

Request for Decision

Handi Transit

Presented To:	City Council
Presented:	Tuesday, Jan 12, 2016
Report Date	Wednesday, Dec 23, 2015
Type:	Presentations

Recommendation

THAT the City of Greater Sudbury accepts the report dated December 23, 2015 from the General Manager of Assets, Leisure and Citizen Services;

AND THAT staff be directed to amend the application process to include a professional assessment in order to determine if the individual can be travel trained to ride the conventional system or requires an attendant;

AND THAT where applicable, the above noted step be performed, before the appeal is submitted to the Hearing Committee of Council;

AND THAT staff prepares the necessary amendments to By-Law 2001-220A and 2002-199A.

Finance Implications

If approved, the costs to amend the application process to include an assessment of the applicants ability to be travel trained can be funded within the existing operating budget.

Signed By

Report Prepared By

Michelle Ferrigan
Transit Planner
Digitally Signed Dec 23, 15

Division Review

Roger Sauvé
Director of Transit & Fleet Services
Digitally Signed Dec 23, 15

Recommended by the Department

Ron Henderson
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Recommended by the C.A.O.

Kevin Fowke
Acting Chief Administrative Officer
Digitally Signed Dec 23, 15

Purpose

Accessible transportation systems improve mobility for those individuals who, as a result of a mobility restriction, have limited ability to get around the community. The City of Greater Sudbury addresses transit accessibility by providing a Specialized Transit Service known as Handi-Transit (door to door service) and a 100% Accessible Fleet on the Conventional Transit Service.

This report provides an overview to City Council of the evolution of Handi-Transit in the City of Greater Sudbury from pre amalgamation to the present.

This report also provides a review of current policies and provides recommendations.

Background on Specialized Transit Service

Handi-Transit is a specialized public transportation service provided to persons who have physical disabilities and are unable to use the conventional transit system. Greater Sudbury Transit manages a contract, currently awarded to Student Transportation of Canada Inc., to provide door-to-door transportation with specialized accessible buses, supplemented with taxi services when necessary.

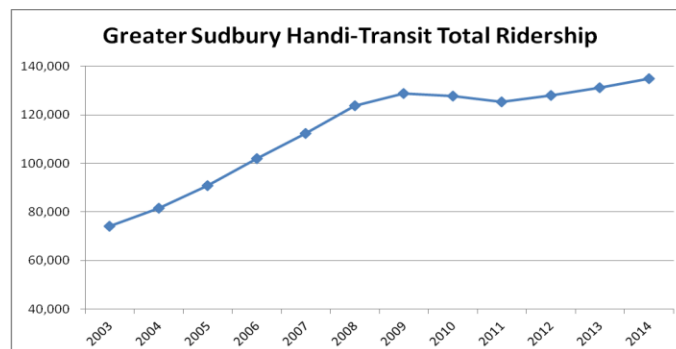
Passengers must complete an eligibility application form and be approved as a registered client with Handi-Transit before booking trips. Eligibility for Handi-Transit may be re-assessed at any time.

Handi-Transit provides transportation every day of the year. Bookings must be made in advance and requested times are subject to system availability. As Handi-Transit is a shared ride, door-to-door service, trips may be detoured to pick up other passengers.

The geographic area served by Handi-Transit extends 2 km beyond the area served by conventional Greater Sudbury Transit buses and TransCab connecting service. Handi-Transit service may be requested outside this geographic area, subject to availability and road conditions. An extra charge per kilometer, one-way, applies beyond the Greater Sudbury Transit service boundary.

Evolution of Specialized Transportation Service

Ridership on the Handi-Transit system has grown from 40,000 in 2001 to 135,000 in 2014.



As a result of this growth, there are capacity constraints within the Specialized Transit Service. This trend is not uncommon throughout the industry and various approaches have been taken by other agencies to identify cost saving methods which also minimize the impact on the mobility of people with

disabilities. In order to identify the best options for the City of Greater Sudbury, it is important to understand how the system evolved and the factors which had an impact on our system.

2001 to 2005

Prior to amalgamation, Handi-Transit service in the commuter areas was limited by service hours, coverage and days per week. In 2001, Council approved a five year harmonization plan and policy (By-Law 2001-220A, Appendix A) which was created and implemented to ensure service levels on the Handi-Transit system were equal to those of the conventional system.

In 2002 council approved an RFP to harmonize service delivery by eliminating boundaries between commuter and urban areas. Leuschen Brothers Limited was awarded the RFP and became the central dispatch for Handi Transit, providing significant benefits to Handi-Transit customers.

In 2005 a new harmonization plan was approved as the conventional system grew faster than the Handi-Transit system.

2005 to 2013

Accessibility for Ontarians with Disabilities Act

In 2005, Ontario's Accessibility for Ontarians with Disabilities Act (AODA) came into force and set out a clear goal and timeframe to make Ontario accessible by 2025. In 2011, the Integrated Accessibility Standard – 191/11 came into effect and set out requirements for transportation providers. Some requirements went into effect in 2011 and others are being phased-in between 2011 and 2017.

As noted in Appendix B, the City is fully compliant with the AODA and Ontario Regulation 191/11. In addition, the City maintains a "Transit Accessibility Plan" presented in Appendix C, which documents the measures that Greater Sudbury Transit has taken and will take to identify, remove and prevent barriers to public access to Greater Sudbury Transit.

CGS's progression to a fully accessible Conventional System

Conventional Buses in the 70's and 80's had no accessible features. They had three steps and narrow aisles which made it difficult for customers with physical disabilities to travel independently. In the early 90's buses became more accessible with the introduction of kneeling features, yellow station bars and accessible seating. In 1995 the City of Sudbury recognized the need to provide accessible travel to their customers and purchased its first low floor wheel chair accessible bus.

By 2011 Greater Sudbury's conventional transit fleet became 100% accessible offering mobility options to persons with disabilities. The new features included:

- An automated stop announcement system which was installed in December 2009. The system announces the next stop both audibly and visually.
- Low floors which eliminated stairs at the doors of the bus, leaving only one small step to board or alight the bus

- A kneeling feature allowing the bus operator to lower the front end of the bus in order to reduce the height of the step onto/off the bus
- Automated ramps which make boarding easier with assistance devices such as wheelchairs, scooters, walkers and strollers
- Priority and courtesy seating are designated at the front of the bus

It is important to note, that Handi-Transit Buses have not gone through the same evolution. Although improvements were made with the ride and comfort, the overall layout of the bus remains unchanged. Customers with mobility devices access the bus by way of a lift system. The bus also has three steps that customers have to navigate. Low floor Handi-Transit buses have been developed but come at a much higher price than the traditional model and have not been proven for use in our climatic environment.

Review of Handi-Transit Services

A review of the Handi-Transit system was conducted in 2012 by a working group consisting of staff and Linda Whiteside, Chair of the Accessibility Advisory Panel. In an effort to gather all relevant information the group met with the service provider, users and stakeholders. In November 2012 public input sessions were held with users and stakeholders. Information gathered by all participants was critical to the development of policies and procedures which provide customers with a more efficient and effective service.

During the review, several themes emerged:

- **Defining the service** - What is Handi-Transit? Who are our customers? Expectations of bus operators
- **Barriers on the conventional system** - What barriers prevent Handi-Transit customers from using the conventional system? Are Handi-Transit Customers aware that the conventional buses are 100% accessible? Have Handi-Transit customers tried the conventional system?
- **Qualifications to use the system** – Should the application process change? Are the qualifications in line with the mandate of the service? Does the current application process provide opportunity for abuse? Should customers have to reapply after a period of time?
- **Booking and completion of trips** – How much time is required for booking and notice to customers? Booking procedures, good/bad? How accurate are the pickup times? Would customers be in favor of curbside drop off to reduce trip lengths? No shows? Late cancellations?
- **Customer service** – How are customers treated by Handi-Transit drivers and taxi drivers?

With these themes in mind Oraclepoll was contracted to conduct a customer opinion survey. In February 2013 Oraclepoll Research conducted a telephone survey of 292 active Handi-Transit customers which revealed that 89% of customers were satisfied with the service and 98% agreed with the mandate/mission statement. The results of the survey can be found in Appendix D of this report.

The working group presented its findings and recommendations to the Accessibility Advisory Panel and the Operations Committee in April 2013.

Aligned with what was occurring in the Canadian Transit industry, the City of Greater Sudbury conducted this review and recommended changes to ensure that persons with disabilities have a fair and appropriate process to access public transit services that best match their abilities, while supporting the goals of access and reduce the need for specialized services.

Results of Handi-Transit Service Review

In September 2013 Council approved the recommendations of the Operations Committee (Appendix E) which included;

- A new application process
- That new and existing users be assessed using the new application form
- Implementation of Fare Parity as required by the AODA
- Extension of booking times as required by the AODA

2014 to present

Changes to Policies, Procedures, Rules & Regulations

Based on the review performed in 2012 and the recommendations of the Operations Committee in 2013, policies, procedures and regulations were modified.

Eligibility Policy Review

Eligibility is a question that Council has reviewed on a few occasions. In 2001 Council approved By-Law 2001-220A, a Policy paper titled Transportation for Persons with Physical Disabilities (Appendix F). This was the guiding document for Handi-Transit following amalgamation. Staff conducted a review of all services provided throughout the City and Region and made recommendations similar to the process followed by the Transportation Task Force. In regards to eligibility it was recommended that ***“the eligibility criteria used previously by the City of Sudbury be adopted as the model for the City of Greater Sudbury. The use of Handi-Transit service will be limited to those individuals that suffer from a physical mobility impairment. Although cognitive disabilities were recognized by some of the outlying municipalities in the past, we feel these customers would be better served using conventional transit with an attendant, as the issue is not one of physical access but supervision.”***

In 2013, the decision to maintain the eligibility criteria was endorsed by the Accessibility Advisory Panel, recommended by the Operations Committee and approved by Council.

Eligibility Application Process

The previous version of the Eligibility Application Form (Appendix G) was a two sided one page document which required very little information. Once completed and signed by a physician the applicant was granted access to the Handi-Transit system with no further review or requirement for renewal.

On the front side of the form was a note to the applicant which said ***“Ensure that your physician specifies the exact nature of your disability, the severity of your disability and why you are physically unable to use public transit.”*** On the back side of the form was a note for the physician, stating ***“Handi Transit is a service provided to persons who have physical disabilities that result in their inability to use public transit, this refers to persons who are physically unable to either: Climb three steps or walk a distance of 175 meters”.***

Although these items were clear on the form physicians began approving applicants based on other criteria. This trend was evident across the Province and studies have shown that this type of application created problems between physicians and patients.

The new Eligibility Application Form (found at Appendix H) was designed to determine if there are times when an applicant is not able to use the conventional transit system due to physical restrictions.

The application process consists of the following steps:

- The application is completed by the individual who is requesting specialized service and their physician.
- Application is reviewed by Transit staff and a decision is made whether to approve/deny the request or request an assessment.
- The applicant is notified in writing of the decision. If an assessment is required the applicant will be contacted by the contractor to book an appointment. The assessment is free of charge to the applicant
- Following the assessment the applicant is notified if the application is approved/denied
- Applicants who are denied have the right to appeal the decision to the Hearing Committee of Council
- All applicants who have started the appeal process through the Clerk’s office are provided temporary transportation pending the outcome of the appeal

No changes were made to the eligibility criteria when Council adopted the new application process. As outlined in By-Law 2001-220A, the eligibility criteria for Handi-Transit system has always been as result of customers being unable to access the conventional system due to a physical disability.

The above noted changes to the eligibility application process were developed in accordance with the *AODA regulation 191/11 Eligibility application process, Section 64 and based on best practice guidelines from the Transit industry and the CUTA Canadian Code of Practice for Determining Eligibility for Specialized Transit.* Municipalities were required to be compliant with this section by January 1, 2014.

Rider Guide

Rules and Regulations were identified by the working group as an important issue that required improvements. Throughout the review, it was revealed that there were many issues identified within the Handi-Transit system which directly related to the communication and enforcement of rules and regulations.

In order to address these types of issues and to provide information on how to use the system, a travel booklet known as the Rider Guide was created and distributed to all Handi-Transit customers. The booklet is found at Appendix I. The Rider Guide provides information such as:

- What is Handi-Transit?
- What do I need to know about eligibility?
- What are my responsibilities as a client?
- How do I book a trip?
- How do I change or cancel a trip?
- What should I know to ride Handi-Transit?
- What are the rules on board Handi-Transit?
- What is the Handi-Transit policy for trip cancelations?
- Do you have complaints or concerns about Handi-Transit service?

Impact of AODA on System Capacity

Currently, demand for Handi-Transit exceeds the vehicle fleet capacity. As a result, customers are asked to select a different time or a different day. In some cases no alternate trips are available or provided leading to “turndowns” or un-accommodated trips.

The introduction of fare parity had a direct impact on ridership growth. Handi-Transit customers have access to monthly unlimited rides as well as discounted ride cards, increasing their travel options.

The capacity issue has been reviewed with the Operations Committee. It was decided that an appropriate amount of time would be allowed to determine if the new application process and the enforcement of the rules and regulations would have an impact on the overall ridership.

Taxis

Taxis are used to provide Handi-Transit trips during off peak hours for efficiency and peak times for overflow. Both conventional and accessible taxis are used when providing this service.

Accessible taxi service has traditionally been a challenge for the City as companies were reluctant to invest in the vehicles and purchase the licenses. At one time (approximately ten years ago) there were

no companies providing accessible taxi service in the City. There was significant pressure on the Handi-Transit system to not only provide booked trips but to also respond to last minute requests.

Companies were not investing in accessible taxis because the capital costs were too high and there was limited flexibility to use the vehicles for regular taxi trips. For many years private companies lobbied for the approval of rear entry mini vans as the capital investment would be less and the vehicle would be more functional. Government grants which were introduced in approximately 2001 for accessible taxis were also no longer available. As regulations changed so did the commitment from taxi companies. Rear entry mini vans were approved which reduced the capital investments for companies. The City also provided some incentive by making the accessible taxi licenses available at no cost to the operator. There were 131 taxi licenses issued in 2014 with 9 being for accessible units.

Taxis continue to be required when buses are at capacity, for return medical trips or when efficiencies can be achieved. Currently, there is an average of 60 trips per day performed by Taxis. Most of these trips are scheduled to taxis due to capacity issues.

Specialized Transportation Service Today

Since changes were implemented to the application in 2013, approximately 3456 individuals have completed the process, and 439 applicants were assessed by the contractor. The estimated cost incurred by the City to conduct these assessments was approximately \$13,000.

Prior to the process changes, the City had 2788 registered active users. Currently, there are 2760 active registered users. It appears that the process did not have the expected overall impact on the number of registrations approved for Handi-Transit service. To date, the City has received 22 appeals that must be heard by the Hearing Committee. As per the requirements of the Act, these applicants have been given temporary eligibility for specialized transportation until a decision is made.

The following statistics give an overview of the service we provide:

- There are approximately 65 new registrants approved every month
- The cost recovery ratio for Handi-Transit is approximately 8% compared to 40% on the conventional system
- The budget for Handi-Transit is \$2.95 million (net of budgeted fare revenues)
- There are 15 buses used for service and 2 spares
- There were just under 135,000 passenger trips provided in 2014. Of these, 57% were ambulatory, 33% required assistance of a wheelchair or scooter, 6% were support persons and the remainder 4% were companions
- The cost per trip is \$17.82 for urban trips, and \$50.54 in commuter areas. In comparison, the cost per trip on the conventional system is \$3.97 in urban areas, and \$6.74 in commuter areas.

- There have been 1559 un-accommodated trips in 2014 and 1260 (Jan to Oct) in 2015 as a result of capacity issues. Capacity issues are prominent during fall and winter months.
- There were 4,351 “no shows” and 10,753 last minute cancelations by customers in 2014.

Current Practice and Recommendations

In September 2015, Greater Sudbury Transit hired Nelson\Nygaard to conduct a high level assessment of the Handi-Transit service policies as well as the effectiveness of the eligibility certification process. The purpose of this assessment was to facilitate service policy practices that are consistent with best practices in the industry and are compliant with the Accessibility for Ontarians with Disabilities Act (AODA).

The assessment assisted staff in recognizing areas where improvements could be made to relieve some of the pressures on the system. A number of the recommendations are minor such as terminology modifications to match the language defined in the AODA, other are more significant and would have an impact on how specialized service is provided.

The following recommendations have been categorized into three tiers, based on their ranking in terms of prioritization, tier one being the highest priority.

TIER ONE

By-Law Amendment

- **Amend By-Law 2001-220A**

Current Practice: Over the years, City Council has approved changes to ensure compliance with the AODA, service changes, and application process changes noted in this report. These have not all been reflected in By-Law 2001-220A.

Recommendation: It is recommended that staff be instructed to amend By-Law 2001-220A as required.

Rider Guide Amendments

- **Advanced Reservations**

Current Practice: The Rider Guide indicates that a person must book at least two days before. The guide provides contact information for business and after hours but does not specify that reservation requests will be accepted during after hours. Handi-Transit is set up to take bookings until 9 p.m.

Recommendation: The Rider Guide should include language indicating that riders can request trips up until 9 p.m. the day before their desired trip, but they are not as likely to receive the trip as they would be if they called two days in advance. While this statement reflects the spirit of the AODA, it will likely result in an increase in trip requests.

- **Trip Time Negotiations**

Current Practice: Trip time negotiations windows are typically within one hour before the requested time to one hour after a requested trip time. This “window” allows a scheduler to maximize the number of trip accommodations within an area and a general time frame.

In practice, schedulers do negotiate trip times 1 hour before or after the requested time if the trip type is not for a fixed appointment. However, there is no information provided in the Rider Guide regarding whether the schedulers are allowed to negotiate trip times. As this policy is not clear in the Rider Guide, it can create caller frustrations with the system.

Recommendation: The Rider Guide should clarify the negotiation window policy.

- **Late Cancellations and No Shows**

Current Practice: Given the high demand for the service, it is critical for Customers to call and cancel any trips they do not require. No shows, late cancellations and excessive cancellations have a direct impact on the Handi-Transit system’s ability to meet the needs of all requested trips. Although the Rider Guide has a late cancellation and no show policy, the sanctions are not clearly defined.

The Rider Guide states that a letter of reminder will be sent for the first occurrence of three late cancellations, three no-shows or any combination totaling three within a thirty day period. Further, second and subsequent occurrences "may result" in a letter advising of service restrictions. Repeated occurrences may result in suspension of service.

Recommendation:

The Handi-Transit no-show policy should be clarified and strengthened, with unequivocal language and quantitative measures for when sanctions will be applied. These should include the number of no-shows and late cancellations in a month that would trigger each step in the tiered approach to sanctions.

- **On Time Performance Window**

Current Practice: The Rider Guide indicates that the passenger must be ready ten minutes before the scheduled pick-up time. It doesn't indicate how much beyond the pick-up time the vehicle can arrive and still be considered on-time. Although current practice is that the dispatcher will attempt to call if they the bus will be more than 10 minutes late, it is not indicated in the guide. The trip confirmation system specifies that the passenger should be ready 10 minutes before the time announced.

Recommendation: On-time performance windows should be conveyed to customers. A thirty minute window (15 minutes before or after the requested time) is recommended, and a goal of 90% adherence should be established.

- **Specialized Service Name**

Current Practice: The Specialized system is known as "Handi-Transit"

Recommendation: Greater Sudbury Transit should consider consulting with the community to determine if the name "Handi-Transit" should be replaced. The term "handi" is generally considered a shortening of "handicapped". This term is a relic from a bygone era in England when the primary occupation available to people with disabilities was to beg with their "hand in" their caps. It is considered oppressive by many in the disability community and has been replaced by many communities. The service name should be changed to a more common name such as Para Transit or Specialized Transit

Eligibility Process

- **Completion of the Eligibility Certification Process**

Current Practice: The Rider Guide states that Greater Sudbury Transit will endeavor to process applications within 14 days.

Recommendation: The Rider Guide should indicate that if a new applicant's eligibility has not been determined within 14 days of receipt of the application, they will be eligible for temporary service until the decision has been made

- **In-Person Assessments**

Current Practice: At the onset of the new process, the planned budget assumed a referral rate to in-person assessments of 80%. The actual total was close to 13% (439 out of 3456 applicants since the change in process was made).

Recommendation: Greater Sudbury Transit should increase the percentage of referrals to the eligibility contractor for in-person assessments. The fact that such a small percentage is reviewed by the Eligibility Assessment Advisor is the likely explanation for the lack of impact on the total number of active users. While 100% in-person assessments would be optimal, increasing the percentage to 80% of all applicants would be a cost-effective approach in terms of ensuring that only those who are unable to ride transit are eligible for Handi-Transit.

- **Application Form**

Current Practice: There are two items which need to be corrected on the application form. First, the application indicates that the allowable dimensions for mobility devices are 48" by 32", whereas the Rider Guide states 54" by 33". Second, the application form asks whether a person can walk up and down one 11 inch step with a handrail.

Recommendation: Regarding the dimensions of mobility devices, the inconsistency should be corrected. Further, if all conventional transit vehicles are low floor and have ramps, then the ability to climb a step is not relevant. This question should be removed from the application.

- **Assessment Tool**

Current Practice: The assessment tool asks the assessor to indicate the applicant's ability to transfer from a wheelchair/scooter to a seat in a Handi-Transit vehicle.

Recommendation: The reference to a wheelchair should be removed, as this issue is only pertinent to scooter users who may need an attendant in order to transfer and would take up an additional space in the vehicle.

- **Certification Letter**

Current Practice: The current eligibility letters for those who are unconditionally eligible appear to address most, but not all elements of an effective letter. The letter does not indicate how long the individual is eligible for. In addition, the term "there is no doubt" that you are (un) able to ride conventional buses is used.

Recommendation: The letter should be reviewed and clarifications made to time frames of eligibility. The use of the term "there is no doubt you are (un)able to ride conventional buses should be eliminated. Given the fact that most accurate eligibility assessments find that about a third of applications can use conventional transit either some or all of the time, and the proportion in Sudbury is 1% conditional, it is very likely that applicants who are being granted full eligibility with the "no doubt" language, are in actuality able to ride conventional transit.

TIER TWO

Eligibility Process

- **Conditional Eligibility**

Current Practice: One of the key indicators of an effective eligibility process is the percentage of applicants who are found to be conditionally eligible, and the quality of the information that is provided for those who fall into that category.

Conditional eligibility implies that the individual can be reasonably expected to make some trips on the conventional service. For riders who have conditional eligibility, for each trip they request, the transit system may assess whether that particular trip's circumstances meet the conditions under which the rider is eligible.

Effective eligibility programs usually find between 15 and 30% of applicants to be conditionally eligible. Currently, Greater Sudbury has less than 1% of applicants determined to have seasonal eligibility, and there are no other categories of conditions. This indicates that a large percentage of registrants are being granted full eligibility in the Handi-Transit System and could travel on the Conventional System for all or part of their trips.

This represents a significant missed opportunity to ensure managed growth in the system, and that the significant investments in the accessibility of the conventional transit system are not being utilized to their fullest.

Recommendation: In order to enhance the effectiveness of the current Eligibility Certification Process, Greater Sudbury Transit should expand the conditional eligibility categories beyond weather to include other categories. It is recommended that a Consultant be retained to revise the application materials/interview summaries, quality control protocols and provide training on eligibility screening for staff.

- **Mobility Training**

Current Practice: Anyone wanting to travel on the Conventional Transit System can call an information line for information, or access schedules and important information on various paper and electronic media.

Recommendation: Public transit provides independent mobility and the ability to travel at will within the community. Today's public transit system is accessible and is able to service a broader segment of the population. Mobility Training, also known as "travel training" teaches people who have not previously used public transit to travel safely and independently within the community. Mobility training has been proven to be helpful for introducing public transit to people with disabilities, and older adults who are hesitant to try taking transit on their own. Along with an efficient in-person application and conditional eligibility process, mobility training has been a successful program in many municipalities, reducing the number of active registrants

on the specialized transit system. It is recommended that this model be explored together with the Conditional Eligibility Process.

- **Advance Reservations**

Current Practice: The current policy allows registrants to book trips as far as one month in advance. This policy is generous based on industry standards. Research has shown that when a period is shortened, no-shows and cancellations can be significantly reduced as riders do not have to remember their trip bookings so far in advance. Since the service is constrained with over 1500 denials recorded in 2014, riders can't rely on the service being available for them unless they book in advance; therefore the policy needs to be maintained status quo at the present time.

Recommendation: Once service capacity increases, the advance reservation policy should be revised to permit bookings 7 or 14 days in advance of the trip.

Exploring Funding Opportunities

- **Developing Community Based Solutions**

Current Practice: The City of Thunder Bay has partnered with LHIN to receive funding towards their Specialized Transit Service. Their partnership is based on funding for dialysis patients only, which represent approximately 10% of their total ridership. The three year agreement is based on a set of criteria mutually agreed upon.

Recommendation: The City of Greater Sudbury should explore developing community based solutions with the health care sector to address the community need for accessible transportation.

TIER THREE

Eligibility Process

- **Service to People of Cognitive Disabilities**

Current Industry Practice: In regards to the requirements for transporting people with cognitive disabilities, the Act as written in the AODA is ambiguous. Although the Act does not specifically indicate that eligibility is limited to people with physical disabilities, some have interpreted the requirements to mean that people with cognitive disabilities should be expected to ride with an attendant, and can therefore always use conventional transit. The AODA is currently undergoing its 5 Year Review which will clarify this question within the legislation.

There seems to be a trend in providing specialized service to persons with cognitive disabilities. For example, the City of Hamilton provides transportation to people with cognitive disabilities if their destination is outside of the conventional transit area or if their attendant is unavailable for a specific trip. YRT does provide service to people with cognitive disabilities in some instances, particularly if they are safe at their destinations but cannot ride independently.

CUTA is currently working with transit agency members to develop a unified definition of the requirement. Ultimately, the decision to include cognitive disabilities in the eligibility process will need to be determined based on directions from the Province as to how this section of the act is interpreted.

Recommendation: As the proportion of applicants who are either found conditionally eligible or are denied eligibility is increased, Greater Sudbury Transit should examine different ways of serving the transportation needs of people with cognitive disabilities (who do not have physical disabilities). A recommended approach would be to start with those who may not have an attendant available for a conventional transit trip but can travel on Handi-Transit unattended, with hand-offs required on each end of the trip. This category of eligibility can be expanded based upon increased guidance from the Province with regard to the definitions in the AODA.

Conclusion and Next Steps

The information provided in this report represents the delivery of Handi-Transit Services as endorsed by the Accessibility Advisory Panel, recommended by the Operations Committee and approved by Council. The policies and service delivery approved by Council comply with the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Regulation – 191/11.

There are a number of factors that are leading to increased demand for Handi-Transit in the City of Greater Sudbury which is in line with the experience of other municipalities in Canada. The primary reasons are changing demographics and legislative changes. As capacity constraints become increasingly challenging, it is important to recognize that increasing costs and ridership, together with trip denials are usually a rationale for making improvements to the specialized transit's eligibility programs.

Enhancing the accuracy of eligibility processes is the most equitable and cost-effective way of serving the mobility needs of individuals who have no other mobility choice than to rely on the Handi-Transit Service.

The three tier recommendations presented in this report would give clear direction to staff to proceed with service improvements. These strategies have been proven effective in other municipalities which have been faced with the same capacity constraints following AODA requirements and changing demographics.

It is therefore recommended that council:

- 1 Direct staff to proceed with making changes and clarifications based on Tier One recommendations. These recommendations have no financial impact and most could be implemented with minimal effort.
- 2 Direct staff to retain a Consultant to revise the application materials/interview summaries, quality control protocols and provide training on eligibility screening for staff. The scope of work should also include a comprehensive review of Mobility Training options. These recommendations, once clearly defined will be presented to Council for approval before implementation.
- 3 Direct staff to continue monitoring emerging legislation and industry trends in regards to Tier Three recommendations. It is understood that once Tier One and Two have been implemented and that capacity constraints have been addressed through an effective Eligibility Process, further review will be undertaken to explore other service delivery models.

BY-LAW 2001-220A

**BEING A BY-LAW OF THE CITY OF GREATER SUDBURY
TO IMPLEMENT A POLICY FOR THE TRANSPORTATION
OF PERSONS WITH PHYSICAL DISABILITIES AND
HARMONIZATION OF HANDI-TRANSIT SERVICES**

WHEREAS in accordance with the provisions of Section 210, paragraph 104 of the Municipal Act, R.S.O. 1990, Chapter M. 45 as amended, the Council of local municipalities may pass By-laws for acquiring, establishing, maintaining and operating a public bus transportation system within the municipality;

AND WHEREAS the Council of the City of Greater Sudbury deems it desirable that a By-law be passed to implement a policy for the operation of a system for the transportation of persons with physical disabilities and the harmonization of handi-transit services of the former municipalities now part of the City of Greater Sudbury;

AND WHEREAS the Council of the City of Greater Sudbury established an Advisory Panel for transportation of persons with physical disabilities to review issues relating to the operation and harmonization of handi-transit servers and to seek input from stakeholders and the community;

AND WHEREAS the Advisory Panel and staff of the City of Greater Sudbury have produced a policy document on Transportation for Persons with Physical Disabilities;

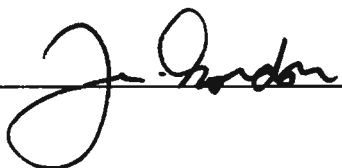
**NOW THEREFORE THE COUNCIL OF THE CITY OF GREATER
SUDBURY HEREBY ENACTS AS FOLLOWS:**

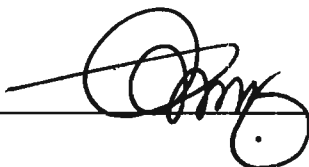
1. The General Manager of Citizen and Leisure Services and Clerk is hereby authorized to implement a system for the Transportation for Persons with Physical Disabilities in accordance with the policy in Schedule "A" attached hereto and forming

part of this By-law.

2. This By-law shall come into force and take effect immediately upon final passage.

READ THREE TIMES AND PASSED IN OPEN COUNCIL this 14th day of August, 2001.

 _____ Mayor

 _____ Clerk

BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY

SCHEDULE "A"

Page 1 of 9

**Policy Paper
Transportation for Persons with
Physical Disabilities**

Service Structure

The transportation service structure for persons with physical disabilities shall be provided using an "Urban" standard, being the area defined to be the municipal boundary of the City of Sudbury prior to restructuring, and a "Commuter" standard defined as the area represented by the outlying municipalities prior to restructuring; namely Onaping Falls, Rayside Balfour, Walden, Valley East, Capreol and Nickel Centre.

Area Rating

The transportation service for persons with physical disabilities shall be area rated in accordance with the urban and commuter service standard.

Hours of Service

Urban Area

Monday to Saturday - 7:15 a.m. to 12:15 a.m.
Sundays & Holidays - 8:45 a.m. to 9:45 p.m.

Commuter Area

Monday to Friday - 7:15 a.m. to 9:30 p.m.
Saturdays - 9:15 a.m. to 7:00 p.m.

**BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"**

Page 2 of 9

Service Area

The service area is illustrated by the map attached to this policy paper as Appendix A. The area has been determined using the following general rules:

- a) the service area is defined using the conventional transit system routes as a baseline
- b) the Handi-Transit routing extends off the conventional transit routes approximately 2 to 3 km in all directions to attain a minimum 95% population catchment area.

Service shall be provided to patrons in areas outside the designated service area conditional upon the following:

- 1. service is provided using a premium rate structure as defined below under the fare structure category
- 2. the location of the pick-up must be accessible by the Handi-Transit vehicles
- 3. scheduling will be subject to vehicle availability and satisfying all of the eligibility criteria defined in this policy document.

Fare Structure

The fare structure shall be reasonably equitable with the conventional transit system. A cash fare shall be established at \$1.75 per one-way trip for both passengers and attendants.

Outside the service area a premium fare of an additional \$1 per kilometre per one way trip will be charged to the customer. The km charge shall be determined by measuring the distance from the closest point of the service area.

All fares will be subject to review and adjustments made as deemed necessary by City Council through the annual budget process.

Eligibility Criteria

Persons wishing to use the Handi-Transit service must make application to the City of Greater Sudbury using the application form attached to this policy document as Appendix B. Eligibility is premised on the applicant requiring Handi-Transit, in lieu of the conventional transit system, due to a physical disability.

**BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"**

Page 3 of 9

Trip Priority

Urban Area

1. work
2. education
3. medical
4. other

Commuter Area

- i) medical
- ii) work/education
- iii) other

Authority to Maintain Service Standards

The General Manager of Citizen and Leisure Services shall have the authority to review the merit of individual applicants and may within reason during instances of crisis or emergency approve temporary use of the system. All approvals must be contained within budget and must not negatively impact other users of the system.

**BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"**

Option A

Implementation	Service Improvement Priorities	Cost Components of Service Improvements	Budget Increase	Projected Budget
1) September 2001	>harmonize fares in service area to \$1.75 >harmonize service hours in commuter area from 7:15 a.m. to 5:00 p.m.	>approximately \$40,000 financed from 2001 operating surplus	\$0	\$1,142,755
2) 2002	>maintain 2001 service level	>annualized cost of fare harmonization >annualized cost of service hours harmonization >passenger increase	\$103,000	\$1,245,755
3) 2003	>add additional vehicle time during day shift 7:15 a.m. to 5:00 p.m. to accommodate customer demand in commuter area	>increase commuter hours and passenger trips >annual increase in inflation, trips	\$112,000	\$1,357,755
4) 2004	>increase service hours in commuter area to 7:15 a.m. to 9:30 p.m.	>additional commuter service hours	\$122,000	\$1,479,755
5) 2005	>increase service hours in commuter area to include Saturday service 9:15 a.m. to 7:00 p.m.	>additional commuter area passenger trips >inflation and passenger increase	\$133,000	\$1,612,755
Based on the above projects, which are subject to various internal and external variables, transportation services for persons with disabilities will achieve complete harmonization by 2005.				

**BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"**

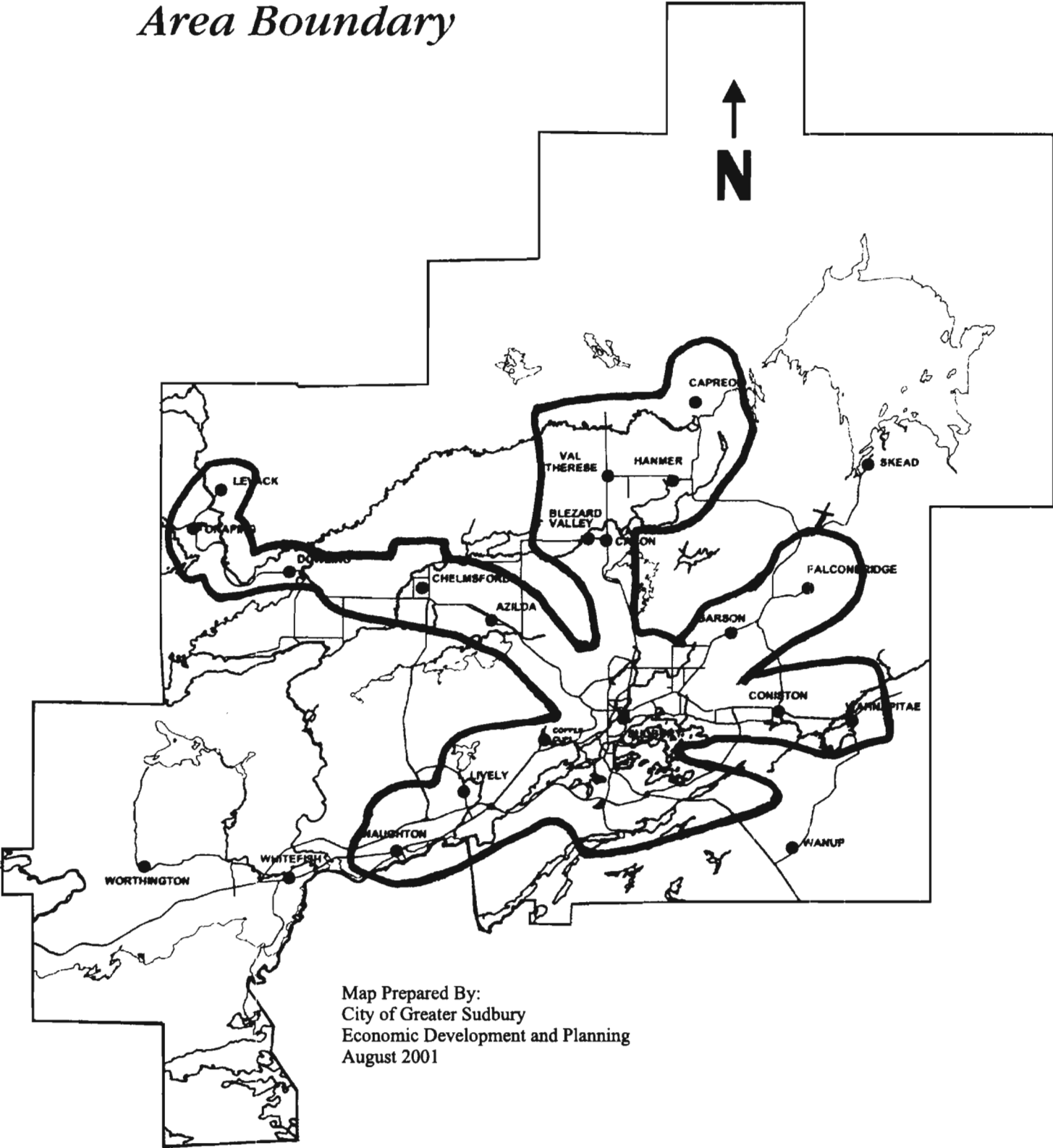
Page 5 of 9

APPENDIX "A"

BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"



*Handi-Transit Service
Area Boundary*



Map Prepared By:
City of Greater Sudbury
Economic Development and Planning
August 2001

**BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"**

Page 7 of 9

APPENDIX "B"

BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"

Page 8 of 9



application for use of transportation
for persons with physical disabilities
(handi-transit)

** This service operates within the City of Sudbury limits only.*

When completing this application form, please...

- Fill out all parts of the form that apply to you.

Be sure to **sign** your application form, or have someone sign on your behalf.

- Ensure that your physician specifies the exact nature of your disability, the severity of your disability and why you are physically unable to use public transit (see reverse side of this form).

- Return this form by mail or in person to:

**Kerry Scott,
Transportation Services
City of Greater Sudbury
200 Brady St, 4th Floor
PO Box 5000 Stn 'A'
Sudbury ON P3A 5P3**

Name: _____ Phone Number: _____

Address: _____ Postal Code: _____

_____ Date of Birth: _____

Describe Your Condition And Mobility Difficulties: _____

Do You Use: ☐ Wheelchair
☐ Cane
☐ Walker

☐ Crutches
☐ Portable Oxygen Supply
☐ Other (specify) _____

Signature of Applicant: _____ Date: _____

I HEREBY CERTIFY THAT I AM DISABLED IN SUCH A WAY THAT MY MOBILITY IS SERIOUSLY RESTRICTED.

I HEREBY AUTHORIZE MY PHYSICIAN TO RELEASE ANY INFORMATION WITH REGARD TO MY MOBILITY WHICH MAY BE REQUIRED TO ESTABLISH MY ELIGIBILITY FOR HANDI-TRANSIT.

NOTE

- PLEASE HAVE YOUR PHYSICIAN COMPLETE THE REVERSE SIDE OF THIS FORM.
- Once all the required information is received and your application is certified by your physician as meeting the eligibility criteria, you will be informed by mail if your application has been accepted.
- Eligibility for Handi-Transit may be questioned if your condition changes. You may be required to attend for mobility testing before or after this application is approved.

**BY-LAW 2001-220A OF THE CITY OF GREATER SUDBURY
SCHEDULE "A"**

Page 9 of 9

TO BE COMPLETED BY FAMILY PHYSICIAN OR SPECIALIST

TO THE PHYSICIAN: Handi-Transit is a service provided to persons who have physical disabilities that result in their inability to use public transit. This refers to persons who are physically unable to either:

- 1) Climb or descend the three (3) steps of a Sudbury Transit bus. or; 2) Walk a distance of 175 metres.

Please note that the above criteria are based on the applicant's ability to physically perform these tasks. **If the applicant is physically able to perform the above functions, he/she is not eligible for Handi-Transit** (even though he/she may have medical problems such as heart and lung conditions, cognitive disabilities, frailty or old age).

Disabling conditions(s) which affects this applicant's mobility (diagnosis, if possible): _____

Can the applicant climb or descend the three (3) steps of a Sudbury Transit bus?

☐ Yes ☐ No

Can the applicant walk a distance of 175 metres?

☐ Yes ☐ No

Will the applicant require the Handi-Transit service:

☐ Temporarily ☐ Permanently

Physician's Name and Address (please PRINT clearly)

Name: _____ Telephone No. _____

Address: _____ Postal Code: _____

Physician's Signature: _____ Date: _____

INCOMPLETE APPLICATIONS WILL BE RETURNED

Freedom of Information

Personal information on this form is collected under the authority of the Public Transportation and Highway Improvement Act, and is used to determine eligibility for the use of Handi-Transit. For further information, please contact the Freedom of Information Co-ordinator, c/o The Corporation of the City of Greater Sudbury, 200 Brady Street, PO Box 5000 Station "A" Sudbury ON P3A 5P3 (705) 671-2489.

FOR OFFICE USE ONLY

Application:	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
If Temporary, Approved Until:	_____
Authorized By:	_____
Date:	_____

Appendix B - AODA Compliance Checklist

Accessibility for Ontarians with Disabilities Act Integrated Accessibility Regulation – 191/11

Public Transit Industry Compliance Workbook Checklist

Compliance Required By	Regulation	Compliant
June 30, 2011	39. Transition, existing contracts	✓
July 1, 2011	35. Non-functioning accessibility equipment	✓
July 1, 2011	40. Transition, existing vehicles	✓
July 1, 2011	46. Fares	✓
July 1, 2011	48. Storage of mobility aids, etc.	✓
July 1, 2011	51. Pre-boarding announcements	✓
July 1, 2011	52. (1) On-board announcements	✓
July 1, 2011	68. Origin to destination services	✓
July 1, 2011	53. Requirements re grab bars, etc.	✓
July 1, 2011	54. Floors and carpeted surfaces	✓
July 1, 2011	55. Allocated mobility aid spaces	✓
July 1, 2011	56. Stop-requests and emergency response controls	✓
July 1, 2011	57. Lighting features	✓
July 1, 2011	58. Signage	✓
July 1, 2011	59. Lifting devices, etc.	✓
July 1, 2011	60. Steps	✓
July 1, 2011	61. Indicators and alarms	✓
January 1, 2012	13. Emergency procedure, plans or public safety information	✓
January 1, 2012	27. Workplace emergency response information	✓
January 1, 2012	34. Availability of information on accessibility equipment, etc.	✓
January 1, 2012	37. Emergency preparedness and response policies	✓
January 1, 2012	44. General responsibilities	✓
January 1, 2012	47. Transit stops	✓
January 1, 2012	49. Courtesy seating	✓
January 1, 2012	74. Companions and children	✓
January 1, 2013	3. Establishment of accessibility policies	✓
January 1, 2013	4. Accessibility plans	✓
January 1, 2013	5. Procuring or acquiring goods, services or facilities	✓
January 1, 2013	6. Self-service kiosks	✓
January 1, 2013	41. Accessibility plans, conventional transportation services	✓
January 1, 2013	42. Accessibility plans, specialized transportation services	✓
January 1, 2013	43. Accessibility plans, conventional and specialized transportation services	✓
January 1, 2013	45. Alternative accessible method of transportation	✓
January 1, 2013	50. Service disruptions	✓

January 1, 2013	66. Fare parity	✓
January 1, 2013	67. Visitors	✓
January 1, 2013	69. Co-ordinated service	✓
January 1, 2013	70. Hours of service	✓
January 1, 2013	73. Service delays	✓
January 1, 2013	78. Duties of municipalities, general	✓
January 1, 2014	7. Training	✓
January 1, 2014	11. Feedback	✓
January 1, 2014	14. Accessible websites and web content	✓
January 1, 2014	22. Recruitment, general	✓
January 1, 2014	23. Recruitment, assessment or selection process	✓
January 1, 2014	24. Notice to successful applicants	✓
January 1, 2014	25. Informing employees of supports	✓
January 1, 2014	26. Accessible formats and communication supports for employees	✓
January 1, 2014	28. Documented individual accommodation plans	✓
January 1, 2014	29. Return to work process	✓
January 1, 2014	30. Performance management	✓
January 1, 2014	31. Career development and advancement	✓
January 1, 2014	32. Redeployment	✓
January 1, 2014	36. Accessibility training	✓
January 1, 2014	38. Fares, support persons	✓
January 1, 2014	64. Eligibility application process	✓
January 1, 2014	65. Emergency or compassionate grounds	✓
January 1, 2014	71. Booking	✓
January 1, 2014	72. Trip restrictions	✓
January 1, 2015	12. Accessible formats and communication supports	✓
January 1, 2017	52. (2) On-board announcements audible electronic	✓
January 1, 2017	52. (3) On-board announcements visual electronic	✓
January 1, 2017	63. Categories of eligibility	✓

GREATER SUDBURY TRANSIT ACCESSIBILITY PLAN

The freedom to make choices is, in our mobile society, dependent upon the freedom to move.

— Colorado Transit

Aim

The aim of the Greater Sudbury Transit Accessibility Plan is to describe measures that Greater Sudbury Transit has taken and will take to identify, remove and prevent barriers to public access to Greater Sudbury Transit.

Objectives

The Greater Sudbury Transit Accessibility Plan describes the process by which Greater Sudbury Transit identifies, reviews and prevents barriers to public access to the Transit system and includes a list of barriers to be addressed and measures which will be undertaken to ensure barrier removal is completed as expeditiously as possible within the resources allocated to Greater Sudbury Transit services.

Description of Greater Sudbury Transit

The City of Greater Sudbury was created on January 1, 2001 combining the Region of Sudbury, the Cities of Sudbury and Valley East and the Towns of Walden, Rayside-Balfour, Onaping-Falls, Capreol and Nickel Centre into one municipality which spans 3,627 square kilometers and is the largest Ontario city by land mass. The City of Greater Sudbury is almost 2/3 the size of Prince Edward Island and has a population of 155,219.

Greater Sudbury Transit vehicles drive 2.55 million kilometers annually, providing 130,600 hours of service and 3.5 million passenger trips. Greater Sudbury Transit uses a fleet of 48 buses to deliver services across a route network that spans the community. The North/South route coverage is 45.7 km while the East/West route length is 68 km. While all of our buses have some accessibility features, there are currently 15 low floor buses in our service, all of which are scheduled on designated accessible routes which provide services to areas of high population density, post-secondary institutions, seniors residences and the hospitals/medical arts communities. A Request For Proposal is being issued for the purchase of new buses in 2003 and one of the evaluation criteria which will be used for the new vehicles is their accessibility.

Conventional transit services are supplemented by Handi-Transit. A Request For Proposal for the provision of Handi-Transit services in the new City of Greater Sudbury was issued in 2002 and will be implemented in the spring of 2003, at which time there will be one Handi-Transit service provider and centralized dispatch for the service. The successful service provider will be purchasing all new vehicles for the delivery of this service.

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) was established by the Council of the City of Greater Sudbury as mandated by the Ontarians with Disabilities Act and is comprised primarily of persons with disabilities. The Accessibility Advisory Committee is to provide advice, to Council, on an annual basis about the preparation and implementation of two accessibility plans: the Greater Sudbury Transit Accessibility Plan and the Greater Sudbury Accessibility Plan.

The Members of the Accessibility Advisory Committee are:

Councillor Mike Petryna (Chair)
Elizabeth Lounsbury (Vice-Chair)
Bob Bannister
Nancy Baron
Earl Black
Shirley Childs
Councillor Ron Dupuis
Wendy Franklin

During the public input process, some individuals commented that membership on the Accessibility Advisory Committee should be expanded and enlarged so as to include representatives from all sectors of the community. The current Accessibility Advisory Committee members have been appointed to November 2003 at which time Council will be encouraged to consider this recommendation in appointing the next Accessibility Advisory Committee. In the interim, all meetings are open to the public and public input is welcomed by AAC members.

The Co-ordinator for the Greater Sudbury Transit Accessibility Plan is Caroline Hallsworth, General Manager of Citizen and Leisure Services. Other members of the staff team who have assisted the Accessibility Advisory Committee with their deliberations are:

Robert Gauthier	Supervisor of Transit Operations
Robert Johnston	Director, Transportation Services
Lisa McAuley	Executive Assistant, General Manager of Citizen and Leisure Services
Roger Sauvé	Manager, Greater Sudbury Transit
Kerry Scott	Administrative Assistant, Director of Transportation Services
William Price	Transit Supervisor/Transit Driver Trainer

Greater Sudbury Transit Commitment to Accessibility Planning

The City of Greater Sudbury is a growing, world-class community bringing talent, technology and a great northern lifestyle together. Our Mission is to provide excellent access to quality municipal services and leadership in the social, environmental and economic development of the City of Greater Sudbury. Amongst the values of the City of Greater Sudbury are a commitment to high quality service with a citizen focus and managing the resources in our trust efficiently, responsibility and effectively. One of the stated broad goals of the municipality is to promote the well-being of our citizens in a healthy, safe and stimulating community.

The people of the City of Greater Sudbury support the rights of persons of all ages and abilities to enjoy equal opportunities and to participate fully in the life of the community. The preamble to the newly passed *Ontarians with Disabilities Act* states "that Ontarians with disabilities experience barriers to participating in the mainstream of Ontario society". Geographic distance and physical accessibility are two barriers that

prevent persons with disabilities from participating freely in all aspects of society and they are barriers that can be removed through the introduction of an accessible transit service to all areas of the community. The City of Greater Sudbury has removed geographic barriers between communities and is committed to the continued and strategic expansion of its area transit system so as to enable all citizens to have the freedom to move within our new city.

The goal of Greater Sudbury Transit is to be a public transit system that is accessible, integrated to the degree possible, that fully respects the rights and dignity of persons with disabilities and that provides appropriate alternatives for those who are unable to use even the most accessible conventional transit services. This goal is derived from the Ontario Human Rights Commission Consultation Report entitled "Human Rights and Public Transit Services in Ontario".

Based on these principles of integration and respect for dignity, it is our goal to integrate as many riders as possible on our accessible conventional transit system while providing a parallel system for those citizens who cannot access our highly accessible route system so that we can provide accessible transportation to the more than 95% of the residents of our new city who live within 2 kilometers of our service boundaries.

Barrier Identification Process

Greater Sudbury Transit has identified a barrier as a human made design flaw in the environment that prevents or hinders a person with a disability from fully participating in society or from accessing a service, in this case Transit.

The Greater Sudbury Accessibility Advisory Committee was appointed by Council in the fall of 2002 and adopted the following timeframes for Accessibility Planning:

December 2003 - First Meeting of the Accessibility Advisory Committee and development of a planning process and public consultation process for the first Greater Sudbury Transit Accessibility Plan.

January 20, 2003 - Public Meeting to identify barriers to access of Greater Sudbury Transit by persons with disabilities and to brainstorm for potential solutions for removal of these barriers.

February 2003 - Accessibility Advisory Committee meeting to review barriers and solutions identified at the public meeting and to set priorities and develop strategies and time frames for barrier removal and prevention

March 2003 - Accessibility Advisory Committee meeting to review the Greater Sudbury Transit Draft Accessibility Plan and to identify strategies to monitor progress in barrier removal and prevention.

April 2003 - Draft Greater Sudbury Transit Accessibility Plan for 2003 presented to Council for approval. Following approval, the communication portion of the plan will be activated.

Recent Barrier Removal Initiatives

Greater Sudbury Transit has a history of Transportation Accessibility Planning. The City of Sudbury introduced a Full Accessibility Implementation Plan in 1993. In the spring of 2001 a public consultation process was held to assist staff and the Transportation Accessibility Advisory Panel in developing a new Handi-Transit policy for Council's consideration. Three public meetings were held at different community venues and there was a series of dialogues with community agencies including the VON and CNIB. On August 14, 2001 the new City of Greater Sudbury adopted a Policy on Transportation for Persons with Physical Disabilities which phased in service level harmonization over a 5 year period.

Public Meeting - January 20, 2003

The Accessibility Advisory Committee recognized the value of soliciting input from citizens, and in particular from transit users, in identifying barriers to public access of Greater Sudbury Transit and accordingly scheduled a full day of public consultations on January 20, 2003. The goal of the meeting was to hear from all those interested in accessible transit systems in the City of Greater Sudbury. In particular, the Accessibility Advisory Committee indicated that it wished to identify barriers, be they physical barriers, information or communication barriers, attitudinal barriers, policies or practices, which make it difficult for a person with a disability to access Greater Sudbury Transit. For each barrier identified, the Accessibility Advisory Committee hoped also to receive suggestions as to how the barrier might be overcome.

The meeting was advertised in five different community newspapers in both official languages and in addition, letters of invitation were sent to 21 interested groups in the community. All participants were referred to the Ontarians with Disabilities Act website at <http://www.gov.on.ca/mczcr/accessibility/index.html> and to the Ontario Human Rights Commission Consultation Report on Public Transit website at www.ohrc.on.ca/english/consultations/transit-consultation-report.shtml for background information.

The Accessibility Advisory Committee meeting was structured so that groups with similar interests could attend at the same time, so as to ensure a comprehensive discussion of related issues. Approximately 60 people attended during the course of the day and the schedule of the discussions was as follows:

9:30 a.m. - 10:45 a.m.	Physical and mobility disabilities
11:00 a.m. - 12:15 p.m.	Sensory impairments including hearing loss, speech disorders, and vision impairments
1:00 p.m. - 2:15 p.m.	Intellectual and learning disabilities, mental health

In addition, a number of written submissions were received by the Accessibility Advisory Committee.

Through the public consultation held on January 20, 2003, the newly formed Accessibility Advisory Committee identified a number of barriers which could be rectified immediately.

BARRIER TYPE AND DESCRIPTION	ACTION TAKEN TO REMOVE BARRIER
PHYSICAL BARRIERS	
Periodically, a non-accessible bus is used on a route that is designated as accessible. Not all operators are familiar with the protocol for providing transportation when the accessible bus is not available.	Greater Sudbury Transit provides regular training to all operators. As part of the 2003 training, the protocol for operators in this situation was reviewed. Operators will contact the supervisor to ensure either that an accessible bus is arriving immediately or that an accessible taxi is dispatched to the bus stop.
Current tie-down systems don't meet the needs of all wheelchair users.	As part of the daily maintenance routines, tie-downs will be cleaned to ensure that they are free of salt and fully operational. As tie-downs are replaced Greater Sudbury Transit will standardize to the Q-strait retractable hook system.
It is sometimes difficult for passengers with visual impairments to transfer between buses and move through crowds at the Transit Centre.	Greater Sudbury Transit provides regular training to all operators. As part of the 2003 training, a protocol was developed for this situation. Passengers may identify to the operator that they will require assistance at the Transit Centre, the operator will radio ahead and either a supervisor or the security staff will meet the bus and escort the passenger to their next platform. If Transit Centre staff are not available, the operator will assist the passenger.
Pedestrian and wheelchair passengers attempt to use the ramps at the same time, with some passengers attempting to move in the opposite direction of the wheelchair.	Greater Sudbury Transit provides regular training to all operators. As part of the 2003 training, a protocol was developed for this situation. Operators will announce the use of the ramp and at which door it is being used and ask that pedestrian passengers wait until the ramp is retracted before using that door.
COMMUNICATION/INFORMATION BARRIERS	
The Transit Information Line is not accessible for those with hearing impairments and the Transit Centre does not have publically accessible TTY service.	There is a TTY line at the Citizen Call Centre which may be used by those with hearing impairments to access transportation information. Alternatively, citizens may use the Bell Relay service. A TTY phone for public use is being installed at the Transit Centre.

BARRIER TYPE AND DESCRIPTION	ACTION TAKEN TO REMOVE BARRIER
COMMUNICATION/INFORMATION BARRIERS	
<p>Passengers with hearing impairments do not realize that the operator is making an announcement.</p> <p>In the event of an emergency when buses are stopped or re-routed, individuals who have hearing impairments, communication disorders and or cognitive disabilities may be at risk.</p>	<p>Greater Sudbury Transit provides regular training to all operators. As part of the 2003 training, a protocol was developed for this situation. Operators will stand-up, turn around and face passengers when making an announcement, particularly if that announcement is related to service delays or safety. In the case where service is re-routed or stopped, the operators will exit all passengers through the front door and verify that they are aware of the situation and have a transportation alternative. When necessary, the supervisor will be contacted to assist passengers with alternate transportation arrangements.</p>
<p>Alarms and signals are not accessible to all users.</p>	<p>The farebox system and stop requested signs have both visual and auditory signals. Fire alarms at the Transit Centre will be checked to ensure that they have both visual and auditory signals.</p>
<p>Passengers with visual impairments and cognitive impairments have difficulty knowing where the vehicle is en route.</p>	<p>Greater Sudbury Transit operators ensure that passengers disembark at the appropriate stop whenever the passenger requests assistance in identifying their destination.</p>
POLICY OR PROCEDURAL BARRIERS	
<p>Handi-Transit hours of services are not standardized and there is no evening and weekend services in commuter areas.</p>	<p>The Handi-Transit policy adopted in August 2001 phases in standardized service hours over a period of five years with annual incremental increases in resources and service hours.</p>
<p>Handi-Transit service hours do not meet the needs of Dialysis patients who are scheduled for three dialysis shifts across 6 days of the week.</p>	<p>Meetings have been held with the hospital's dialysis unit to explain the scheduling difficulties for Handi-Transit passengers. The hospital will endeavour to schedule patients within the Handi-Transit service hours.</p>
<p>Passengers with cognitive impairments have trouble paying their fares correctly. On occasion, they may have insufficient funds or have forgotten their pass.</p>	<p>Greater Sudbury Transit fareboxes count and display the fare paid as coins are deposited in the farebox. Greater Sudbury Transit has a policy that no passenger is ever stranded.</p>

Barriers Identified and Timeframes for Barrier Removal

The Accessibility Advisory Committee reviewed each and every item identified through the public input process and identified all those items which were barriers to public access of transit for inclusion in this plan. Items which were specific to a particular individual, such as the location of a bus stop in relation to their home address, will be addressed with the individual and have been included in the barrier identification process only if they apply to transit users as a group.

Some of the items raised in the public meeting were discussed by the Accessibility Advisory Committee and deemed not to be barriers to access of public transportation. For example, some individuals expressed concerns regarding the frequency of service to area hospitals. Staff advised the AAC that Greater Sudbury Transit services to all hospitals are available every 30 minutes, with more frequent service available during peak daytime periods. The AAC deemed that there was regular and frequent service to the three hospital sites. Similarly, some individuals expressed concerns about the requirements to book Handi-Transit in advance and expressed the opinion that there should be a process that allows for emergency bookings. Staff advised the AAC that while passengers are required to book trips two days in advance, exceptions are always made for medical appointments and to attend funerals and that whenever schedules and resources allow, shorter notice trips are accommodated.

There were two interconnected issues relating to attendants that the Accessibility Advisory Committee discussed in some detail. Firstly, there were requests made for Handi-Transit drivers to escort passengers into buildings, particularly at the hospital sites, so as to ensure that the passengers reached their ultimate destination. The Accessibility Advisory Committee reviewed the role and mandate for public transportation systems and recommends that the current practice of escorting passengers to the building entrance and ensuring that the passenger is able to get into the building is an appropriate role for a transit service provider but that to have the transit operator escort passengers to a particular office or service area within a building would create delays for other passengers using the service and was beyond the role of a transportation system. Some groups who work with individuals with dementia advocated for these passengers to be allowed to access Handi-Transit so that they might ride without an attendant. In reviewing safety and accessibility issues for all passengers, the AAC recommends that the Handi-Transit system is not an appropriate transportation solution for passengers with dementia as the vehicle operator can not ensure that the passenger remains seated, seatbelted and safe during the ride and as the transit operator is not responsible for escorting the individual passenger once they disembark from the service vehicle and enter the destination point. Essentially, the issue is not one of functional ability to access conventional transit, but rather one of the need for an attendant. Therefore Greater Sudbury Transit will implement assistive measures to facilitate ridership by attendants on conventional transit, including the provision of training passes for attendants and a review of an attendant or escort pass program for ambulatory passengers with special needs.

Another issue that was raised was the unique transportation needs of those in a medically fragile condition and those for whom medical conditions make long trips uncomfortable and unsafe. While every effort is made to schedule trips as efficiently as possible and with a view to ensuring that all passengers have a reasonable ride time, it is not appropriate for a public transportation system to provide either medical care en route or to provide private individual door-to-door service that does not include other passengers or destination points.

Transit fares can be a barrier to access and recommendations were made at the public input meeting and in correspondence received that the fare structure recognizes the unique needs of different groups within the community and that any transit fare increases be reasonable and whenever possible do not exceed the rate of inflation or social assistance increases. Of particular concern was the transit fare and transfer policy as it applies to children and adults who are dropping children off at daycare. Greater Sudbury Transit staff will review children's fares, family passes and fares and adult transfer policies from other transit properties and bringing a report to Council in 2003-2004 recommending an appropriate fare structure for children, students and families as well as a protocol for re-boarding transit after daycare dropoffs.

In prioritizing barriers to be addresses in 2003 and 2004, the Accessibility Advisory Committee considered that all barriers which can be removed or addressed at little or no cost should be of highest priority, as should those barriers which have a significant impact on persons with disabilities ability to access Greater Sudbury Transit.

BARRIER TYPE AND DESCRIPTION	STRATEGY FOR REMOVAL and/or PREVENTION	RESPONSIBILITY, TIMETABLE & RESOURCES REQUIRED
PHYSICAL BARRIERS		
Snowbanks at bus stops, intersections and curbs make it difficult to access Transit vehicles.	Ensure that snowbanks are removed at bus stops and Handi-Trans drop-off points and that the path between the bus stop and the intersection is cleared.	Manager, Greater Sudbury Transit will review resources available for snow clearing and review service delivery models to ensure timeliness in snow removal at bus stops. If necessary a budget increase will be addressed in 2004.
Not all routes are serviced by accessible buses.	Increase the number of routes with accessible buses by ensuring that all new buses purchased are accessible buses. Review the maintenance cycle for all buses with lifts to ensure that lifts are always functional. When possible, the extending ramps will be replaced with flip ramps which are more reliable. Route schedules will be reviewed to ensure that maximization of access.	Manager, Greater Sudbury Transit will ensure that the RFP for buses purchased in 2003 includes accessibility criteria. Manager, Greater Sudbury Transit will be responsible for periodically reviewing bus allocation and route design to ensure maximization of access using existing fleet. Over the 10 - 15 year cycle of fleet renewal, all routes should be serviced by accessible buses.
Bus stops are not highly visible	Use high contrast colours on bus stop poles. Use high contrast colours on bus stop signage. Locate bus stop poles near sidewalks so that they can be detected by long cane users.	Manager, Greater Sudbury Transit to ensure that as bus stop signs and poles are replaced consideration is given to implementation of high contrast signage. Proactive review in 2003-2004 of bus stop poles and signage at destinations used frequently by low vision users to ensure that these bus stops are highly visible.

BARRIER TYPE AND DESCRIPTION	STRATEGY FOR REMOVAL and/or PREVENTION	RESPONSIBILITY, TIMETABLE & RESOURCES REQUIRED
INFORMATION AND COMMUNICATION BARRIERS		
Transit Centre signage, particularly the platform signs and destination signs over the bus front window are difficult to read for persons with visual impairments.	Use high contrast, preferably black on white, signage with large, clear print. Hang signs at eye level so that individuals can approach and read the signs. Install tactile braille signage on Transit Centre platforms. Review bus numbering/naming system for ease of visibility. Ensure consistency of platform assignment.	Manager, Greater Sudbury Transit to conduct signage review in consultation with community users during 2003. Funding for new signage program to be included in 2004 budget.
Transit schedules are difficult to read and understand.	Review text and layout of schedules for simplicity. Print large-print and braille versions of the schedules. Greater Sudbury Transit is committed to ensuring that passengers get to their destinations. Information staff are directed to spend whatever time is required with passengers to ensure that they understand the transit schedule and how to reach their destination. Greater Sudbury Transit provides ridership training for groups and individuals with special needs.	Manager, Greater Sudbury Transit to review schedules with key community groups in 2003 and consider alternate schedule formats. Any requests for new funding to support alternate format schedules will be included in the 2004 budget. Greater Sudbury Transit staff to continue to promote the ridership training program and to reinforce our commitment to customer service.
ATTITUDINAL BARRIERS		
Operators are not aware of the needs of passengers with special needs.	Ensure that operator training includes modules on sensitivity training. While some speakers recommended identification of those with special needs through a special system of passes, other users felt that forced identification of special needs passengers stigmatized those who are trying to integrate in the community. At the request of passengers or their legal guardian, include information on crew guides relating to special needs passengers who regularly use that route (ie. destination information). Provide a mechanism for voluntary self-identification.	Greater Sudbury Transit provides regular training to all operators. Sensitivity to special needs passengers was included in the 2003 training and will incorporate into all new operator training and ongoing training programs. In 2003 the Manager, Greater Sudbury Transit will implement a system of coloured pass holders, with information cards, for those passenger who choose to self identify and will review the passes currently in use to ensure consistency of pass design for different types of pass.

Review and Monitoring Process

Each year, the Accessibility Advisory Committee will review the barriers listed in the previous year's plan to measure the extent to which barriers have been removed and prevented as described in the Accessibility Plan. The Accessibility Advisory Committee meets regularly and includes in its discussions ongoing review of issues as they arise pertaining to access to Greater Sudbury Transit. Discussions will be held with community partners and advocacy groups to ensure that the Greater Sudbury Transit Accessibility Plan is implemented in accordance with their stated needs.

Communication of the Greater Sudbury Transit Accessibility Plan

The Greater Sudbury Transit Accessibility Plan was presented to the Council of the City of Greater Sudbury for their approval on April 10, 2003. The plan will be made available on the City of Greater Sudbury Website and will be sent by e-mail or regular mail to all participants in the planning process who have indicated that they wish to receive a copy of the plan. The City of Greater Sudbury will work with the Canadian Institute for the Blind to make alternative format copies of the plan available to those who require it. The release of the Greater Sudbury Transit Accessibility Plan is the subject of a City of Greater Sudbury Press Release.

February 2013

**Handi-Transit Rider
Survey**

Prepared for



By



Table of Contents

Objective	3
Methodology & Logistics	3
Executive Summary	4
<i>Perceptions of Handi-Transit</i>	<i>4</i>
<i>Curbside Drop Off</i>	<i>7</i>
<i>Conventional Bus Service</i>	<i>8</i>
<i>Confirmation & Booking</i>	<i>9</i>
<i>Delays</i>	<i>11</i>
<i>Ratings</i>	<i>12</i>
<i>Trip Priority</i>	<i>13</i>
<i>Fare Structure</i>	<i>14</i>
<i>Taxi Service</i>	<i>15</i>
<i>Overall Satisfaction</i>	<i>16</i>
Results by Question	17

Objective

The following represents the findings of a public opinion survey of Handi-Transit riders in the City of Greater Sudbury.

The survey was conducted by Oraclepoll Research Ltd for the City of Greater Sudbury, Transportation Services Division.

Methodology and Logistics

A total of 292 riders were surveyed between the days of February 5th and February 14th 2013. Respondents were surveyed from a database of current Handi-Transit riders provided to Oraclepoll by the City of Greater Sudbury.

The surveys were conducted using a mixed mode approach to data collection including computer-assisted techniques of telephone interviewing (CATI), computer assisted web/online interviewing (CAWI) and in person interviews. A total of 5 in-person interviews were conducted, 4 were completed online and 283 by telephone.

Initial calls to riders were made from 5:30 p.m. to 9:00 p.m. with call-backs of no-answers and busy numbers made on a (staggered) daily rotating basis up to 7 times (from 10:00 a.m. to 9:00 p.m.) until contact was made. If no contact was made after the 7th attempt the number was discarded. In addition, telephone interview appointments were made / attempted with those respondents unable to complete the survey when contacted.

As well, respondents unwilling to complete a phone survey were offered the online method and the personal or face to face option. A total of 20% of all calls were monitored for quality assurance and the management of Oraclepoll Research supervised 100%.

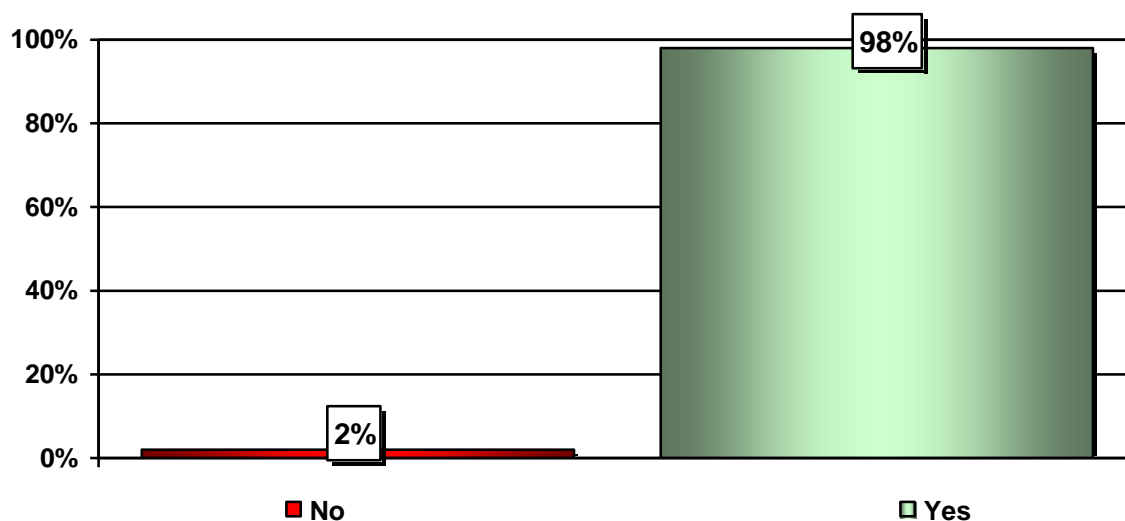
Executive Summary

PERCEPTIONS OF HANDI-TRANSIT

Respondents were first read the following and were then asked a follow up question as to whether they considered the statement accurate or not.

"The goal of Handi-Transit is to provide transportation to persons who have physical disabilities and are unable to use the regular transit system."

"In your opinion, is this an accurate description of the service provided?"

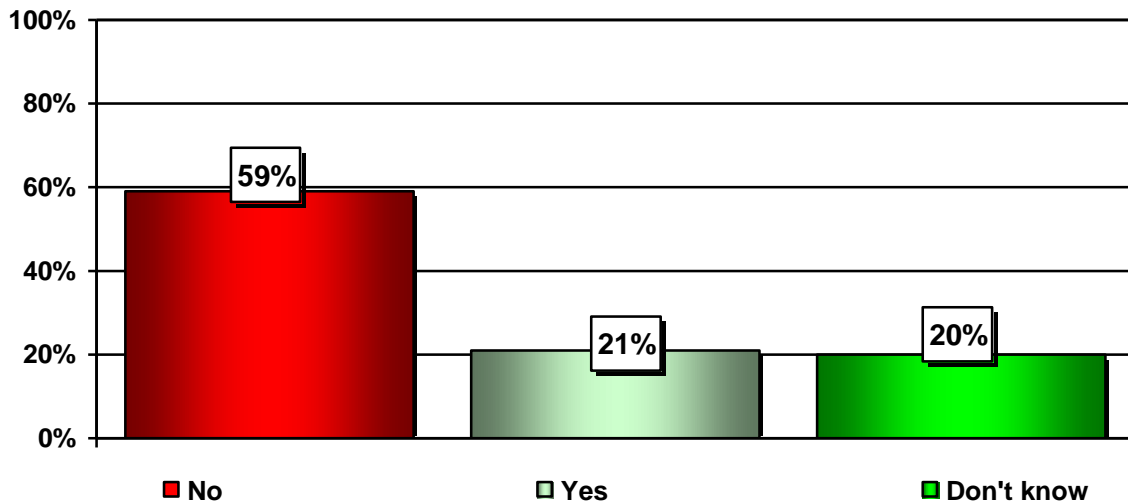


Most Handi-Transit customers surveyed or 98% agreed that the above noted statement was an accurate description of the service that it provides.

When then asked **what the qualifications should be for users of Handi-Transit**, a total of 72% said physical or mobility issues, while 18% named the distance from a regular bus stop, 8% said an inability to use regular transit, 1% cognitive impairment, while 2% did not know.

Respondents were then asked if they felt there were some people using Handi-Transit that should not.

"Do you feel that there are some people using Handi-Transit that should not?"

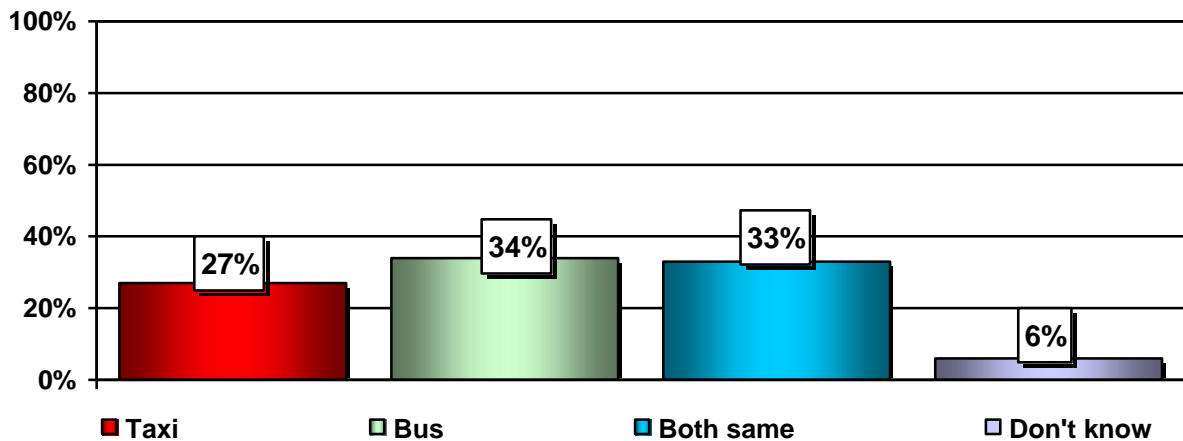


Almost six in ten riders or 59% do not feel that there are some people using Handi-Transit that should not, compared to only 21% that do, while two in ten or 20% were unsure or did not know.

A question was asked about how often respondents felt Handi-Transit users should be reassessed. The most named frequency was every three years or less by 34%, followed by 11% that named every 4-5 years and 1% every 6-7 years. A total of 33% were of the opinion that users should never be reassessed, while 13% stated that it would depend on the circumstance and 8% had no opinion.

A perception question was asked as to whether users considered Handi-Transit to be more like a taxi or a bus service.

"Do you consider Handi-Transit service to be more like a taxi service or a public transit or bus service?"

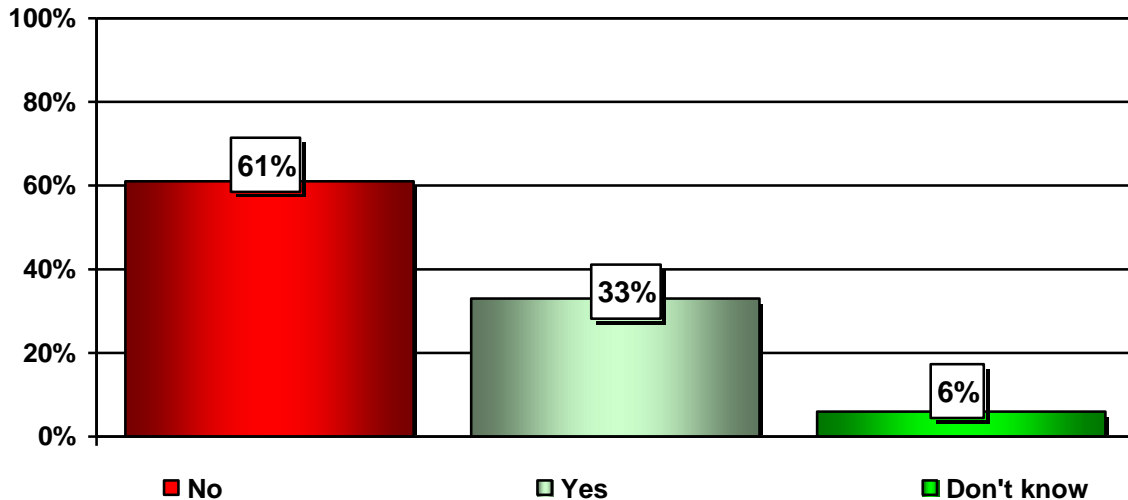


There was a split of opinion on how the service is viewed with 27% seeing it as a taxi, 34% a bus and 33% both a taxi and bus service equally, while 6% were unsure.

CURBSIDE DROP OFF

All respondents were first asked the following question about possible curbside off.

"In an effort to reduce travel time and to increase service hours, would you be in favor of curbside drop off?"



A 61% majority would not be in favor of curbside drop off, one third (33%) would be and 6% did not know.

Those respondents that were not in favor of curbside drop off or did not know were then asked about what barriers they saw with respect to it. Winter safety concerns were cited by 24% not in support of curbside drop off, closely followed by 22% that said the distance, while 13% named their wheelchair, 12% mobility issues, 11% perceived dangers and 8% were unsure. Other comments included vision impairment (5%), difficulties stepping over a curb (4%) and a lack of convenience (3%).

CONVENTIONAL BUS SERVICE

A series of questions were asked about **conventional transit or bus service usage as well as obstacles and the barriers to its use.**

■ Respondents were first asked about **when they last used regular City Transit service.** A total of 59% said more than three months ago, 25% said never and 1% could not recall. Among more recent users, 9% said within the last week, 2% 2-4 weeks prior and 4% 1-3 months ago.

■ Users of City Transit (excluding the 24% that claimed to have never used it) were **questioned about the perceived travel time on Handi-Transit compared to regular bus service.** A total of 49% said that Handi-Transit travel time is shorter, 17% longer, 23% claimed the travel times are equal and 11% did not know.

■ City Transit riders were also asked **if they had ever experienced barriers or other issues related to using regular bus service** of which half or 50% said yes, 44% no and 6% were unsure.

- **The half of City Transit users that experienced a barrier were asked to explain the problem they encountered.** A total of 24% named the distance to the bus stop, 15% mobility problems getting around, 14% problems with the bus accommodating wheelchairs/walkers, 11% driver courtesy/service, 10% wait times or schedules and 8% safety concerns getting on/off. Other concerns included a lack of seating (6%), their visual impairment (6%), snow at bus stops, while 5% had no comment.

■ Respondents that have **not used City Transit (25%) were asked to explain what prevents them from using conventional bus service.** One-quarter or 25% said mobility issues, 21% the distance to the bus stop, 11% safety concerns getting on or off the bus, 8% no bus service in their area, 8% cognitive issue, while 8% did not know. Other mentions included, being used to rides or Handi-Transit, 4% their wheelchair/walker, 4% have never tried, 3% named a visual impairment and 1% winter conditions.

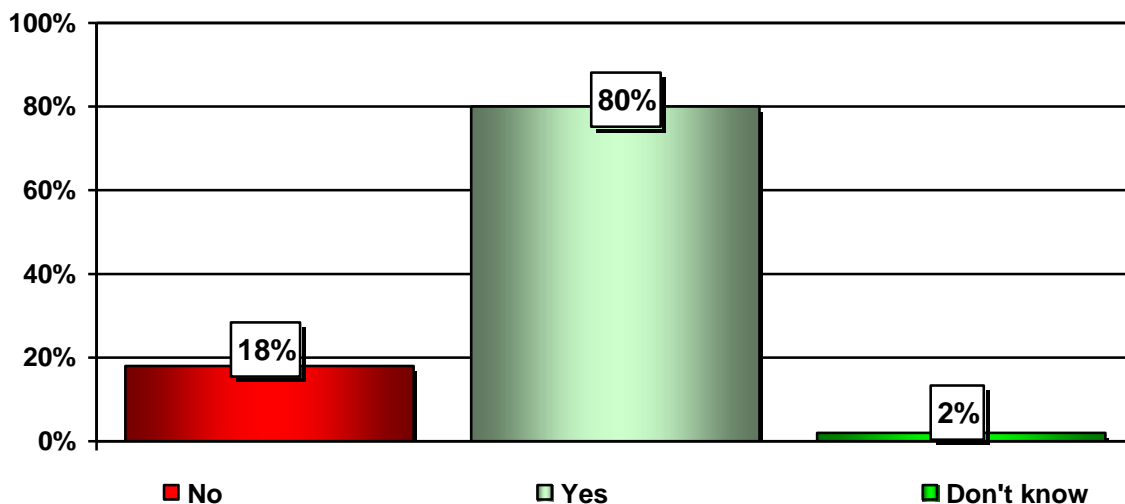
■ **All respondents were then asked if they were aware that all City Transit buses are fully accessible to the physically challenged.** More than seven in ten or 71% said that they were aware of this, compared to 26% that were not, while 3% answered do not know.

CONFIRMATION & BOOKING

Respondents were first read the following and were then asked a follow up question about **confirmation the night before**.

"Handi-Transit requires that customers book their appointment 48 hours in advance and then confirms their pick up time the night before the appointment."

"Does providing confirmation the night before meet your needs as a rider?"



80% of Handi-Transit riders are satisfied with receiving confirmation the night before, compared to only 18% that are not, while 2% had no opinion.

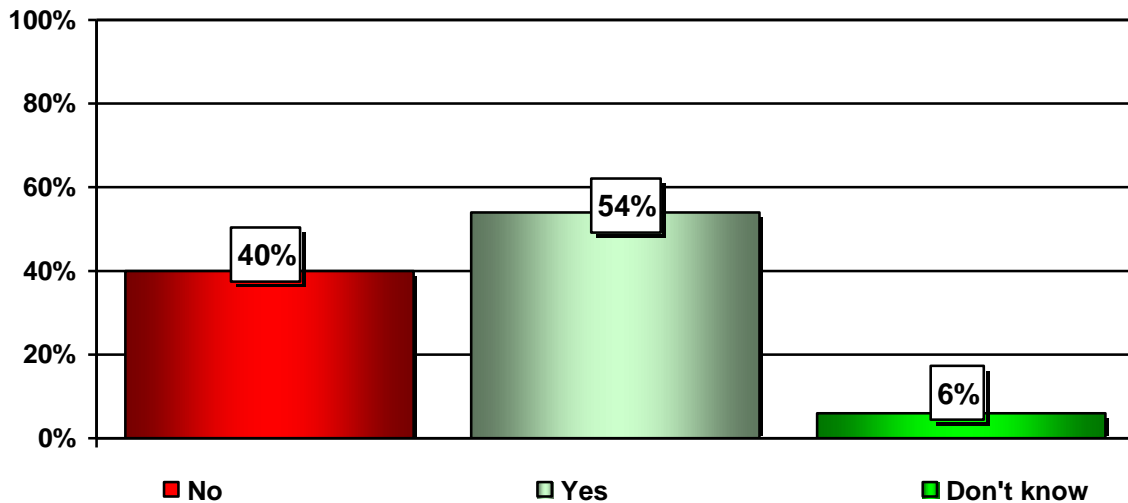
When then asked about **how much time they typically require for confirmation of a pick up**, most or 40% said 24 hours or the day before, followed by 16% that said one hour or less, 11% the night before and 7% within 48 hours. Other responses included within 2-12 hours (5%), more than 48 hours (2%), while 2% said none was needed, 1% that it depends and 16% did not know.

The way that most **Handi-Transit riders typically book their pick ups** are by telephone (96%), while only 1% use both email and phone, 1% email only and 2% could not recall.

Respondents that stated they **do not typically book appointments by email were asked if they were aware that they can book Handi-Transit appointments by email**. A total of 74% of these riders said that they were not aware, only 24% claimed to be aware and 2% did not know.

All Handi-Transit riders surveyed were then asked the following about **booking more than 48 hours in advance**.

"Would you be willing to book more than 48 hours in advance in order to get an earlier pick up time notice?"



More than half of respondents would be willing to book more than 48 hours in advance in order to get an earlier pick up time notification, 40% would not and 6% were unsure.

Another query was posed asking about the **awareness of using the cancellation line to check bookings**. Only 40% were aware of this option, 58% were not and 1% responded do not know.

DELAYS

A series of questions were posed about **delays and Handi-Transit.**

<i>“During a typical trip how long, if at all, is the average delay when waiting for other customers to be picked up?”</i>	%
None	16%
Up to 5 minutes	29%
5 – 10 minutes	29%
10 – 15 minutes	7%
15 plus minutes	9%
Don't know	10%

The most common time delays were within the 10 minute threshold, as 29% said up to five minutes and 29% 5 – 10 minutes, while only 16% named times longer than this including 10 – 15 minutes (7%) and 15 minutes or longer (9%). A total of 16% said they typically have no delays and 10% were unsure.

When asked about **what they considered to be an appropriate wait time for a customer for a scheduled pick-up,** almost half or 49% said 5 minutes or less, followed by 23% that claimed 6 – 10 minutes and 9% 10 – 15 minutes. There were 10% of respondents that said the pick up should be immediate, while 3% claimed that the driver should wait until the customer is ready and 6% did not know.

Another open ended question asked **about what riders felt could be done to reduce wait times from either the driver or passenger to make the system more efficient.** Most respondents or 60% said that they did not know and a further 5% said nothing could be done. Among those with an opinion, 11% stated the customer should be ready for pick up, 6% that the driver should show up on time, 5% that there needs to be more buses, 4% that riders should be reminded the night before, 3% coordinate/prioritize trips better, 3% have an easier booking/notification system, 2% that special needs riders should have help to get on and 1% that the system should operate more like a regular bus service.

RATINGS

Handi-Transit riders were then asked to **rate their satisfaction with bookings in each of the following areas.**

<i>"I would now like you to rate your satisfaction with booking Handi-Transit pick-ups in each of the following areas. Please use a scale from one very dissatisfied to five very satisfied?"</i>				
	Total Dissatisfied	Neither satisfied nor dissatisfied	Total satisfied	Don't know
*The length of time waiting for an operator	13%	19%	63%	5%
*Satisfaction with the operator's helpfulness and courtesy	3%	6%	88%	3%
The ease of scheduling appointments	11%	6%	77%	6%
Scheduling pick up times that meet your needs	9%	10%	75%	7%
The accuracy of pick up times	7%	7%	82%	4%

*** Asked only to those that book by telephone or by email & telephone**

Among those that typically book by telephone a high 88% are satisfied with the operator's helpfulness and courtesy but the satisfaction level drops to 63% for the length of time waiting for an operator.

With respect to the **other three indicators (asked to all riders to rate)**, there was a high level of satisfaction (82%) for the accuracy of the pick up times, next followed by the ease of scheduling appointments (77%), while a lower but three-quarters majority (75%) that were satisfied with scheduling pick up times that meet their needs.

TRIP PRIORITY

All respondents were read the following preamble outlining **trip priorities and were then asked if it should be changed or not.**

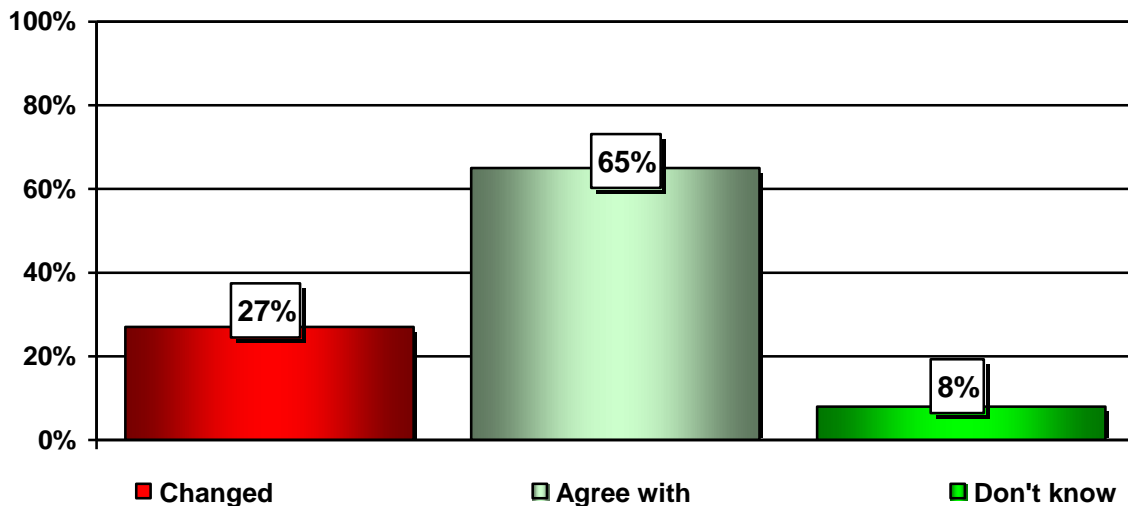
“The current trip priority for Handi-Transit in Urban areas is...”

- (a) work***
- (b) education***
- (c) medical***
- (d) and other needs***

“...while for commuter areas it is...”

- (a) medical***
- (b) work/education***
- (c) and other needs***

“Do you agree with this trip priority or do you think it should be changed?”



Most or 65% of riders agree with the current trip priority compared to 27% that feel it should be changed, while 8% did not know.

The 27% of Handi-Transit customers that feel the trip priority should be changed were then asked how it should be amended. Most responses or 76% related to having medical needs being a priority in both cases. Other comments related to having work as a priority in both instances (8%), having all priorities as equal (5%), no difference between urban and commuter areas (3%), being dependent on client needs (3%), on a first booking basis (1%), while 5% were unsure.

FARE STRUCTURE

All of those surveyed were read the following preamble about the conventional fare structures and then asked if it should apply to Handi-Transit users.

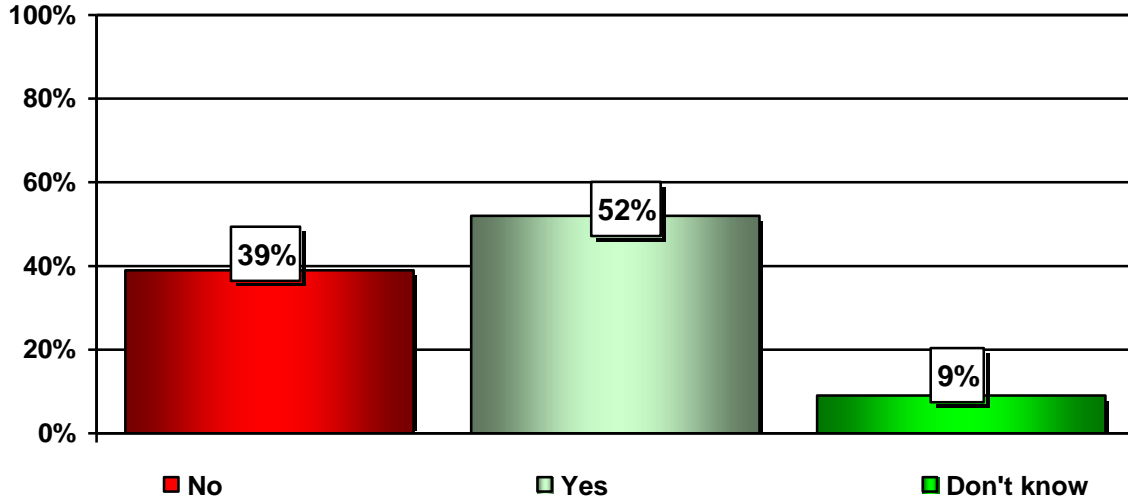
"The following is the conventional transit fare structure..."

- **Cash** 2.80
- **Child** 2.10
- **Older Adult (55)** 2.10
- **Pensioner**
- **Adult 5 or 10 Ride Cards at 2.10 per ride**
- **Child, Older Adult or Disability Pensioner 5 or 10 ride cards at 1.60 per ride**

"The fare structure for 31 day passes is as follows..."

- **Adult** 78.00
- **Student** 72.00
- **Older Adult and Pensioner** 47.00

"Would you be in favor of the (this) same fare structure on the Handi-Transit system?"



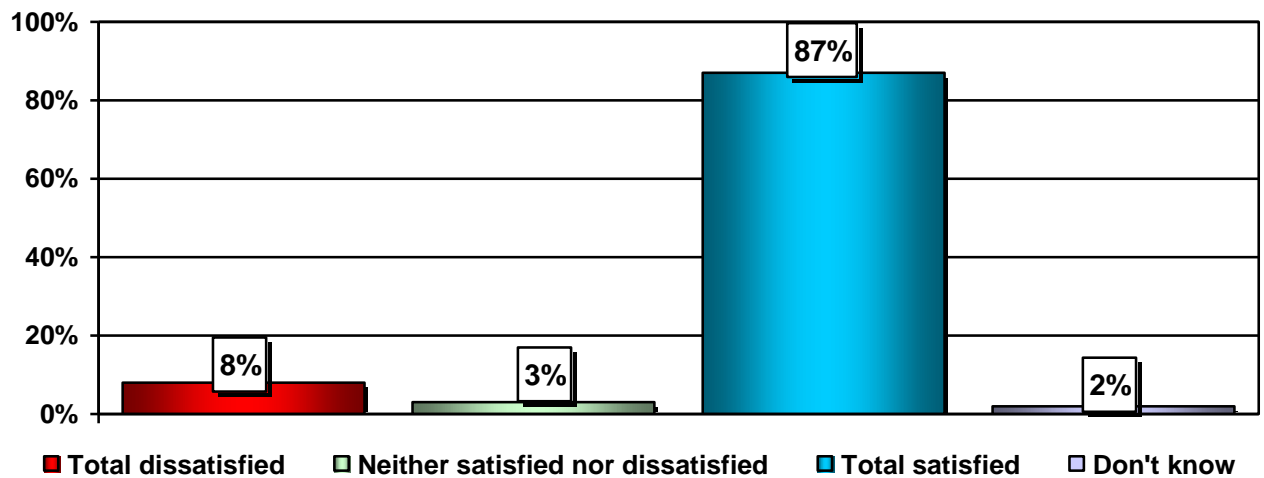
Slightly more than half of Handi-Transit riders or 52% would be in favor of the same fare structure while 39% would not be and 9% did not know or were unsure.

TAXI SERVICE

All riders were first asked if they have ever used a taxi cab as part of their Handi-Transit service of which 72% said that they have.

The 72% of those that have used a taxi cab as part of Handi-Transit were then asked to rate their satisfaction with the service.

"Overall, how would you rate your satisfaction with this taxi service?"

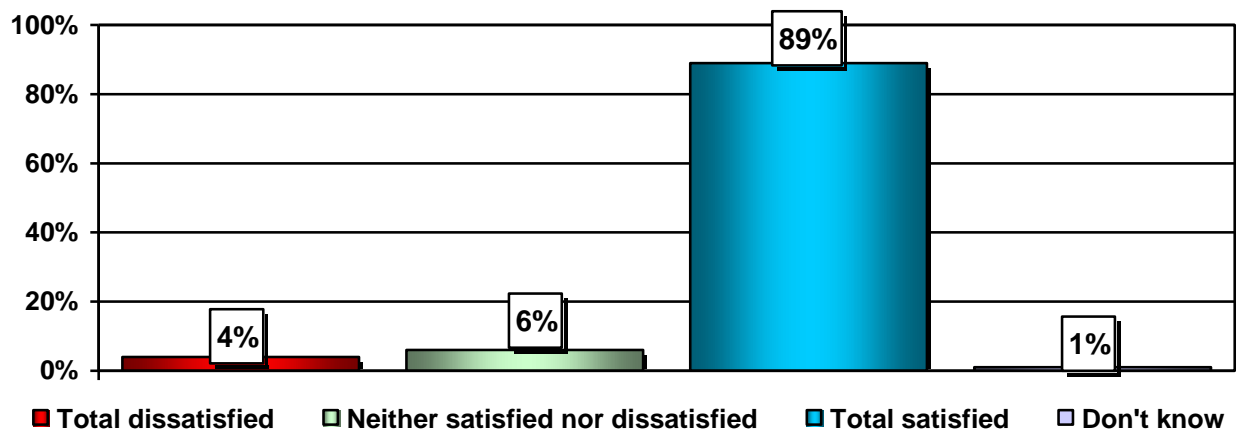


There is high level of satisfaction with taxi service (87%) in relation to those dissatisfied with it (8%). A total of 3% had a neutral opinion (neither satisfied nor dissatisfied) and 2% had no opinion.

OVERALL SATISFACTION WITH HANDI-TRANSIT

All respondents were asked to rate their overall satisfaction with Handi-Transit service.

"Overall, how would you rate your satisfaction with Handi-Transit service?"



A high 89% of Handi-Transit riders claimed to be either satisfied or very satisfied with the service, only 4% were dissatisfied or very dissatisfied, 6% had a neutral opinion (neither satisfied nor dissatisfied) and 1% did not know.

RESULTS BY QUESTION

The goal of Handi-Transit is to provide transportation to persons who have physical disabilities and are unable to use the regular transit system.

Q1. In your opinion, is this an accurate description of the service provided?

	Frequency	Percent
Yes	286	97.9
No	6	2.1
Total	292	100.0

Q2. In your opinion, what should the qualifications be for users of Handi-transit service?

	Frequency	Percent
Physical / mobility	209	71.6
Distance from a bus stop	52	17.8
Unable to use conventional trans	22	7.5
Don't know	7	2.4
Mental / cognitive disability	2	.7
Total	292	100.0

Q3. Do you feel that there are some people using Handi-Transit that should not?

	Frequency	Percent
No	173	59.2
Yes	60	20.5
Don't know	59	20.2
Total	292	100.0

Q4. How often should users be reassessed?

	Frequency	Percent
Every 3 years or less	98	33.6
4-5 years	32	11.0
6-7 years	4	1.4
Never	97	33.2
Depends on circumstance	38	13.0
Don't know	23	7.9
Total	292	100.0

Q5. In an effort to reduce travel time and to increase service hours, would you be in favor of curbside drop off?

	Frequency	Valid Percent
Yes	97	33.2
No	178	61.0
Don't know	17	5.8
Total	292	100.0

IF NO OR DON'T KNOW
IF YES

ASK Q6
SKIP TO Q7

Q6. What are the barriers that you see with curb side drop off?

	Frequency	Percent
Winter safety (Snow, slippery sidewalks etc)	46	23.6
Distance	43	22.1
Use a wheelchair / walker	25	12.8
Mobility issues	23	11.8
Dangerous / not safe	21	10.8
Don't know	16	8.2
Visual impairment	9	4.6
Difficulty stepping up / over curb	7	3.6
Not convenient	5	2.6
Total	195	100.0

Q7. Do you consider Handi-Transit service to be more like a taxi service or a public transit or bus service?

	Frequency	Percent
Taxi	80	27.4
Public transit / bus	98	33.6
Both the same	97	33.2
Don't know	17	5.8
Total	292	100.0

Q8. When have you last used, if ever, conventional or regular City Transit bus service?

	Frequency	Percent
Never	72	24.7
Within the past week	26	8.9
2-4 weeks	6	2.1
1-3 months	12	4.1
More than three months ago	173	59.2
Don't know	3	1.0
Total	292	100.0

IF NEVER SKIP TO Q12

Q9. Do you believe the travel time on Handi Transit is longer, shorter or equal to the travel time on the conventional transit service?

	Frequency	Percent
Longer	37	16.8
Shorter	109	49.5
Equal	50	22.7
Don't know	24	10.9
Total	220	100.0

Q10. Have you ever experienced any barriers or issues related to using conventional transit or bus service?

	Frequency	Percent
Yes	109	49.5
No	97	44.1
Don't know	14	6.4
Total	220	100.0

IF YES

IF NO OR DON'T KNOW

ASK Q11

SKIP TO Q13

Q11. What barriers or issues have you encountered?

	Frequency	Percent
Distance / Bus stop too far away	26	23.9
Physical mobility issues	16	14.7
Problems with / Accommodating wheelchairs / walker	15	13.8
Poor driver courtesy / Service	12	11.0
Scheduling / Wait times	11	10.1
Safety issues / Getting on or off	9	8.3
Visually impairment	6	5.5
Lack of seats / Availability	6	5.5
Don't know	5	4.6
Snow / No snow removal at stops	3	2.8
Total	109	100.0

SKIP TO Q13

Q12. What prevents you from using conventional transit or bus service?

	Frequency	Percent
Mobility issues	18	25.0
Distance to bus stop	15	20.8
Safety issues / Getting on and off	8	11.1
No service available	6	8.3
Cognitive / Mental issues	6	8.3
Don't know	6	8.3
Used to rides / Handi Transit	4	5.6
Wheelchair / Walker issues getting on buses	3	4.2
Never tried / No experience	3	4.2
Visual impairment	2	2.8
Winter weather / Conditions	1	1.4
Total	72	100.0

Q13. Were you aware that all conventional public transit buses in the City of Greater Sudbury are fully accessible to the physically challenged (with no stairs and wheel chair ramps)?

	Frequency	Percent
Yes	207	70.9
No	77	26.4
Don't know	8	2.7
Total	292	100.0

Handi-Transit requires that customers book their appointment 48 hours in advance and then confirms their pick up time the night before the appointment.

Q14. Does providing confirmation the night before meet your needs as a rider?

	Frequency	Percent
Yes	234	80.1
No	52	17.8
Don't know	6	2.1
Total	292	100.0

15. How much time do you typically require for confirmation of a pick up time?

	Frequency	Percent
Within 24 hours / Day before	116	39.7
Don't know	48	16.4
One hour or less	46	15.8
Night before	32	11.0
Within 48 hours	21	7.2
Within 2 - 12 hours	15	5.1
More than 48 hours	6	2.1
None needed	5	1.7
Depends on situation / individual	3	1.0
Total	292	100.0

16. Would you be willing to book more than 48 hours in advance in order to get an earlier pick up time notice?

	Frequency	Percent
Yes	157	53.8
No	118	40.4
Don't know	17	5.8
Total	292	100.0

Q17. Were you aware that you can use the cancellation line to check your bookings?

	Frequency	Percent
Yes	118	40.4
No	170	58.2
Don't know	4	1.4
Total	292	100.0

Q18. During a typical trip how long, if at all, is the average delay when waiting for other customers to be picked up?

	Frequency	Percent
No	46	15.8
Up to 5 minutes	84	28.8
5 to 10	86	29.5
10 to 15	21	7.2
15 plus	26	8.9
Don't know	29	9.9
Total	292	100.0

Q19. In your opinion, what can be done to reduce wait times from either the customer or driver in order to create a more efficient system?

	Frequency	Percent
Don't know	176	60.3
Customers need to be ready for pick up	32	11.0
Show up on time / Quicker service	16	5.5
Nothing / Fine as is	15	5.1
More buses	13	4.5
Call again right before pick up	11	3.8
Coordinate / Prioritize trips better	10	3.4
Easier booking / notification	10	3.4
Some customers need special help to get on / off	7	2.4
Make it like transit / bus service	2	.7
Total	292	100.0

Q20. What is an appropriate wait time for the Handi-Transit driver to wait for a customer for a scheduled pick up?

	Frequency	Percent
Immediate	29	9.9
5 minutes or less	143	49.0
6-10 minutes	67	22.9
10-15 minutes	26	8.9
Until they are ready	10	3.4
Don't know	17	5.8
Total	292	100.0

Q21. How do you typically book Handi-Transit pick ups?

	Frequency	Percent
Phone only	281	96.2
Don't know	5	1.7
Both email and phone	4	1.4
Email only	2	.7
Total	292	100.0

IF EMAIL ONLY OR DON'T KNOW

ASK Q24

IF PHONE ONLY OR BOTH EMAIL & PHONE

ASK Q22

I would now like you to rate your satisfaction with booking Handi-Transit pick-ups in each of the following areas. Please use a scale from one very dissatisfied to five very satisfied.

Q22. Length of time on the phone waiting for an operator

	Frequency	Percent
Very dissatisfied	14	4.9
Dissatisfied	23	8.1
Neither satisfied nor dissatisfied	55	19.3
Satisfied	78	27.4
Very satisfied	102	35.8
Don't know	13	4.6
Total	285	100.0

Q23. Satisfaction with the operator's helpfulness and courtesy

	Frequency	Percent
Very dissatisfied	4	1.4
Dissatisfied	4	1.4
Neither satisfied nor dissatisfied	18	6.3
Satisfied	44	15.4
Very satisfied	207	72.6
Don't know	8	2.8
Total	285	100.0

Q24. The ease of scheduling appointments

	Frequency	Percent
Very dissatisfied	14	4.8
Dissatisfied	17	5.8
Neither satisfied nor dissatisfied	19	6.5
Satisfied	67	22.9
Very satisfied	158	54.1
Don't know	17	5.8
Total	292	100.0

Q25. Scheduling pick up times that meets your needs

	Frequency	Percent
Very dissatisfied	11	3.8
Dissatisfied	15	5.1
Neither satisfied nor dissatisfied	28	9.6
Satisfied	80	27.4
Very satisfied	138	47.3
Don't know	20	6.8
Total	292	100.0

Q26. The accuracy of the pick up times

	Frequency	Percent
Very dissatisfied	8	2.7
Dissatisfied	12	4.1
Neither satisfied nor dissatisfied	20	6.8
Satisfied	87	29.8
Very satisfied	152	52.1
Don't know	13	4.5
Total	292	100.0

SKIP TO Q28 IF RESPONDENTS AT Q21 NAME EMAIL OR BOTH EMAIL AND PHONE

Q27. Were you aware you can book online appointments through email?

	Frequency	Percent
Yes	70	24.5
No	211	73.8
Don't know	5	1.7
Total	286	100.0

PREAMBLE

The current trip priority for Handi-Transit in Urban areas is...

- (e) work
- (f) education
- (g) medical
- (h) and other needs

...while for commuter areas it is...

- (d) medical
- (e) work/education
- (f) and other needs

28. Do agree with this trip priority or you think it should be changed?

	Frequency	Percent
Agree with it	189	64.7
Should be changed	79	27.1
Don't know	24	8.2
Total	292	100.0

IF AGREE WITH IT SKIP TO Q30
 IF SHOULD BE CHANGED ASK Q29
 IF DON'T KNOW SKIP TO Q30

Q29. How would you like it changed?

	Frequency	Percent
Medical should be a priority (in both cases)	60	75.9
Work should be a priority (in both cases)	6	7.6
Every priority should be equal	4	5.1
Don't know	4	5.1
Should be no difference between urban and commuter	2	2.5
Should be dependent on clients needs	2	2.5
Should be first come first serve	1	1.3
Total	79	100.0

PREAMBLE

The following is the conventional transit fare structure.

- Cash 2.80
- Child 2.10
- Older Adult (55) 2.10
- Pensioner 2.10 currently receiving one of the following:
Ontario Disability Support Program (O.D.S.P.)
Association for Children with Severe Disabilities (A.C.S.C.)
Canada Pension Plan Disability (C.P.P.D.)
War Veterans Pension
Registered with the C.N.I.B.
- Adult 5 or 10 Ride Cards at 2.10 per ride
- Child, Older Adult or Disability Pensioner 5 or 10 ride cards at 1.60 per ride

The fare structure for 31 day passes is as follows

- Adult 78.00
- Student 72.00
- Older Adult and Pensioner 47.00

Q30. Would you be in favor of the (this) same fare structure on the Handi Transit system?

	Frequency	Percent
Yes	151	51.7
No	114	39.0
Don't know	27	9.2
Total	292	100.0

Q31. Overall how would you rate your satisfaction with Handi-Transit service? Please use a scale from one very dissatisfied to five very satisfied.

	Frequency	Percent
Very dissatisfied	10	3.4
Dissatisfied	3	1.0
Neither satisfied nor dissatisfied	16	5.5
Satisfied	77	26.4
Very satisfied	184	63.0
Don't know	2	.7
Total	292	100.0

**Q32. Have you ever used a taxi cab as part of
Handi-transit service?**

	Frequency	Percent
Yes	210	71.9
No	78	26.7
Don't know	4	1.4
Total	292	100.0

IF YES ASK Q33
IF NO SKIP TO D1
IF DON'T KNOW SKIP TO D1

**Q33. Overall how would you rate your satisfaction with this taxi
service?**

	Frequency	Percent
Valid Very dissatisfied	8	3.8
Dissatisfied	8	3.8
Neither satisfied nor dissatisfied	7	3.3
Satisfied	35	16.7
Very satisfied	148	70.5
Don't know	4	1.9
Total	210	100.0

The following questions are of a personal nature and involve the collecting of demographic data. This information is statistically important for this survey and please be assured once again that all individual responses are kept in strict confidence.

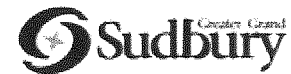
1. Which of the following age groups may I place you in

	Frequency	Percent
18-24	11	3.8
25-34	14	4.8
35-44	20	6.8
45-54	32	11.0
55-64	57	19.5
Over 65	153	52.4
Refused	5	1.7
Total	292	100.0

D2. You don't have to answer this question, however we would like to ask what is your combined family income?

	Frequency	Percent
Under \$20,000	111	38.0
Under \$35,000	54	18.5
Under \$50,000	24	8.2
Under \$75,000	7	2.4
Under \$100,000	8	2.7
Over \$100,000	9	3.1
Don't know / Refused	79	27.1
Total	292	100.0

Appendix E - Handi Transit Recommendation Report



Request for Decision Handi Transit Recommendations

Presented To: Operations Committee
 Presented: Monday, Sep 16, 2013
 Report Date Thursday, Sep 05, 2013
 Type: Presentations

RECOMMENDATION

That a new Handi Transit application process for eligibility be approved to assist City staff in ensuring that the Handi Transit Service is available to be used by persons who have physical disabilities and are unable to use the conventional transit system;

That the attached application form be approved and used for all new applicants and existing users for re-assessment;

That existing users be reassessed using the new application process;

That fare parity is implemented as per the AODA mandate;

That the hours to accept booking requests be extended to meet the AODA mandate which includes weeknights, weekends and statutory holidays;

That all of the above be in effect for January 1, 2014.

Signed By

Report Prepared By

Robert Gauthier
 Manager of Transit Operations
Digitally Signed Sep 5, 13

Division Review

Roger Sauvé
 Director of Transit & Fleet Services
Digitally Signed Sep 5, 13

Recommended by the Department

Tony Cecutti
 General Manager of Infrastructure Services
Not Signed

Recommended by the C.A.O.

Doug Nadorozny
 Chief Administrative Officer
Not Signed

FINANCE IMPLICATIONS

If revised eligibility criteria and fare parity are approved by Council, there could be a cost saving estimated at \$47,000 for 2014 and \$133,000 for 2015 and beyond. However, due to historical deficits facing Handi Transit it is recommended that should these initiatives be approved that there would be no impact on the 2014 budget. The inputs, assumptions and statistical information used to calculate the financial impacts have come from internal sources and Leuschen Transportation, the City's Handi-Transit provider, and would be reviewed in future operating budgets.

Background

Many municipalities in Ontario are faced with the same challenges as the City of Greater Sudbury with respect to providing transportation for persons with physical disabilities. A general aging population has placed greater demand and cost on a system that is already, by its very nature, expensive to operate. Although the need and the importance of the Handi Transit service has never been questioned, the ability of municipalities to finance the operation is a dilemma faced by all communities. Specialized vehicles, relatively low passenger counts per revenue kilometer in comparison to conventional transit and door to door service have placed additional financial strain on municipalities. In April 2013, staff presented a report indicating the need to implement changes in the way Handi Transit service is provided.

Eligibility Criteria

With the many operational changes being mandated by the Accessibility for Ontarians with Disabilities Act 2005, pressures on the system have become more apparent and have started to negatively impact the quality of the service. Of the multiple options available to help alleviate some of the pressure on the system, the need to review the eligibility criteria will have the most impact on the service. The conventional transit system offers mobility options that did not exist at the time when many current specialized transit riders were registered. For example, under our current criteria, applicants are approved if they cannot walk a distance of 175 meters, cannot climb three steps into a bus or if they are legally blind and registered with the C.N.I.B.. This does not reflect the intent and purpose of the Handi Transit service which is to provide transportation to persons who have physical disabilities and are unable to use the regular transit system.

By continuing to use an inaccurate eligibility assessment, or failing to recertify current registrants under a more accurate program, Greater Sudbury Handi Transit is missing out on the opportunity to fully realize a return on our investment and restricts travel options for those who need the system. Proper eligibility criteria will ensure that those people who need the system will have the freedom to travel more freely with more travel options. The current criteria inevitably results in many registrants using the specialized transit system when in fact they could travel on our fully accessible conventional system.

In early 2013, the Canadian Urban Transit Association sponsored a research study of the specialized transit eligibility certification programs to document the Canadian experience and draw on the best practices from the U.S. and Canada. This document, Canadian Code of Practice for Determining Eligibility for Specialized Transit, is included in this report in appendix A and was instrumental in developing our recommendation as well as other successful municipal specialized transit providers such as GoBus from St. John's, Newfoundland, Grand River Transit and Thunder Bay Transit. An application form and assessment tool is included in this report in appendix C.

In the Auditor General's report which was released in August of 2011, it was recommended that staff and the Accessible Advisory Committee review the eligibility form and make appropriate recommended changes for council's approval.

The Accessibility Advisory Panel has endorsed the recommended changes to the eligibility and approval process as follows:

- **A new approval process:** Applicants would complete the application form attached as appendix B.

Once the application is received, city staff would determine if an in-person interview and a mobility assessment is required. The assessment would be booked and the applicant would be responsible for his/her travel arrangements to attend the assessment which would be at an accessible location. Upon arrival at the assessment

location, applicants would be required to sign a waiver allowing the assessor to release the report to Sudbury Transit employees for the purpose of processing the application for eligibility. If a decision is not made within 14 days of receipt of the application, temporary access to the specialized transit system would be granted until a decision is made.

The eligibility outcomes can be one of the following:

1. Full Eligibility
2. Conditional Eligibility: depending of distance to travel, winter conditions, distance from bus stops, etc...
3. Temporary Eligibility: Illness is only temporary.
4. Does not qualify for Specialized Transit

An independent appeal process involving the City's Hearing Committee will be put into place where a decision will be made within 30 days of receiving the appeal. Access to specialized transportation would not be made available during the appeal process. This would require a change in by-law 2011-235. The decision made at the appeal process is final (i.e. applicants cannot appeal an appeal decision for a period of one year).

Once the process has been in place for a few months, all existing registered users will be notified that they need to re-apply within 9 months or they will automatically be removed from the registered users list and have to re-apply. Registered users who unquestionably qualify as unconditional users would also need to re-apply but would likely not need to go for a functional assessment.

Visitors to Greater Sudbury would be eligible providing they have proof of eligibility in their home system.

- **Independent assessment:** The City will be conducting assessments with a mobility specialist either in-house or contracted out. The group conducting the assessments would be well informed of the mobility requirements to ride both conventional and specialized transit. Transit currently receives approximately 80 applications per month. Approximately 64 of the applicants require an assessment by a mobility specialist. The annual cost of these assessments will be approximately \$46,000.
- **A new application form:** A new application form which gathers more detailed information from the applicants is required to accurately determine what the applicant's physical restrictions/needs are. This application form is attached as appendix B.
- **Renewal process:** Applicants with a temporary physical impairment or with a disease which could change enabling the applicant to use the conventional transit system at a later time would be approved temporarily.
- **Assessment of existing users:** With the entire conventional transit fleet being wheelchair accessible since 2011, many of the current users were approved due to barriers which no longer exist. A re-assessment of all existing users will ensure that only those who are physically unable to use the conventional transit system will be eligible. The cost of assessing existing users is estimated to be approximately \$86,000.(one time cost)
- **Potential Reduction in Ridership:** By implementing a proper eligibility criteria and assessment policy, there would be an estimated 10% decrease in the number of currently eligible riders who would move to the conventional transit system. This reduction in demand would eliminate a high percentage of the taxi usage and as a result could reduce the budget by approximately \$241,000 per year.

The Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards, Ontario Regulation 191/11 has a series of requirements within it specific to both conventional transit and Handi-Transit which the City is working towards using the Ontario Professional Transit Association's "Public Transit Industry Compliance Workbook". The City is already compliant on many elements, as varied as training for drivers, emergency preparedness, courtesy seating and stop announcement systems. The City is currently working on coming into compliance on elements related to fare parity, revised eligibility applications and trip restrictions in accordance with the regulation. There will be further service level adjustments such as pre-boarding announcements for which compliance requirements are still a few years away.

Fare Parity (AODA)

Non-eligibility related requirements in the AODA, such as fare parity for conventional and specialized transit systems, could have a significant impact on specialized transit demand, highlighting even further the need for an accurate eligibility program. The AODA requires that where a transportation service provides both conventional and specialized transportation services, the transportation service provider shall ensure that there is fare parity between conventional transportation services and specialized transportation services. The current fare option for Handi Transit users is \$2.20 per trip with the option to purchase 10 ride books for \$22.00. Implementing fare parity on this system will automatically reduce the ridership revenue by an estimated \$42,000 annually due to the high percentage of registered users being over the age of 55. The introduction of a 31 day pass will also be an incentive for some users to ride more frequently, and could potentially result in an additional \$14,000 per year of lost revenue.

Booking Requests (AODA)

Another cost influencing mandate from the AODA is the requirement to accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel. The annual cost to provide this service is estimated to be \$6,000.

Financial Summary – Budgetary Impacts (2014 and beyond)

Historically, the handi-transit service has experienced a trend of historical net over expenditures throughout the past few years. Since '10 and including the '13 year-end projection, the handi-transit service has been overspent by an average annual amount of approximately \$125,000.

The below table is a brief summary of the financial implications if both the fare parity and proposed new eligibility criteria on the Handi-Transit System were implemented for January 1, 2014. Primary assumptions and other statistical data have been provided by Leuschen Transportation, the current provider of Handi-Transit service to the City of Greater Sudbury. All prices used are per the proposed 2014 User Fee Bylaw.

Items	Estimated Financial Impact
Accept booking requests for increased number of hours	\$6,000, annually
Assessment of new users (based on 64 applications/month requiring an assessment)	\$46,080, annually
Assessment of existing users (based on 1,440 riders requiring re-assessment)	\$86,400, one time (2014)
Fare Parity (Monthly Passes & Rider Cards)	\$56,060, annually
Savings due to revised eligibility criteria and assessment (10% reduction in number of rides provided (11,400 rides))	\$241,380 savings, annually
Estimated Cost/(Savings) – 2014	(\$46,840)
Estimated Cost/(Savings) – 2015 and beyond	(\$133,240)

Supporting Documents

Supporting Documents

1. Appendix A - CUTA Presentation for Eligibility Criteria [pdf](#)
2. Appendix B - Application Form [pdf](#)
3. Appendix C - Assessment Tool [pdf](#)

AgendasOnline

Appendix B

Greater Sudbury Handi Transit Eligibility Assessment Process

Application Form

Greater Sudbury Handi Transit Application

Please answer all the following questions.

To be completed by applicants or on behalf of the applicant

PLEASE PRINT

Part 1: GENERAL INFORMATION

Applicant:	Male:	Female
------------	-------	--------

Last Name:	
First Name:	Middle Initial:

Residence Address:
Apartment Number:
City:
Postal Code:
Mailing Address: (if different)

Please provide additional details regarding your address that will assist us in locating you. (Road name and/or directions, colour of house, landmarks, name of long-term care facility or apartment complex, ect...)

Home Phone:	
Cell Phone:	
Work Phone: ()	Ext.
TTY: ()	
E-mail Address:	
Date of Birth:	

Part 2: EMERGENCY CONTACTS (Required)

Primary Contact:

Name:		
Relationship:		
Home Phone:	()	
Work Phone:	()	Extension:
Cell Phone:	()	
TTY:		
E-mail Address:		
Address:		

Secondary Contact:

Name:		
Relationship:		
Home Phone:	()	
Work Phone:	()	Extension:
Cell Phone:	()	
TTY:		
E-mail Address:		
Address:		

Part 3: APPLICANT INFORMATION

		Yes	No
1. Are you a:	Current user of Handi Transit		
	New Applicant		
	A Visitor temporarily living in the Greater Sudbury area		
	User of another accessible transit system		

2. (a) Do you need information given to you in an alternate format?	Yes	No

2. (b) If yes, please check your preferred format				
<input type="radio"/> Large Print	<input type="radio"/> Audio/CD	<input type="radio"/> Braille	<input type="radio"/> Another Language	<input type="radio"/> Other

3. (a) Which of the following condition(s), if any, prevent you from using the Sudbury Transit system? Check all that apply:					
None		Physical		Vision Loss	
Mental Illness		Cognitive		Deaf/Hard of Hearing	
Other (explain):					

3. (b) In your own words, please briefly explain why this prevents you from using the Sudbury Transit system.

4. (a) Please check the type(s) of transportation modes you are able to use with some support:			
Accessible Passenger Bus (i.e. Handi Transit)		Sudbury Transit	
Ramped Sudbury Transit bus		Standard Taxi Cab (with support)	
Adapted Taxi Cab with Ramp (when available)		Other (explain):	

4	(b) In your own words, please briefly describe the support you would require. (i.e. directions, lifting or walker into vehicle, audible or visual bus stop announcements, etc...)

5. Is your disability or health condition:			
Permanent		Varies daily	
Temporary – expected to last until:			

6. Please indicate the primary mobility aids you use when traveling in the community:					
Support Cane(s)		Leg Brace		Picture Board	
Long White Cane		Crutches		Alphabet Board	
Service Animal		Walker		Hearing Aid(s)	
Powered Wheelchair		Manual Wheelchair		Scooter	
Oxygen Tank		None		Other	

NOTE: Handi Transit may not be able to accommodate you if your wheelchair or scooter is longer than 48" or wider than 32" or if your total weight with your wheelchair is more than 800 pounds.

7. Can you climb three (11 to 15-inch) steps with a handrail, without assistance from another person?					
Yes		No		Sometimes	

8. Do you require a support person while travelling? A support person is a person specifically employed or designated by you to assist with your daily living needs including travel.					
Yes		No		Sometimes	

Part 4: APPLICANT VERIFICATION

Applicant Signature

I understand that the purpose of this application form is to determine if there are times when I cannot use Sudbury Transit and will require Handi Transit. I understand that the information on this application will be kept confidential and shared only with employees of Sudbury Transit for the purpose of processing my application for eligibility. I certify that to the best of my knowledge, the information on this application is true and correct. I understand that providing false or misleading information could result in my eligibility status being terminated.

I give permission for the member of the Sudbury Handi Transit assessment group in the City of Greater Sudbury to contact myself or the professional who has completed this application or given supplemental verification required for determining eligibility.

Applicant Signature:	
Print Name:	
Date:	

Person completing this form if other than Applicant (check one):	
I certify that the information in this application is true and correct based upon the information given to me by the applicant.	
I certify that the information provided in the application is true and correct based upon my own knowledge of the applicant's health condition or disability or I have legal authority to complete this application	

Print Name:	
Day Phone:	
Address:	
Relationship to Applicant:	
Signature:	
Date:	
Agency Name (if applicable):	

PLEASE RETURN YOUR COMPLETED APPLICATION TO:

Greater Sudbury Transit

By Mail:

????????????????

By Fax:

(705) 560-4571

By E-mail: ????????????@greatersudbury.ca

Appendix C

Assessment Tool

Greater Sudbury Transit Physical Mobility Assessment Tool

Applicant's name: _____ Phone number: _____

Date of assessment: _____

How did applicant arrive at assessment? _____

Optional: Is the physical mobility issue caused by: ☐ Disease: if so is it ☐ Stable or ☐ Degenerative

☐ CVA ☐ Other _____

Please check (✓) all mobility aids currently used at home or in the community. Please circle the one brought to the assessment.

☐ Cane ☐ Crutches ☐ Walker ☐ Rollator ☐ Oxygen ☐ Guide/Therapy Dog

☐ Scooter ☐ Prosthesis; Lower Limb(s) ☐ Manual Wheelchair ☐ Power Wheelchair

Brace: ☐ Neck ☐ Back ☐ Leg/Knee ☐ No Aids Used

☐ Other: _____ How long have you been using this mobility device? _____

Did you use anything else before that? _____

Scale: 0 = No difficulty

1 = Minimal difficulty, no observable physical impairment

2 = Visible physical impairment; mildly altered gait, minor SOB, slight limp, physical ability may minimally decrease within task

3 = Visible physical impairment; able to complete task with evident exertion, moderately impaired balance, physical ability may moderately decrease within task

4 = Visible physical impairment; significantly difficult to complete; physical ability may significantly decrease within task

5 = Unable to complete due to physical limitations

	Mobility Aid Used (identify)	Difficulty Walking	Difficulty Breathing	Difficulty Standing	Describe any gait issues	Time to Complete	# of Stops
Walk to assessment							
Return to waiting area							
Walk ____ metres, max 175 m							

Notes:

Applicant's name: _____

Timed Up and Go: ☐ Without mobility aid (preferred) ☐ With mobility aid

☐ ≤ 19 seconds ☐ 20 - 29 seconds ☐ ≥ 30 seconds ☐ did not complete

Applicant able to transfer from wheelchair /scooter to seat in a Handi Transit vehicle:

☐ Yes ☐ No ☐ Unable to Confirm ☐ N/A

Comments: _____

Applicant able to transfer to sedan vehicle without physical assistance?

☐ Yes ☐ No ☐ Unable to Confirm

Comments: _____

Stairs

Ascend 3 steps. Level of Difficulty (as per scale on previous page) 0 to 5 _____

Used Hand Rail: (please check all that apply)

☐ Not at All ☐ One Side Only ☐ Two Sides

☐ As light support ☐ As needed assist ☐ As balance assist ☐ As weight bearing assist

Descend 3 steps. Level of Difficulty (as per scale on previous page) 0 to 5 _____

Used Hand Rail: (please check all that apply)

☐ Not at All ☐ One Side Only ☐ Two Sides

☐ As light support ☐ As needed assist ☐ As balance assist ☐ As weight bearing assist

☐ Did not use mobility aid

☐ Required mobility aid: ☐ *Wanted for personal comfort* ☐ *Needed for personal safety/stability*

Comments: _____

Duration

For what time period will the applicant's physical ability to access conventional transit be impaired?

☐ does not appear to meet the eligibility criteria at this time

☐ during winter months when snow and ice would impact balance and gait

☐ should receive service then be reassessed at 3 months

☐ should receive service then be reassessed at 6 months

☐ should receive service then be reassessed at 1 year

☐ will not likely improve

☐ will continue to deteriorate

Reviewed with Applicant:

☐ Overview of Assessment Process ☐ EAA's role ☐ Release of Information Form signed

Additional Information: _____

Assessor Name: _____ Assessor Signature: _____

Policy Paper

Transportation for Persons with Physical Disabilities

April 20th, 2009

Service Area

The service area is illustrated by the map attached to this policy paper as Appendix C. The area has been determined using the following general rules:

- a) the service area is defined using the conventional transit system routes as a baseline
- b) the Handi-Transit routing extends off the conventional transit routes approximately 2 to 3 km in all directions to attain a minimum 95% population catchment area.

Service shall be provided to patrons in areas outside the designated service area conditional upon the following:

- a) service is provided using a premium rate structure as defined below under the fare structure category
- b) the location of the pick-up must be accessible by the Handi-Transit vehicles
- c) scheduling will be subject to vehicle availability and satisfying all of the eligibility criteria defined in this policy document

Fare Structure

The fare structure shall be reasonably equitable with the conventional transit system. A cash fare shall be established at \$2.05 per one-way trip for both passengers and attendants

Outside the service area a premium fare of an additional \$1 per kilometer per one way trip will be charged to the customer. The km charged shall be determined by measuring the distance from the closest point of the service area.

All fares will be subject to review and adjustments made as deemed necessary but City Council through the annual budget process.

Eligibility Criteria

Persons wishing to use Handi-Transit service must make application to the City of Greater Sudbury using the application form attached to this policy document as Appendix B. Eligibility is premised on the applicant requiring Handi-Transit, in lieu of the conventional transit system, due to physical disability.

(Over)

Trip Priority

Urban Area

- (a) work
- (b) education
- (c) medical
- (d) other

Commuter Area

- (a) medical
- (b) work/education
- (c) other

Authority to Maintain Service Standards

The General Manager of Growth and Development shall have authority to review the merit of individual applicants and may within reason during instances of crisis or emergency approve temporary use of the system. All approvals must be contained within budget and must not negatively impact other users of the system.



Application for Use of Transportation for Persons with Physical and Visual Disabilities (Handi-Transit)

** This service operates within the City of Greater Sudbury limits only.*

When completing this application form, please...

- Fill out all parts of the form that apply to you.
- Be sure to sign your application form, or have someone sign on your behalf.
- Ensure that your physician specifies the exact nature of your disability, the severity of your disability and why you are physically unable to use public transit (see reverse side of this form).
- Return this form by mail or in person to:
Robert Gauthier,
Greater Sudbury Transit
200 Brady St, Main Floor
PO Box 5000 Stn 'A'
Sudbury ON P3A 5P3

Name: _____ Phone Number: _____

Address: _____ Postal Code: _____

Date of Birth: _____

Describe Your Condition And Mobility Difficulties: _____

Do You Use: ☐ Wheelchair ☐ Crutches ☐ White Cane
☐ Cane ☐ Portable Oxygen Supply
☐ Walker ☐ Other (specify) _____

Signature of Applicant: _____ Date: _____

I HEREBY CERTIFY THAT I AM DISABLED IN SUCH A WAY THAT MY MOBILITY OR VISION IS SERIOUSLY RESTRICTED.

I HEREBY AUTHORIZE MY PHYSICIAN TO RELEASE ANY INFORMATION WITH REGARD TO MY MOBILITY WHICH MAY BE REQUIRED TO ESTABLISH MY ELIGIBILITY FOR HANDI-TRANSIT.

NOTE

- PLEASE HAVE YOUR PHYSICIAN COMPLETE THE REVERSE SIDE OF THIS FORM.
- Once all the required information is received and your application is certified by your physician as meeting the eligibility criteria, you will be informed by mail if your application has been accepted.
- Eligibility for Handi-Transit may be questioned if your condition changes. You may be required to attend for mobility and vision testing before or after this application is approved.

TO BE COMPLETED BY FAMILY PHYSICIAN OR SPECIALIST

TO THE PHYSICIAN: Handi-Transit is a service provided to persons who have physical disabilities that result in their inability to use public transit. This refers to persons who are physically unable to either:

- 1) Climb or descend the three (3) steps of a Greater Sudbury Transit bus. or; 2) Walk a distance of 175 metres.

Please note that the above criteria, unless the applicant is visually impaired, are based on the applicant's ability to physically perform these tasks. If the applicant is physically able to perform the above functions, he/she is not eligible for Handi-Transit (even though he/she may have medical problems such as heart and lung conditions, cognitive disabilities, frailty or old age).

Disabling condition(s) which affects this applicant's mobility (diagnosis, if possible): _____

Can the applicant climb or descend the three (3) steps of a Greater Sudbury Transit bus?

☐ Yes ☐ No

Can the applicant walk a distance of 175 metres?

☐ Yes ☐ No

Visually impaired and able to utilize Handi-Transit independently

☐ Yes ☐ No

Will the applicant require the Handi-Transit service:

☐ Permanently

☐ Temporary _____
(Please indicate duration)

Physician's Name and Address (please PRINT clearly)

Name: _____ Telephone No. _____

Address: _____ Postal Code: _____

Physician's Signature/C.N.I.B. : _____ Date: _____

INCOMPLETE APPLICATIONS WILL BE RETURNED

Freedom of Information

Personal information on this form is collected under the authority of the Public Transportation and Highway Improvement Act, and is used to determine eligibility for the use of Handi-Transit. For further information, please contact the Freedom of Information Co-ordinator, c/o The Corporation of the City of Greater Sudbury, 200 Brady Street, PO Box 5000 Station "A" Sudbury ON P3A 5P3 (705) 671-2489.

FOR OFFICE USE ONLY

Application:	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
If Temporary, Approved Until:	_____
Authorized By:	_____
Date:	_____



Demande d'utilisation du transport pour personnes atteintes de handicaps physique et visuel (Handi-Transit)

Ce service est offert uniquement à l'intérieur des limites de la Ville du Grand Sudbury.

Lorsque vous remplissez ce formulaire, veuillez :

- remplir toutes les parties du formulaire qui s'appliquent à vous.
- vous assurer de signer votre demande, ou demander à quelqu'un de la signer en votre nom.
- vous assurer que votre médecin indique la nature exacte de votre handicap et sa sévérité ainsi que la raison pour laquelle il vous est impossible physiquement de vous servir du transport public (voir le verso de ce formulaire).
- retourner ce formulaire par la poste ou en personne à l'adresse suivante :
Robert Gauthier
Transit du Grand Sudbury
200, rue Brady, rez-de-chaussée
C.P. 5000, Succursale A
Sudbury ON P3A 5P3

Nom : _____ Téléphone : _____

Adresse : _____ Code postal : _____

_____ Date de naissance : _____

Décrire votre condition et vos difficultés de déplacement : _____

Vous servez-vous des aides suivantes? ☐ fauteuil roulant ☐ béquilles ☐ canne blanche
☐ canne ☐ appareil portable d'oxygène
☐ marchette ☐ autre (préciser)

Signature de la personne qui fait la demande : _____ Date : _____

Par la présente, je certifie que je suis une personne handicapée dont la mobilité est sérieusement restreinte.

Par la présente, j'autorise mon médecin à divulguer tous les renseignements concernant ma mobilité qui seraient nécessaires pour établir mon admissibilité aux services de Handi-Transit.

Nota :

- VEUILLEZ DEMANDER À VOTRE MÉDECIN DE REMPLIR LE VERSO DE CE FORMULAIRE.
- Dès que nous aurons reçu tous les renseignements nécessaires et que votre médecin aura certifié que votre demande répond aux critères d'admissibilité, nous vous ferons savoir par la poste si votre demande a été acceptée.
- S'il survient des changements dans votre condition, nous pourrions reconsidérer votre admissibilité. On peut vous demander de vous présenter pour un test de mobilité avant ou après l'approbation de cette demande.

PARTIE À ÊTRE REMPLIE PAR LE MÉDECIN DE FAMILLE OU LE SPÉCIALISTE

À l'intention du médecin : Handi-Transit est un service fourni aux personnes qui sont atteintes de handicaps physiques qui les empêchent de se servir des transports publics. Il s'agit de personnes qui sont dans l'incapacité de :

- (1) monter ou descendre les trois (3) marches d'un autobus du Grand Sudbury Transit; ou 2) marcher une distance de 175 mètres.

Veuillez noter que ces critères, sauf si le demandeur a un handicap visuel, ont pour but d'évaluer l'habileté physique d'un individu qui soumet une demande. Si cette personne peut passer ces tests avec succès, elle n'est pas admissible aux services de Handi-Transit (même si elle a des problèmes médicaux comme une condition cardiaque ou respiratoire, un déficit intellectuel, une santé fragile ou un âge avancé.)

Affections incapacitantes qui nuisent à la mobilité de cette personne (diagnostique, si possible) :

Cette personne peut-elle monter ou descendre les trois (3) marches d'un autobus du Transit du Grand Sudbury?

- ☐ Oui
☐ Non

Cette personne peut-elle marcher une distance de 175 mètres?

- ☐ Oui
☐ Non

Cette personne peut-elle se servir de Handi-Transit de façon indépendante, malgré une déficience visuelle?

- ☐ Oui
☐ Non

Cette personne aura-t-elle besoin des services de Handi-Transit de façon :

- ☐ permanente
☐ temporaire _____
(Prière d'indiquer la durée)

Nom et adresse du médecin (en lettres moulées, s.v.p.)

Nom : _____ N° de téléphone : _____

Adresse : _____ Code postal : _____

Signature du médecin / de l'INCA : _____ Date : _____

LES DEMANDES INCOMPLÈTES SERONT RETOURNÉES

Accès à l'information

Les renseignements personnels contenus dans ce formulaire sont obtenus en vertu de la Loi sur l'aménagement des voies publiques et du transport en commun, et servent à déterminer l'admissibilité aux services de Handi-Transit. Pour plus de renseignements, veuillez communiquer avec la Coordonnatrice de l'accès à l'information, a/s de la Ville du Grand Sudbury, 200, rue Brady, C.P. 5000, Succursale A, Sudbury ON P3A 5P3 (705) 671-2489.

RÉSERVÉ À LA RÉGIE INTERNE

Demande :

L'approbation temporaire
est accordée jusqu'au :

Autorisée par :

Date :

☐ Approuvée : ☐ Non approuvée :

Application for Eligibility for

Greater Sudbury Handi-Transit Service (Effective January, 2014)

Please answer all the questions on this form.

To be completed by the Applicant or by an Authorized Designate on behalf of the Applicant.

You may complete a secure online application form at www.greatersudbury.ca/handi-transit or you may fill out a paper form in writing.

To protect your personal privacy, do not email or fax this form. If you prefer to fill out a paper form in writing, we have provided a mailing address at the bottom of this form.

Part 1: Personal Contact Information

Applicant:	Male:	Female:
Date of Birth:		

Last Name:	
First Name:	Middle Initial:

Residence Address:		
Apartment Number:	City:	Postal Code:
Mailing Address (if different from above):		
If you live in a private home or apartment complex, can you provide additional details regarding your address that will help Handi-Transit operators find your residence? For example, name of your apartment complex, directions from major roads or intersections, colour of your house, landmarks, etc.		

Home Phone: (705)	Cell Phone: () (please provide area code)
Work Phone: (705)	TTY: (705)
Email address	

Part 2: Emergency Contact Information

Primary Contact:

Name:	
Relationship to Applicant:	
Home Phone: (705)	Cell Phone: () (please provide area code)
Work Phone: (705)	Ext.
TTY: (705)	
Email address:	
Residential Address:	
Mailing Address (if different from above):	

Secondary Contact:

Name:	
Relationship to Applicant:	
Home Phone: (705)	Cell Phone: () (please provide area code)
Work Phone: (705)	Ext.
TTY: (705)	
Email address:	
Residential Address:	
Mailing Address (if different from above):	

Part 3: Personal/Medical Information

Please check Yes or No to the following questions.

	Yes	No
Are you a current client of Handi-Transit?		
Are you a new applicant for Handi-Transit service?		
Are you a visitor who is temporarily living in Greater Sudbury?		
Are you a registered client of the C.N.I.B.?		
Are you a client of another accessible transit system (apart from Handi-Transit?) If you checked Yes, which accessible transit system do you use?		
Is your disability or health condition:		
Permanent		
Temporary (expected to last until)		
Varies		

In the following table, please fill in any relevant information about your impairments that may affect your ability to travel to a bus stop, board, exit and travel on a conventional public transit bus. Please be as specific as possible (i.e. exact impairment, abilities, etc.).

[illegible]

Please check the type(s) of transportation you are able to use with some support. Please check all that apply.	
Accessible Passenger Bus (i.e. Handi-Transit)	
Adapted Taxi Cab with ramp (when available)	
Greater Sudbury Transit bus (when ramp is lowered)	
Greater Sudbury Transit bus (low floor but ramp is not necessary)	
Standard Taxi Cab (with support)	
Other (please explain)	

Do you require a support person while travelling? A support person is a person specifically employed or designated by you to assist with your daily living needs, including travel.

Yes	No
-----	----

Briefly describe the support you require when travelling (i.e. you must be lifted into vehicles, your required mobility aid must be placed into vehicles, you need assistance to find your way around the city, you require a visual display of upcoming bus stops or an audio announcement of upcoming bus stops, etc.)

Please check the type(s) of mobility aids you use when travelling in the community. Please check all that apply.					
*Powered Wheelchair		*Manual Wheelchair		Alphabet Board	
Picture Board		Oxygen Tank		*Scooter	
Walker		Support Cane(s)		Leg Brace	
Crutches		White Cane		Service Animal	
Hearing Aid(s)		None		Other	
Other (please explain)					
*Please Note: Handi-Transit may not be able to accommodate you, if your wheelchair or scooter is longer than 48" (1.2 meters) or wider than 32" (81.3 cm) or if your total weight with your wheelchair or scooter is more than 800 pounds (363 kilograms).					

Can you transfer independently from a scooter to the seat of a bus?		
Yes	No	Sometimes

Can you walk up and down one 11 inch (28 cm) step with a handrail, without assistance from another person?		
Yes	No	Sometimes

Part 4: Permissions and Protection of Privacy (to be read and signed by Applicant)

I understand that the purpose of this application form is to determine whether I am eligible to be a permanent, temporary or occasional client of Greater Sudbury Handi-Transit. I understand the personal/medical information provided on this form is confidential and will only be shared with designated employees of Greater Sudbury Transit for the purpose of processing this application.

I give permission to designated employees of Greater Sudbury Transit to contact either myself or the Authorized Designate who has completed this form on my behalf for further information to determine my eligibility for Handi-Transit.

I certify to the best of my knowledge, the information provided on this form is true and correct. I understand that providing false or misleading information could result in the termination of my eligibility for Handi-Transit service.

Personal Privacy: The personal information collected on this form is subject to the provisions of the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Health Information Protection Act (PHIPA). The information collected on this form will not be shared with anyone other than as set out in the previous consent above and will not be used for any purpose other than for eligibility and service delivery for Handi-Transit

Signature of Applicant or Mark Witnessed by Authorized Designate

Name of Applicant (please print):

Date of Application:

Part 5: Certification By Authorized Designate (if this form has been completed by someone other than the Applicant). Please check one.

I certify that the information in this application is true and correct based upon the information given to me by the Applicant.	
I certify that the information provided in this application is true and correct based upon my own knowledge of the Applicant's health condition or disability and/or I have legal authority to complete this application.	
Print Name:	
Agency Name (if applicable):	
Relationship to Applicant:	
Address:	
Day Phone: ()	
Signature:	Date:

You may mail your completed application to:

Greater Sudbury Transit

Attention: Handi-Transit Services

Tom Davies Square

200 Brady Street

PO Box 5000, Stn A

Sudbury ON P3A 5P3

If you have physical or cognitive disabilities and may be able to ride Greater Sudbury Transit buses, you may be asked to schedule an appointment with an Eligibility Assessment Advisor. The advisor is an independent professional. There will be no charge to you for your appointment.

Registered clients of Handi-Transit may book transportation to their appointment with the Eligibility Assessment Advisor. Persons who are not registered as Handi-Transit clients are responsible for their own transportation.

The Eligibility Assessment Advisor will give special consideration to time of year. For example, some clients may be able to use conventional transit in the spring and summer but will require Handi-Transit in the fall and winter months.

If you disagree with the recommendation(s) of the Eligibility Assessment Advisor, you will have the option of appealing the decision to the Hearing Committee of Greater Sudbury Council.

We will endeavour to process and reply to your Application for Eligibility for Greater Sudbury Handi-Transit Service within 14 days of receipt of your application.

Handi Transit

within the City of Greater Sudbury

Keeping You Connected with Your Community

The goal of Handi-Transit is to provide transportation to persons who have physical disabilities and are unable to use the conventional transit system. This service is funded by the City of Greater Sudbury and user fees.



To apply for Handi-Transit service dial 705-675-3333
or visit www.greatersudbury.ca/handi-transit

To book a trip on Handi-Transit dial 705-670-2300
or email booking@greatersudburyhanditransit.com



Important Phone Numbers

Emergencies (Fire, Police, Ambulance): Dial 9-1-1

City information (all municipal services): Dial 3-1-1

To Book Your Handi-Transit Trip: Dial 705-670-2300

To Cancel or Change

Your Handi-Transit Trip: Dial 705-674-0726

Emergency contact (family or caregiver):

Alternate contact:

Personal notes:

Contents

What is Handi-Transit?	1
What do I need to know about eligibility for Handi-Transit?	2
What are my responsibilities as a client of Handi-Transit?	3
How many trips can I book in advance?	4
How far ahead must I book my trips?	4
What number do I dial after hours?	5
What do I need to know to book my trip?	6
How do I change or cancel my trip?	7
What should I know to ride Handi-Transit?	9
What are the rules on board Handi-Transit?	10
What should I know if I use a mobility device?	11
Are you expecting visitors from out of town?	13
Do you have complaints or concerns about Handi-Transit service?	13

What is Handi-Transit?

Handi-Transit is a specialized public transportation service for persons who have physical disabilities and are unable to use the conventional transit system.

Greater Sudbury Transit manages a contract, currently awarded to Student Transportation of Canada Inc., to provide door-to-door transportation with specialized accessible buses, supplemented with conventional taxi services when necessary.

Passengers must complete an application form and be approved as a registered client with Handi-Transit before booking any trips. Eligibility for Handi-Transit may be re-assessed at any time.

Handi-Transit provides transportation every day of the year between 7 a.m. and midnight.

Handi-Transit bookings must be made in advance and requested times are subject to system availability.

Handi-Transit is a shared ride, door-to-door service. Bus Operators will make every effort to accommodate passenger trips as quickly and efficiently as possible, but please remember that this is a bus service and not a taxi service. Trips may be detoured to pick up other passengers.

The geographic area served by Handi-Transit matches the area served by conventional Greater Sudbury Transit buses and TransCab connecting service.

Handi-Transit service may be requested outside this geographic area, subject to availability and road conditions. An extra charge per kilometer, one-way, applies beyond the Greater Sudbury Transit service boundary.

**Handi-Transit is not a substitute
for Ambulance service.
For medical emergencies, please dial 9-1-1.**

What do I need to know about eligibility for Handi-Transit?

Persons who are not registered as a client of Handi-Transit must complete and submit an application.

Application forms are available online at www.greatersudbury.ca/handi-transit (from your home computer and at your local library) or by calling 705-675-3333.

Application forms may be completed by the person applying for Handi-Transit or by an authorized designate on behalf of the applicant.

Eligibility for Handi-Transit service is determined by the information provided on the application form and, in some cases, the recommendation of an independent Eligibility Assessment Advisor.

If the Eligibility Assessment Advisor finds that the applicant is able to use conventional public transit, the applicant may not be approved as a full-time client of Handi-Transit.

In 2011, Greater Sudbury Transit completed its goal of converting 100 per cent of its bus fleet to accessible features, including low floors to replace steps, automated wheelchair ramps and fold-up seats, auditory stop call-out and visual display screens, and priority seating for persons with disabilities.

Given the accessibility of Greater Sudbury Transit, time of year is a consideration when determining eligibility for Handi-Transit. For example, some clients may be able to use conventional transit in the spring and summer but will require Handi-Transit in the fall and winter months.

Persons who are not approved to receive Handi-Transit service have a right to appeal the decision to the Hearing Committee of Greater Sudbury Council.

Greater Sudbury Transit will endeavour to process and reply to Applications for Eligibility for Greater Sudbury Handi-Transit within 14 days of receipt of the application.

What are my responsibilities as a client of Handi-Transit?

When you register for Handi-Transit service, detailed forms provide the service provider with pertinent information related to your transportation needs.

Information includes your residential address, space needed for your mobility device (e.g. do you use a wheelchair, a walker, a scooter or other), your personal contact information, your emergency contact information and your medical status.

Any change to your personal information must be reported to Greater Sudbury Transit to update your client file for both safety and efficiency.

To change your personal information, please call Greater Sudbury Transit at 705-675-3333.

How many trips can I book in advance?

You may book a maximum of three trips each time you call. Exceptions apply for repeat trips.

If you travel to the same destination, on the same day and at the same time every week, you can automatically schedule your repeat trips.

Repeat trips must remain unchanged and used by the passenger at least 75 per cent of the time to remain in effect.

Please note that repeat trips are automatically cancelled on holidays. If your repeat trip occurs on a holiday, you must book this trip separately.

How far ahead must I book my trips?

Trips may be booked up to one month before you wish to travel.

All trips must be booked a minimum of two working days in advance. For example, a Thursday trip must be booked no later than Tuesday at 5:30 p.m. so that we can schedule our bus routes.

Cancellations by clients may permit trips with less than two working days advance notice, subject to system availability. Please call 705-670-2300 to inquire.

If you plan to travel on a Monday, we ask that you book no later than Thursday at 5:30 p.m. so that our office staff can schedule your trip.

If it is the weekend, and you need to travel on a Monday due to an unanticipated event, you may leave a message by dialing the Saturday and Sunday phone number at 705-222-6100. We will do our best to accommodate your request but scheduling is subject to system availability. You will receive a telephone call to confirm the status of your request.

What number do I dial to book my trip?

You may book your trips anytime online at
booking@greatersudburyhanditransit.com

Dial 705-670-2300

Monday to Thursday
between 7 a.m. and 6 p.m.

Friday from
7 a.m. to 5:30 p.m.

Booking hours are the busiest from 8 a.m. to 10 a.m. and from 1 p.m. to 3 p.m. To reduce the likelihood of being put on hold, please try to call during non-peak hours.

What number do I dial after hours?

You may leave a message at the following weekend and evening telephone line. This line will be answered by our Call Centre, so we ask for your cooperation to keep the number of calls as low as possible. You will receive a telephone call to confirm the status of your request.

Dial 705-222-6100


Monday to Thursday
between 6 p.m. and 9 p.m.

Friday
5:30 p.m. to 9 p.m.

Saturday and Sunday
from 7 a.m. to 9 p.m.

Dial 9-1-1 for

**Fire, Police and
Medical Emergencies.**

 If your bus is late or for last minute trip cancellations after 9 p.m., dial 705-674-0726. This number will be answered by our Bus Operators, so we ask for your cooperation to use it for urgent situations only.

What do I need to know to book my trip?

When booking your trip, please have the following information ready:

- your Name and Rider Number,
- the date of your trip,
- the purpose of your trip,
- the address where you will be picked up,
- the time you would like to be picked up,
- the address of your destination,
- the time you need to arrive at your destination, and
- the time you would like to be picked up from your destination
- Are you travelling with a support person or a companion?
- Are you travelling with a service animal?

You will receive a call the day before your trip (Mondays to Fridays) to confirm your pickup time.

For Saturday, Sunday or Monday trips, you will receive a call on Friday to confirm your pickup time.

You will also receive a call on Friday to confirm your pickup time if your Tuesday trip follows a statutory holiday Monday.

Please note that Bus Operators are not permitted to make unscheduled stops. If you wish to stop at two or more destinations, then you must book two or more trips.

If you are attending a health care appointment, tell the receptionist that you are travelling on Handi-Transit so that health care staff can help keep your appointment on time.

How do I change or cancel my trip?

To avoid a late cancellation or no show notice, you must cancel your booking by 8 a.m. the day before your scheduled trip. Please call 705-674-0726.

Bookings on a Monday must be cancelled by Friday at 8 a.m. by dialing 705-674-0726.

To change your trip, please call 705-674-0726 at least two business days in advance of your scheduled booking.

We regret that we cannot accept cancellations or changes submitted through the online booking address.

Please see the section “Policy for trip cancellations” for further information.

What is the difference between a support person and a companion?

If you plan to travel with a support person or a companion, you must reserve an extra space on Handi-Transit at time of booking.

One support person is permitted to travel with you free of charge on Handi-Transit. A support person is a person specifically employed or designated by you to assist with your daily living needs, including travel.

OR

One companion is permitted to travel with you upon payment of a Handi-Transit fare, if space permits. A companion may be a family member or a friend who is travelling with you but is not required for your assistance while on board Handi-Transit.

A support person will:

- assist the registered client of Handi-Transit when boarding and exiting the bus, if necessary, and
- be responsible for the medical, behavioral and hygienic needs of the registered client.

A support person is required if the registered client of Handi-Transit:

- is prone to seizures or other medical conditions requiring an attendant,
- requires assistance for mobility (i.e. has difficulty using a walker or other mobility device without physical support),
- cannot negotiate their own way from the front door to their destination,
- cannot be left alone to wait for the Handi-Transit bus,
- displays unacceptable behavior that affects other passengers and/or the Bus Operator.

Please note: If your application states that you require a support person while travelling, the support person must be present during scheduled pickup or your ride will be cancelled.

What should I know to ride Handi-Transit?

Passengers must be ready and waiting 10 minutes before their scheduled pickup.

For the safety of both Bus Operators and passengers, Bus Operators will assist passengers using a mobility device up or down one stair to their place of residence or destination. If there is more than one stair, a ramp is required.

Passengers will be assisted to the first door of their place of residence or destination. Bus Operators are not permitted past the first door with the exception of hospitals, long-term care and assisted living homes where passengers will be brought to the front desk.

For the safety of all, ramps at personal addresses should be constructed to meet the requirements of the Ontario Building Code and sidewalks, ramps and driveways must be kept clean of snow and ice.

What are the rules on board Handi-Transit?

**Smoking, food and drink are
NOT permitted on Handi-Transit.**

All passengers are required to buckle either their personal seatbelt or the bus seatbelt, unless they have a medical exemption stating otherwise. This exemption must be kept on file with Handi-Transit.

Due to space limitations, please limit parcels and bags, including laundry bags, to whatever you are able to carry and hold on your lap. The Bus Operator is not permitted to load or carry parcels and bags.

For the comfort of passengers who may have allergies, Handi-Transit is a scent-free zone. Please do not use scented lotions, soaps, perfumes or colognes when travelling on Handi-Transit.

Pets are not permitted on board Handi-Transit with the exception of service animals and small dogs or cats confined to a portable pet crate.

Service animals must be under the care and control of their handler at all times. Service animals must wear a service animal vest and appropriate harness. In the interest of public safety and comfort, passengers may be asked to present a letter from a physician or nurse stating that the animal is required for reasons of a disability.

Abusive, threatening or obscene language or actions will not be tolerated and may result in suspension of service.

What should I know if I use a mobility device?

Handi-Transit buses are equipped with hydraulic lifts. The Bus Operator will assist passengers using a mobility device for safe operation of the lift.

The hydraulic lift has size and weight restrictions. **If your wheelchair or scooter is longer than 54 inches (1.4 meters) or wider than 33 inches (84 cm) or if your total weight with your wheelchair or scooter is more than 800 pounds (363 kilograms), Handi-Transit cannot accommodate you.**

For the safety of passengers and Bus Operators, mobility devices must be maintained in a safe condition, for example: air in tires, functional brakes, wheelchair foot rests attached, wheelchair anti-tip system present and in good order.

Bus Operators have the option of notifying Dispatch if they feel a mobility device is unsafe and the passenger will be responsible for repairs before trips can be provided.

Passengers in powered mobility devices will be positioned facing away from the bus while the hydraulic lift is in motion.

Passengers using walkers may use the hydraulic lift by setting the brakes and holding onto the handles of the walker.

Passengers are not permitted to sit on their walker seats while travelling on Handi-Transit.

Powered mobility devices must be secured using a four point safety system while travelling on Handi-Transit buses. Bus Operators will secure wheelchairs, scooters and walkers.

What is the Handi-Transit policy for trip cancellations?

We understand that unexpected occurrences such as illness and family emergencies can disrupt our daily routines; however, ride cancellations should be made as soon as possible to allow other passengers to take your place.

Passengers who repeatedly fail to cancel trips, who cancel trips after the deadline or who are not available for pickup, may be subject to a service restriction or suspension.

Late Cancellation and No Show:

Greater Sudbury Handi-Transit Policy requires passengers to cancel by 8 a.m. the day before their scheduled trip. Please call 705-674-0726.

Bookings cancelled after 8 a.m. on the day before a scheduled trip are recorded as a “Late Cancellation” in the passenger’s file.

Passengers who are not available at their scheduled time for pickup are recorded as “No Show” in the passenger’s file.

Passengers will also be recorded as a “No Show” if the passenger declines a scheduled trip at pickup time.

Passengers with a record of three Late Cancellations, three No Shows or any combination totaling three within a 30 day period will receive a letter of reminder for the first occurrence.

Second and subsequent occurrences may result in a letter advising of service restrictions. Repeated occurrences may result in a suspension of Handi-Transit service.

Are you expecting visitors from out of town?

Handi-Transit service is available to out-of-town visitors who qualify for the service. They should contact Handi-Transit by calling 705-670-2300.

Do you have complaints or concerns about Handi-Transit service?

All complaints about safety issues, including tie down procedures, should be reported promptly to both Greater Sudbury Handi-Transit at 705-670-2300 and Greater Sudbury Transit at 705-675-3333.

If you have complaints about service, please try to resolve them by contacting the dispatcher or Manager of Handi-Transit at 705-670-2300.

If your concerns cannot be resolved to your satisfaction, please contact Greater Sudbury Transit at 705-675-3333.

If you would like to thank a Bus Operator or Handi-Transit dispatcher for exceptional service, please dial 705-675-3333 and we will pass along the compliments to the appropriate people.

Personal Notes

Notes personnelles

[illegible]

Attendez-vous des visiteurs de l'extérieur?

Les visiteurs de l'extérieur admissibles peuvent utiliser le service Handi-Transit. Ils doivent communiquer avec le service en composant le 705 670-2300.

Avez-vous des plaintes ou des préoccupations à formuler sur le service Handi-Transit?

Toutes les plaintes qui portent sur la sécurité, y compris les procédures d'immobilisation, doivent être transmises rapidement au service Handi-Transit du Grand Sudbury (705 670-2300) et au Transit du Grand Sudbury (705 675-3333).

Si vous avez des plaintes au sujet du service, veuillez essayer de régler le problème en communiquant avec le répartiteur ou le gestionnaire du service Handi-Transit en composant le 705 670-2300.

Si on ne répond pas adéquatement à vos préoccupations, veuillez communiquer avec le Transit du Grand Sudbury au 705 675-3333.

Pour remercier un conducteur d'autobus ou un répartiteur d'un service exceptionnel, veuillez composer le 705 675-3333 et nous transmettrons vos félicitations à la personne concernée.

Quelle est la politique du service Handi-Transit concernant les annulations?

Nous savons que des situations imprévues peuvent survenir, par exemple une maladie ou des urgences familiales, qui peuvent perturber les habitudes quotidiennes. Cependant, vous devez annuler vos réservations le plus tôt possible afin que d'autres passagers puissent prendre votre place.

Les passagers qui oublient sans cesse d'annuler leurs réservations, qui le font après l'échéance ou qui ne se présentent pas au moment prévu pourraient se voir imposer des restrictions de service, voire sa suspension.

Annulations en retard et désistements :

Selon la politique du service Handi-Transit du Grand Sudbury, les passagers doivent annuler leurs réservations au plus tard à 8 h le jour avant leur déplacement prévu. Pour ce faire, veuillez composer 705 674-0726.

Les réservations annulées après 8 h le jour d'un déplacement prévu portent la mention « annulation en retard » dans le dossier du passager.

On indique la mention « désistement » dans le dossier des passagers qui ne se présentent pas à l'heure prévue.

On indique aussi la mention « désistement » si un passager refuse de monter dans l'autobus au moment prévu pour un déplacement à l'horaire.

Les passagers ayant 3 mentions « annulation en retard » ou 3 « désistements » à leur dossier ou toute combinaison de trois mentions durant une période de 30 jours recevront une lettre de rappel la première fois qu'une telle situation se produit.

La deuxième fois et par la suite, ils pourraient recevoir une lettre les avisant que des restrictions de service sont maintenant en vigueur. Si de telles situations se répètent ensuite, on pourrait suspendre tout service.

Que dois-je savoir si j'utilise un appareil d'aide à la mobilité?

Les autobus du service Handi-Transit sont équipés d'une plateforme hydraulique. Les conducteurs aident les passagers utilisant un appareil d'aide à la mobilité afin d'utiliser cet appareil de façon sécuritaire.

La plateforme hydraulique est soumise à des restrictions relatives à la dimension et au poids. **Si votre fauteuil roulant, triporteur ou quadriporteur mesure plus de 54 po (1,4 m) de longueur ou plus de 33 po (84 cm) de largeur, ou si votre poids total avec votre appareil est supérieur à 800 lb (363 kg), vous ne pouvez monter à bord d'un autobus du service Handi-Transit.**

Pour assurer la sécurité des passagers et des conducteurs, les appareils d'aide à la mobilité doivent demeurer sécuritaires. Il faut notamment que les pneus soient bien gonflés, que les freins fonctionnent, qu'il y ait un repose-pieds fixé aux fauteuils roulants et qu'ils soient munis d'un système antibasculement en bon état.

Les conducteurs peuvent aviser le réparateur s'ils estiment qu'un appareil d'aide à la mobilité n'est pas sécuritaire. Dans un tel cas, le passager devra le faire réparer avant son prochain déplacement.

Les passagers dans un appareil d'aide à la mobilité motorisé doivent avoir le dos tourné à l'autobus pendant que la plateforme hydraulique est en mouvement.

Les passagers se servant d'une marchette peuvent utiliser la plateforme hydraulique en actionnant les freins et en tenant les barres de leur marchette.

Les passagers ne peuvent s'asseoir sur le siège de leur marchette pendant leurs déplacements dans un véhicule du service Handi-Transit.

Les appareils d'aide à la mobilité motorisés doivent être fixés à un système de sécurité à quatre points pendant les déplacements à bord d'un autobus. Les conducteurs s'occupent d'attacher les fauteuils roulants, les triporteurs, les quadriporteurs et les marchettes.

Quelles sont les règles à bord du service Handi-Transit?

**Il est INTERDIT d'y fumer,
d'y manger ou d'y boire.**

Tous les usagers doivent attacher leur ceinture de sécurité ou celle dans l'autobus, à moins d'une exemption médicale. Une telle exemption doit être conservée dans le dossier du service Handi-Transit.

En raison de l'espace restreint, veuillez uniquement apporter le nombre de colis et de sacs, notamment les sacs à lessive, que vous pouvez prendre et tenir sur vous. Le conducteur d'autobus n'a pas le droit d'entrer ou transporter des colis ou des sacs.

Pour assurer le confort des passagers ayant des allergies, le service Handi-Transit est un milieu sans parfum. Veuillez ne pas mettre de lotions parfumées, de savons, de parfums ou d'eau de Cologne lorsque vous circulez à bord du service.

Les animaux familiers sont interdits à bord du service Handi-Transit, sauf les animaux d'assistance ainsi que les petits chiens et chats dans une cage portative.

Les animaux d'assistance doivent toujours être sous la garde et le contrôle de leur propriétaire ainsi que porter une veste et un harnais adéquats. Pour veiller à la sécurité du public et s'assurer qu'il est à l'aise, on pourrait demander à ces personnes de présenter une lettre d'un médecin ou d'une infirmière indiquant qu'elles ont besoin d'un animal d'assistance en raison d'un handicap.

Les paroles injurieuses ou menaçantes, le langage ou les gestes obscènes ne sont pas tolérés et pourraient entraîner la suspension du service.

Remarque : Si votre demande indique que vous avez besoin d'une personne de soutien pendant vos déplacements, elle doit être présente lorsqu'on passera vous prendre, sinon votre réservation sera annulée.

Que dois-je savoir afin de me déplacer à bord du service Handi-Transit?

Les passagers doivent être prêts et attendre 10 minutes avant qu'on passe les prendre comme cela est prévu.

Pour assurer la sécurité des conducteurs d'autobus et des usagers, les chauffeurs aident les passagers à se servir de leur appareil d'aide à la mobilité afin de monter et de descendre une marche chez eux ou à destination. S'il y en a plus d'une, il faut utiliser une rampe.

On aide les passagers à se rendre à la première porte de leur résidence ou à destination. Les conducteurs ne peuvent aller au-delà de cette porte, sauf dans le cas des hôpitaux, des foyers de soins de longue durée et des résidences-services, où ils accompagnent les passagers jusqu'à la réception.

Pour assurer la sécurité de tous, les rampes à domicile doivent satisfaire aux exigences du *Code du bâtiment de l'Ontario* tandis que celles-ci, les trottoirs et les voies d'accès doivent être déneigés et déglacés.

Quelle est la différence entre une personne de soutien et un compagnon?

Si vous prévoyez vous déplacer avec une personne de soutien ou un compagnon, vous devez prévoir une place additionnelle à bord du service Handi-Transit au moment de réserver la vôtre.

Une personne de soutien peut vous accompagner gratuitement. Une telle personne est un préposé auquel vous faites appel pour qu'elle s'occupe spécifiquement de vous ou que vous désignez afin de vous appuyer dans vos activités de la vie quotidienne, y compris vos déplacements.

OU

Un compagnon peut se déplacer avec vous s'il paie le tarif du service Handi-Transit et si l'espace le permet. Il peut s'agir d'un membre de la famille ou d'un ami dont la présence n'est pas essentielle pour vous aider à bord.

Une personne de soutien :

- aide un client inscrit du service Handi-Transit à monter et à descendre de l'autobus, au besoin;
- s'occupe des besoins d'ordre médical, comportemental et en matière d'hygiène d'un client inscrit.

La présence d'une personne de soutien est nécessaire si le client inscrit du service Handi-Transit :

- est prédisposé à des convulsions ou à d'autres troubles médicaux qui nécessitent la présence d'un aide à la personne.
- a besoin d'aide pour se déplacer (il a p. ex. de la difficulté à utiliser une marchette ou un autre appareil d'aide à la mobilité, sans assistance physique);
- ne peut se rendre seul de sa porte d'entrée à sa destination;
- ne peut être laissé seul à attendre l'autobus du service Handi-Transit;
- manifeste des comportements inacceptables qui nuisent aux autres passagers et/ou au conducteur d'autobus.

Comment puis-je modifier ou annuler un déplacement?

Pour éviter d'annuler une demande en retard ou de recevoir un avis de désistement, vous devez annuler votre réservation à 8 h, au plus tard, le jour avant votre déplacement prévu. Pour ce faire, veuillez composer le 705 674-0726.

Les réservations du lundi doivent être annulées le vendredi à 8 h, au plus tard, en composant le 705 674-0726.

Pour effectuer des changements, veuillez composer le 705 674-0726 au moins deux jours avant le déplacement prévu.

Nous regrettons de ne pouvoir accepter les annulations ou les changements à l'adresse de réservation en ligne.

Pour plus de renseignements, veuillez consulter la politique sur l'annulation des déplacements.

Que dois-je savoir afin de réserver un déplacement?

Soyez prêt à fournir les renseignements suivants :

- votre nom et numéro d'utilisateur;
- la date de votre déplacement;
- la raison de votre déplacement;
- l'adresse où l'on doit vous prendre;
- l'heure à laquelle vous aimeriez qu'on passe vous prendre;
- l'adresse où vous allez;
- l'heure à laquelle vous devez arriver;
- l'heure à laquelle vous aimeriez qu'on passe vous prendre à votre destination.
- Êtes-vous accompagné d'une personne de soutien ou d'un compagnon?
- Vous déplacez-vous en compagnie d'un animal d'assistance?

Le jour avant votre déplacement (du lundi au vendredi), on vous téléphonera pour confirmer l'heure à laquelle on passera vous prendre.

Si votre déplacement a lieu un samedi, un dimanche ou un lundi, on vous téléphonera le vendredi pour confirmer l'heure à laquelle on passera vous prendre.

On vous téléphonera aussi le vendredi pour confirmer l'heure à laquelle on passera vous prendre si votre déplacement du mardi suit un lundi qui était un jour férié.

Veuillez noter que les conducteurs d'autobus n'ont pas le droit de faire des arrêts non prévus. Pour descendre à deux endroits ou plus, vous devez réserver deux déplacements ou plus.

Si vous vous déplacez pour un rendez-vous médical, dites à la réceptionniste que vous le faites au moyen du service Handi-Transit. Ainsi, le personnel de soins de santé aidera à s'assurer que l'heure de votre rendez-vous sera respectée.

Quel est le numéro à composer pour réserver mes déplacements?

Vous pouvez réserver en ligne, en tout temps, à **booking@greatersudburyhanditransit.com**.

Numéro à composer
du lundi au jeudi, de 7 h à 18 h : 705 670-2300

Numéro à composer
le vendredi, de 7 h à 17 h 30 : 705 670-2300

Les gens réservent surtout de 8 h à 10 h et de 13 h à 15 h. Pour réduire les possibilités que votre appel soit mis en attente, veuillez essayer de téléphoner à un autre moment.

Quel numéro dois-je composer après les heures d'ouverture?


Vous pouvez laisser un message en composant l'un des numéros à faire la fin de semaine ou en soirée. Vous parlerez ainsi au personnel de notre centre d'appels. Nous vous remercions de composer ces numéros le moins souvent possible. On vous rappellera ensuite pour confirmer l'état de votre demande.

Numéro à composer
du lundi au jeudi, de 18 h à 21 h : 705 222-6100

Numéro à composer
le vendredi, de 17 h 30 à 21 h : 705 222-6100

Numéro à composer
le samedi et le dimanche,
de 7 h à 21 h : 705 222-6100

Services d'incendie, services policiers,
urgences médicales : 911

 Si votre autobus est en retard ou si vous voulez annuler un déplacement à la dernière minute, après 21 h, veuillez composer le 705 674-0726. Vous parlerez ainsi à l'un de nos conducteurs d'autobus. Nous vous remercions de composer ce numéro uniquement en cas d'urgence.

Combien de déplacements puis-je réserver?

Vous pouvez réserver jusqu'à trois déplacements par appel. Des exceptions s'appliquent dans le cas des déplacements répétés.

Si vous allez au même endroit, le même jour à la même heure, chaque semaine, vous pouvez automatiquement faire des réservations pour vos déplacements répétés.

Pour que ces réservations demeurent en vigueur, les déplacements répétés doivent demeurer les mêmes et être effectués par le passager en question au moins 75 % du temps.

Veuillez noter que les déplacements répétés sont automatiquement annulés lors des jours fériés. Si un tel déplacement doit avoir lieu à ce moment-là, vous devez le réserver de façon séparée.

Quel est le délai nécessaire pour réserver un déplacement?

Vous pouvez réserver votre déplacement jusqu'à un mois avant la date prévue.

Tous les déplacements doivent être réservés au moins deux jours ouvrables avant la date prévue. Par exemple, pour se déplacer un jeudi, il faut réserver le mardi à 17 h 30, au plus tard, afin de prévoir les itinéraires.

Si des clients annulent une réservation, il se peut qu'il soit possible de se déplacer en donnant moins de deux jours ouvrables d'avis, selon la disponibilité. Pour tout renseignement, veuillez composer le 705 670-2300.

Si vous prévoyez vous déplacer un lundi, nous vous demandons de réserver le jeudi à 17 h 30, au plus tard, afin que notre personnel puisse l'indiquer à l'horaire.

Si vous devez vous déplacer un lundi en raison d'un imprévu, mais que vous l'apprenez durant la fin de semaine, vous pouvez laisser un message en composant le numéro 705 222-6100 (samedi et dimanche). Nous ferons tout notre possible pour répondre à vos besoins, mais tout dépendra de la disponibilité du système. On vous téléphonera pour vous confirmer ou non si l'on peut vous prendre.

Les personnes auxquelles on refuse le droit d'utiliser le service Handi-Transit peuvent interjeter appel de la décision devant le Comité d'audition du Conseil municipal du Grand Sudbury.

Le Transit du Grand Sudbury s'efforce de traiter les demandes concernant le service Handi-Transit du Grand Sudbury et d'y donner suite dans un délai de 14 jours de leur réception.

Quelles sont mes responsabilités en tant que client du service Handi-Transit?

En vous inscrivant, vous remplirez des formulaires détaillés afin d'indiquer au fournisseur de services des renseignements pertinents ayant trait à vos besoins de transport.

Ces renseignements comprennent votre adresse personnelle, l'espace nécessaire pour vos appareils d'aide à la mobilité (p. ex. un fauteuil roulant, un ambulateur [marchette] un triporteur, un quadriporteur, etc.), vos coordonnées, la personne avec qui communiquer en cas d'urgence et votre état de santé.

Vous devez signaler tout changement de vos renseignements personnels au Transit du Grand Sudbury afin d'actualiser votre dossier pour des raisons de sécurité et d'efficacité.

Pour ce faire, veuillez communiquer avec le Transit du Grand Sudbury au 705 675-3333.

Que faut-il savoir sur l'admissibilité au service Handi-Transit?

Les personnes non inscrites à titre de client du service doivent remplir et présenter une demande.

On peut obtenir un formulaire de demande en ligne au www.grandsudbury.ca/handi-transit (à partir d'un ordinateur personnel ou d'une bibliothèque locale) ou en composant le 705 675-3333.

La personne qui présente une demande peut la remplir elle-même ou un représentant désigné peut le faire en son nom.

L'admissibilité au service est déterminée à partir des renseignements indiqués sur le formulaire de demande et, dans certains cas, en fonction de la recommandation d'un conseiller indépendant en évaluation de l'accessibilité.

Si ce conseiller juge que le client est en mesure de prendre un autobus habituel, on pourrait refuser sa demande afin d'être un client à temps plein du service Handi-Transit.

En 2011, le Transit du Grand Sudbury a terminé la conversion de tous ses autobus pour y installer des dispositifs d'accessibilité, y compris des planchers bas remplaçant les marches, des rampes automatisées pour fauteuils roulants, des sièges relevables, un système auditif d'annonce des arrêts et d'affiche visuel de ceux-ci ainsi que des sièges prioritaires pour les personnes handicapées.

Étant donné l'accessibilité du Transit du Grand Sudbury, on tient compte de la période de l'année afin de déterminer l'admissibilité au service Handi-Transit. Par exemple, certains clients peuvent utiliser le service habituel de transport en commun au printemps et en été, mais ils doivent faire appel au service Handi-Transit à l'automne et durant l'hiver.

Qu'est-ce que le service Handi-Transit?

Il s'agit d'un service spécialisé de transport en commun pour les personnes physiquement handicapées et qui sont incapables d'utiliser le service habituel de transport en commun pour se déplacer.

Le Transit du Grand Sudbury gère un contrat actuellement attribué à Student Transportation of Canada Inc. afin d'offrir un service de transport de porte en porte par autobus accessible spécialisé ainsi qu'un service habituel de taxi lorsque cela est nécessaire.

Les passagers doivent remplir un formulaire de demande et être autorisés à titre de client inscrit du service Handi-Transit avant de réserver leur déplacement. Leur admissibilité peut être réévaluée en tout temps.

Le service Handi-Transit est disponible à longueur d'année, de 7 h à minuit.

On peut réserver son déplacement, mais on obtient l'horaire voulu selon la disponibilité du système.

Il s'agit d'un service de transport partagé de porte en porte. Les conducteurs font tout ce qu'ils peuvent pour que les déplacements des passagers se fassent de la manière la plus rapide et la plus efficace possible, mais souvenez-vous qu'il s'agit d'un autobus et non d'un taxi. L'autobus peut faire un détour pour prendre d'autres passagers.

Le secteur géographique desservi correspond à celui des autobus habituels du Transit du Grand Sudbury et du Service de taxi, soit un service de correspondance.

On peut demander que le service Handi-Transit soit offert à l'extérieur de son secteur géographique habituel, mais il le sera uniquement selon sa disponibilité et les conditions routières. Des frais supplémentaires par kilomètre (aller simple) s'appliquent au-delà de la zone de desserte du service.

Le service Handi-Transit ne remplace pas une ambulance. En cas d'urgence médicale, veuillez composer le 911.

Table des matières

Qu'est-ce que le service Handi-Transit?	1
Que faut-il savoir sur l'admissibilité au service Handi-Transit?	2
Quelles sont mes responsabilités en tant que client du service Handi-Transit?	3
Combien de déplacements puis-je réserver?	4
Quel est le délai nécessaire pour réserver un déplacement?	4
Quel numéro dois-je composer après les heures d'ouverture?	5
Que dois-je savoir afin de réserver un déplacement?	6
Comment puis-je modifier ou annuler un déplacement?	7
Que dois-je savoir afin de me déplacer à bord du service Handi-Transit?	9
Quelles sont les règles à bord du service Handi-Transit?	10
Que dois-je savoir si j'utilise un appareil d'aide à la mobilité?	11
Quelle est la politique du service Handi-Transit concernant les annulations?	12
Attendez-vous des visiteurs de l'extérieur?	13
Avez-vous des plaintes ou des préoccupations à formuler sur le service Handi-Transit?	13

Numéros de téléphone importants

Urgences (pompiers, police, ambulance) : 9-1-1

Renseignements municipaux (tous les services municipaux) : 3-1-1

Réservation d'un déplacement : 705 670-2300

Annulation d'un déplacement
ou changement : 705 674-0726

Personne à contacter en cas d'urgence (membre de la famille ou fournisseur de soins) :

Autre personne avec qui communiquer :

Notes personnelles :

Le service

Handi Transit

au Grand Sudbury

Pour demeurer branché sur votre milieu

Le service Handi-Transit permet aux personnes physiquement handicapées et qui sont incapables d'utiliser le service habituel de transport en commun de se déplacer. Il est financé par la Ville du Grand Sudbury et des frais d'utilisation.



Pour présenter une demande d'utilisation du service Handi-Transit, veuillez composer le 705 675-3333 ou consulter le www.grandsudbury.ca/handi-transit.

Pour faire des réservations afin de vous déplacer au moyen du service Handi-Transit, veuillez composer le 705 670-2300 ou envoyer un courriel à booking@greatersudburyhanditransit.com.