs.

Appealing Eligibility

If an applicant is denied eligibility to specialized transit services, the applicant may appeal the decision in writing to the municipality in which the services are being requested.

REGISTRATION

All clients must be pre-registered. The completed application including any related documentation is to be returned to:

Reserve.ST@landmarkbus.com

All incomplete applications will be returned to the applicant and will not be considered until deemed complete. Eligibility will be determined within 14 calendar days of receipt of the complete application form. If services are required earlier than 14 days due to an emergency, please contact the service provider accordingly. No fee will be charged for applying for specialized transit.

Upon the request of the applicant, the municipality will make available all application forms and eligibility information in accessible formats.

Application Forms

Part A – Applicant Information

- Applicant or designate needs to fill out of the *Specialized Transit Application*

Part B – Supporting Documentation or Medical Sign off

- Applicant must provide supporting documentation from a certified health care professional (i.e., Doctor's Note)

Note: Both Part A and Part B must be completed and submitted in order for your application to be considered.

Identification Card

Approved applicants will be sent a numbered identification card valid for three (3) years, expiring at the end of the calendar year or for the anticipated length of a temporary disability. This card must be shown to the driver each trip when boarding and will indicate if a support person is required to travel with the client. The identification number must be provided when booking a specialized transit trip. The identification card is the property of the municipality. The client, and support person where applicable, must adhere to its terms and conditions.

Support Person Requirement

A client may be required, as determined through the registration process, to have a support person travelling with them. The identification card issued to the client will provide the information for the support person who must board and exit the vehicle at the same time and place as the client. A support person will not be charged while assisting a client. It is

understood that a client may have multiple support persons on different days. Where this scenario exists, the client is encouraged to include the names of all potential support persons where possible in the registration process. In the event that a support person that is not registered with the client attends a scheduled trip, notification to the service provider at time of booking will be required.

Companions Allowed

Subject to vehicle capacity, clients may have up to two companions travel with them on the service. The client will have to indicate at the time of booking the trip how many companions are travelling. Companion travel is restricted based on vehicle capacity. All companions must pay the prevailing fare with the exception of children under the age of five (5). The companion(s) must board and exit the vehicle at the same time and place as the client and must be able to wear a standard seat belt.

Service Animals

Certified service animals that are needed to assist clients will be accommodated. Clients are requested to advise the dispatcher that a service animal will be accompanying them at the time of booking to ensure accommodation. Clients may be required to provide service animal certification upon request by the driver. Please ensure that you have this documentation with you when you travel on the specialized transit. Animals who pose a health or safety risk will not be allowed to travel.

Pets

Clients are requested to advise the dispatcher that a pet will be accompanying them at the time of booking to ensure accommodation. Securely leashed/contained and/or caged dogs and non-exotic pets under the control of the owner shall be permitted, depending on schedule availability. Animals who pose a health or safety risk will not be allowed to travel.

Visitor Registration

A visitor is considered a non-resident of the municipality, visiting the municipality for a short period and wishing to access the service. Visitors can apply by providing the service provider with proof of registration for specialized transit in the municipality in which they live as well as informing them of the length of their stay to be considered for temporary approval.

BOOKINGS

Booking Process

Registered users must call (705) 446-1196 to book a ride.

Voicemail services will be available outside of regular hours, but voicemail bookings must be verified by a follow up call from the dispatcher to be considered as a confirmed booking.

Registered users may schedule a trip for any purpose. Clients are advised this is a public shared ride service.

Demand Bookings

All bookings are made on a "first come, first serve" basis.

The accessible service will strive to accommodate same day/on-demand bookings. Wait times for pickup will be dependent on the availability of drivers and vehicles based upon the current demand on the system.

Due to operational constraints, not all trip requests may be able to be accommodated. Clients will be offered alternative times if the requested time is not available.

Booking Changes

Bookings, modifications, or cancellations of trips may be made by anyone representing a client based on the understanding that all such bookings, modifications, or cancellations are the sole responsibility of the client.

Trip Cancellations and No Shows

Given the high demand for the service, it is critical for clients to call and cancel any trips they do not require. Clients are encouraged to cancel a trip as soon as they are aware it will not be required.

When a client does not show for the service, the operator will automatically cancel any remaining trips for the day unless they hear from the client. Clients who do not show up for the trip are required to pay the regular fare for the no-show, and this fare must be paid the next time the service is used. If a client has four (4) or more no-shows within a calendar month they may incur a temporary suspension from the service. Clients may request medical appointment trips during a temporary suspension by calling the service operator.

Any appeal of temporary service suspension shall be received in writing by the respective municipality.

Return Trip – Medical Professional Trips

Whenever possible, a return time should be booked in advance to ensure a prompt return travel trip. The operator uses a "Will-Call" system for medical appointments. The client is to call and advise the dispatch service when their appointment is completed, and a bus will be sent to pick up the client as soon as possible.

CODE OF CONDUCT

This specialized transit service is a pre-booked, shared ride transportation service. Accordingly, all clients, support persons and companions are expected to conduct themselves in a manner respectful of other clients, support persons, companions, and drivers, in the safe delivery of service. Incidents of poor conduct or behaviour that is contrary to this standard will be brought to the attention of the municipal transit representative for the municipality in which the service is operating. The respective municipality will be responsible for the investigation of the

incident and for taking any appropriate follow up action, which may include suspension from this service.

Multiple violations of the code of conduct may result in the municipality issuing a letter of trespass.

Reference is also made to *Bill 151, Zero Tolerance to Violence on Public Transit Act, 2009*

> No person shall threaten or intimidate a passenger or an operator or other employee of a public transit system, or any other person, in or on property that is part of the public transit system or that is used in connection with the operation of that system.
>
> No person shall endanger, assault or harm in any other way, or attempt to do so, a passenger or an operator or other employee of a public transit system, or any other person, in or on property that is part of the public transit system or that is used in connection with the operation of that system.

FARES

Specialized transit offers the same fare structure as conventional transit services. For detailed information on our rates, please visit:

Township of Clearview (https://www.clearview.ca/municipal-services/public-transit)

Town of Collingwood (https://www.collingwood.ca/public-transit)

Town of Wasaga Beach (https://www.wasagabeach.com/en/home-and-property/transit.aspx)

SERVICE HOURS

Specialized transit hours will be equivalent to conventional transit hours.
Monday to Sunday from 6:00 a.m. to 11:00 p.m.

The determination of the service levels, hours, and fares rests exclusively with the respective municipal council.

Specialized transit is available on statutory holidays, with the exception of Christmas Day.

SERVICE GUIDELINES

Emergency Preparedness and Response

In case of the need to evacuate the transit vehicle due to an accident or emergency, the driver will immediately contact dispatch who will contact emergency services and advise the municipality.

The driver should be prepared to evacuate the transit vehicle in emergencies such as, but not limited to, fire, fuel leak, and/or any situation where the transit vehicle is in a dangerous position. If the ramp does not function, the operator will manually deploy the ramp.

Subscription Bookings

A permanent booking arrangement for service for clients who travel on a regular pre-determined basis may be accommodated for destinations such as work, post-secondary school or medical purposes but is limited to one subscription booking per client.

Time of Pick-Up

The driver will knock or buzz when they arrive at a residence unless otherwise requested by the client. Clients are encouraged to board the vehicle as soon as possible once it has arrived so that the service can be as efficient and flexible as possible.

The service provider is allowed to arrive at a pick-up point up to 10 minutes before the scheduled pick-up time and up to 10 minutes after the scheduled pick-up time.

Waiting time: If a service delay exceeding 30 minutes occurs, the dispatcher will call all affected clients to inform them of the delay. If a client wishes to be contacted via email, they must inform the dispatcher at (705)-446-1196. If a client does not wish to wait and makes other arrangements for transportation, they are asked to call and inform the dispatch service.

Leaving Pick-Up Point: When a client is not at the designated pick-up area, drivers shall not leave a pick-up point prior to five minutes past the booked pick-up time unless the client has boarded.

Driver Assistance

Door to Door

Drivers shall assist clients from “door” to “door”. Clients must ensure that the pathway to the door is accessible, clear of snow, ice and any objects that may present a safety risk to the client or operator. The door shall also be within 50m from the transit vehicle and allow the driver to remain in sight of the transit vehicle.

Drivers will see that the client is safely inside the first outermost door at their destination. Drivers will not report to reception, specific locations, or other medical locations to locate a client. Entering private homes, unlocking doors, or waiting for someone to arrive to open the door is also not permitted nor the responsibility of the driver.

Assistance (Steps and Ramps)

Driver assistance to the door will be provided, upon request, if the assistance can be provided in a safe and effective manner for both the client and the driver.

Responsibility for Operation of the Vehicle

The driver "at all times" is responsible for the safe and effective operation of the vehicle. This includes operating speeds and routing (consistent with driver schedule), passenger safety, health, comfort, and security.

Operation of Personal Lifts

The driver will not operate a lift at a client's residence. Clients, or their support person, are required to operate personal lifts which are on the property of the client.

Entering the Client's Residence

Drivers do not enter a client's residence; however, the driver will help a client from "door to door".

Multi Access Facilities

For locations with more than one entrance, the dispatch service will indicate which entrance has been designated for pick-up and drop off.

Notwithstanding the above, special arrangements may be made at the time of booking for an alternate drop off or pick-up location as long as the alternate location provides for the safety of the clients and may be used by specialized transit vehicles without violating parking or similar regulations.

Where there is no designated pick-up location at a multi access facility, the pick-up location should be specified at the time of booking.

Vehicles Unattended

At no time are the vehicles to be left unattended while clients are on board unless assisting a client to the entrance. The driver must have the vehicle in sight and be in close proximity at all times.

Refueling of Vehicles

There will be no refueling of vehicles while clients are on board.

No Smoking of Any Kind Permitted

NO SMOKING signs will be installed in an appropriate place on each vehicle and the NO SMOKING of any kind rule shall be enforced and adhered to by the vehicle operator and specialized transit clients.

Clients Requiring Oxygen

Persons requiring oxygen while in transit will be considered eligible provided the oxygen system is appropriately secured.

Mobility Aids

Drivers shall verbally guide clients with the positioning of mobility aids on the vehicle ramp. Drivers shall secure any mobility aids and assist with belts and seatbelts as required.

Parcels and Personal Belongings

If a client cannot manage carry-on items on their own, they will need to ensure they are travelling with a support person or companion to assist. Clients must maintain control of their packages while in the vehicle. Clients are permitted to have one (1) cart/buggy safely secured and of reasonable size. Drivers are not responsible for any damage to personal belongings or parcels that may occur during transport.

Clients with Scooters

Clients using a 3-wheel scooter with or without guide wheels are required to transfer to regular transit vehicle seats during transit. In the case where a client is unable to do so unassisted, the client must be accompanied by a support person to assist. Specialized transit drivers will not assist with the transfer. Clients using a 4-wheel scooter have the option to transfer to regular transit vehicle seats during transit as long as it is physically possible for the client to do so without assistance from the driver.

Wheelchairs and Other Equipment

Service will be denied to any client for the following safety reasons:

- Any wheelchair or similar type vehicle that cannot be completely controlled by the client.
- Any wheelchair or similar type vehicle which, in the opinion of the service provider, is in poor condition, e.g., flat tires.
- Any mobility scooters larger than 0.76m (30 inches) wide or 1.23m (48 inches) long.
- Any wheelchairs or mobility scooters with client shall not exceed a combined weight of 600 lbs.

Lost and Found

Drivers shall review the vehicle after every shift to collect any lost or found items. Those items are to be stored in the transit facility and clients shall contact the operator to arrange for pickup of any lost and found items.

DRIVER CODE OF CONDUCT

The responsibility for driver behaviour rests exclusively with the service provider. The service provider is responsible for providing and supervising drivers, including back-up drivers, to operate the vehicles in accordance with the terms and conditions of their contract and in accordance with all operational rules and/or regulations, as determined by the respective municipality from time to time.

Driver behaviour that is contrary to the safe, effective, and efficient delivery of service will not be tolerated. This includes but is not limited to inappropriate conduct with clients, inappropriate language, and/or general rowdiness.

Drivers are required to adhere to all policies, procedures and/or rules governing the provision of the service. For greater clarity and without limiting generality of the foregoing, the following will apply with respect to driver behaviour:

- At all times drivers are to conduct themselves as professional transportation providers. This includes, but is not limited to, maintaining a good service attitude, being well-groomed, polite and considerate of the public, and avoiding conflict and/or confrontation with clients and/or support persons by using effective communication skills.
- At all times, drivers are responsible for ensuring the safety of clients while the vehicle is in service. This includes, but is not limited to, being alert and well rested at all times, making the use of good defensive driving techniques, no illegal drugs or alcohol in their system while on duty, avoiding the use of prescription medications that may impair judgment and/or motor skills, and no use of narcotics or other habit-forming drugs.
- Smoking on the vehicle is prohibited (consistent with municipal by-laws)
- Drivers will not distribute literature or other such items on the vehicle without the prior approval of the municipality.
- Drivers will be personable with clients but not personal. This includes, but is not limited to, not asking personal questions or giving personal information about themselves or others, not encouraging or initiating flirtations with clients, telling or encouraging others to tell jokes with sexual, racial, ethnic or gender connotations, and gossiping or making negative comments about clients, office staff, management, other drivers, contractors or others.
- Drivers are to conduct themselves as professional transportation providers. Driver conduct/behaviour that is contrary to expectations will not be tolerated and could result in the driver being suspended from operation.
- If a driver is running more than 30 minutes behind the scheduled times according to the driver's schedule, they are required to contact their supervisor so that arrangements can be made to inform the clients.

Incidents that are contrary to the above are to be brought to the attention of the municipality. The contractor will be responsible for the investigation of the incident and taking the appropriate action.

Driver Procedural Guidelines

Drivers shall:

- Exit the vehicle and greet each passenger
- All drivers will provide general passenger assistance in boarding and disembarking the vehicle within reason
- Passenger assistance may include guiding them to the vehicle, lending a steady arm for balance in entering and exiting the vehicle
- Follow the passenger up the ramp to ensure their safe entrance onto the transit vehicle

- Use four (4) tie-downs to secure a wheelchair or mobility scooter
- Be aware that on occasion a passenger may need to make an unscheduled stop due to the nature of their disability
- Always come to stand in front of the individual as they exit the vehicle
- Offer support, if accepted, with a hand on their walker or arm if they have a cane, it will ease fears that they may lose their balance and fall.

Drivers shall not:

- Push, pull or otherwise assist clients getting on or off the transit vehicle
- Park on private driveways
- Make adjustments or repairs to mobility aids
- Lift wheelchair or scooters up or downstairs