
Timmins Transit On-Demand Guidelines



TIMMINS TRANSIT ON-DEMAND GUIDELINES

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Appendix A – Map of Conventional Transit Service Area

Appendix B – Application Form

TIMMINS TRANSIT ON-DEMAND PARATRANSIT SERVICE GUIDELINES

1. Service

- I. Timmins Transit On-Demand paratransit services are designed to provide transportation to citizens who, due to mobility impairments, are unable to use regular transit services.

2. Eligibility

- I. The City of Timmins paratransit service is designed to provide transportation to citizens, who because of their physical impairment, are unable to use regular transit services. Highest priority will be given to those who are confined to a mobility aid or who must use a mobility aid during transportation.
- II. Eligibility will be based on information provided on the application form. Please note:
 - a. The specialized service is not for those who find it more difficult or who are reluctant or unwilling to use an accessible public transportation system.
 - b. Eligibility is not based on a particular disability and persons are approved on a case-by-case basis.
 - c. Eligibility is not based on age or income.
 - d. Eligibility is not based on a lack of availability of accessible conventional transit in the area in which the person resides.
- III. Eligibility for specialized transit, if approved, falls under one of these categories:
 - a. Unconditional – a person with a disability that prevents them from using conventional transit;
 - b. Temporary – a person with a temporary disability that is expected to improve, that prevents them from using conventional transit (example: surgery recovery); and
 - c. Seasonal – a person with a disability where winter conditions limit their ability to consistently use conventional transit.
- IV. Pick up and destination points must be within the Timmins Transit On-Demand paratransit service area of the City (see Appendix A – Map of Paratransit Service Area).
- V. In order to use the Timmins Transit On-Demand system, an individual must complete an application form and submit it to Timmins Transit for review. Upon being approved, the applicant's name will be entered in a registry for paratransit services. Approval will be given on a permanent basis or temporary basis, depending on the nature of the disability.

3. Application Process:

Persons wishing to use the Timmins Transit On-Demand paratransit service must submit an application to be registered as a client. The application form (Appendix B) is available from:

- Timmins Transit office at 54 Spruce St South, Timmins or
- Call 360-2600 ext 3504 or
- Download off www.timminstransit.ca.

Once completed, the application should be returned to:

Timmins Transit On-Demand
220 Algonquin Blvd. East
Timmins, Ontario
P4N 1B3

The Timmins Transit On-Demand Eligibility Committee will review the application. You will be advised in writing if you are approved or denied for handy transit services.

Appeal Process

An appeal process is available to any person who is denied eligibility for paratransit services, or who disagrees with an eligibility decision.

All appeals must be filed in writing with the Timmins Transit Office.

Appeals must be filed within sixty (60) days of the receipt of Timmins Transit's letter advising of eligibility for paratransit services.

Appellants are encouraged to state in their appeal letter the reasons why they believe the eligibility decision does not accurately reflect their ability to use the fixed route public transportation service (Timmins Transit)

Upon receipt, all appeals will be date-stamped and referred to the City's Municipal Accessibility Advisory Committee for review and decision.

4. Days & Hours of Service

Specialized transit hours will be equivalent to conventional transit hours.

Monday to Friday 6:30 am to 11:30 pm

Saturday 6:30 am to 11:30 pm

Sunday 8:30 am to 7:30 pm

No service on Statutory Holidays

5. Trip Bookings

- I. All bookings are made on a “first come, first serve” basis.
- II. Subscription Service is permanently scheduled when the day of the week, time, pick-up location and destination is always the same. Timmins Transit reserves the right to limit subscriptions to availability. Priority will be given to medical, work and school trip requests. Provision of the subscription trips will be subject to the frequency of the trips and availability of service at the requested time.
- III. Trip bookings may be requested through the Timmins Transit On-Demand service app, available to download for iOS or Android devices by searching Timmins Transit On-Demand in the Google Play Store or Apple Store. Trip bookings can also be made by calling Timmins Transit during normal office hours 8:30 a.m. to 4:30 p.m. (the office is closed Saturday, Sunday and holidays). You can book up to two weeks in advance.
- IV. Trip bookings for important medical or related appointments may be requested up to four weeks in advance of the trip date.
- VI. Trip requests for service on the same day will be accommodated if capacity is available.
- VII. Timmins Transit will maintain a waiting list of people to accommodate for same day cancellations.

6. Cancellation/No Show Policy

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

- I. Persons who have booked a trip by calling Timmins Transit directly, will need to cancel the trip by calling Timmins Transit no later than 12:00 noon on the day before the trip. Persons canceling a trip later than 12:00 noon on the day before will be required to pay one regular fare for the cancelled trip. This payment must be made prior to further use of the Timmins Transit On-Demand service.
- II. Persons who have booked a trip through the Timmins Transit On-Demand app will need to cancel the trip before it begins to avoid being charged for the ride. If you have paid for the ride through the app, reimbursement for any canceled trip will be done through the app.
- III. Persons may make up to three trip cancellations by telephone or through the Timmins Transit On-Demand app in any one month. Any cancellations in excess of three in any one month will result in a charge of one regular fare for each excess trip cancelled in that month. Payment for excess cancellations must be made prior to further use of Timmins Transit On-Demand service.
- IV. Persons who do not respond within 5 minutes of the Timmins Transit On-Demand driver arriving at the door shall be deemed to be a “no show”. A no show charge equivalent to two regular transit fares must be paid by the person involved prior to further use of Timmins Transit On-Demand service.

These charges may be waived at the discretion of the Manager of Transit Operations or Operations Supervisor where exceptional circumstances are involved in the above noted situations.

7. Service

- I. Timmins Transit On-Demand service shall be operated such that the bus arrives within 10 minutes before or 15 minutes after the scheduled pickup time.
- II. Customer trips shall be scheduled such that a customer is not on the vehicle for longer than 1 ¼ hours.
- III. Intermediate stops will not be allowed unless booked and confirmed in advance.

8. Driver/Customer Guidelines

- I. Drivers are responsible for assisting customer travel between the exterior accessible door at the trip origin and/or destination and the Timmins Transit On-Demand vehicle, including pushing a wheelchair or other mobility device or assisting an ambulatory passenger.
- II. Drivers are responsible for assisting the customer in boarding the vehicle, including the sole operation of the wheelchair lift equipment.
- III. Drivers are responsible for securing mobility aids in the vehicles and fastening passenger seat belts. Customers using a scooter must transfer to a fixed seat on the bus and the scooter must be secured.
- IV. Drivers are not permitted to carry parcels or personal effects belonging to paratransit customers.
- V. Customers are not permitted to have more than two bags of groceries/goods. Customers should not have heavy bags or packages on the rear handles of wheelchairs that cause instability.
- VI. Timmins Transit On-Demand customers requiring additional assistance or supervision to ensure personal safety during the trip must arrange to have an attendant to travel with them. One attendant is allowed, and may travel at no charge, only if this person is required to assist or attend to the customer during their transport. Space for an attendant must be reserved at the time of trip booking.

9. Payment of Fares

- I. All customers shall be required to pay the regular fare for services. There are no exceptions.
- II. Payments can be made online through the Timmins Transit On-Demand app or with exact fare deposited in the fare box or by a Timmins Transit On-Demand twenty ride card. Drivers do not carry cash.

10. Accessibility at Pick up and Drop off Locations

- I. Service is provided from “accessible exterior door to accessible exterior door”. For the safety of both the customer and the driver, drivers will not take mobility devices up or down more than one step. It is the customer’s responsibility to provide a ramp where there is more than one step.
- II. It is the customers responsibility to ensure that all ramps are safe and in good repair. This includes ensuring: ramps are clear of debris, ice and snow, surfaces are non-slip and ramp angles allow for safe motion.

- III. Customers are responsible to ensure that their residence is accessible for travel between the exterior door and the Timmins Transit On-Demand bus. Stairs, steep slopes and narrow paths should be avoided. During winter months, it is the customer's responsibility to keep the path between the exterior door and the bus stop area clear of snow and ice. If conditions do not meet acceptable accessibility standards, the customer must arrange for their own assistance to travel to and from the Timmins Transit On-Demand bus or service may be suspended until the situation is improved to an acceptable accessibility condition.
- IV. Bus stops and paths to doorways at major activity centres and destinations must be reasonably accessible and maintained clear of snow and ice during winter months. Where problems are identified, the situation will be confirmed by supervisory staff and the agency or owner will be advised of the problem. If the problem cannot be resolved, service to that location may be suspended until the situation is improved to an acceptable accessibility condition.
- V. For the safety of both the customers and the driver, it is the customer's responsibility to ensure that their mobility device is in a safe condition (air in tires, brakes, etc.) for transport, or service will not be provided. The driver will notify Dispatch if they feel the device is unsafe and the customer will be responsible to bring the device to a safe standard before further trips will be provided. Drivers will not pick up passengers with defective mobility equipment.
- VI. Our Timmins Transit On-Demand buses are equipped with hydraulic lifts to transport customers in mobility devices. The chart below sets out the size and weight restrictions for mobility devices that must be met in order to ride with paratransit services

Maximum width of mobility device	33 inches or 83 centimeters
Maximum length of mobility device	52 inches or 132 centimeters
Maximum combined weight of passenger and mobility device cannot exceed	800 pounds or 364 kilograms

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