



# **PARA TRANSIT BROCHURE**

November 2016 version

Our service is available to residents residing in the City that have mobility or cognitive disabilities that prevent them from using the Conventional Transit System. Service is provided within the municipal boundary and to St. Lawrence Lodge and Sherwood Park Manor. Only registered passengers may use the system.

## **Application Process**

Only registered passengers are eligible to use the Para Transit System. For an application form call the City of Brockville at 613-342-8772, extension 3225 Monday-Friday 7:30 a.m. to 4 p.m. or go to the city web site at [www.brockville.city.on.ca](http://www.brockville.city.on.ca)

Applicants who are approved to use the system will be classified as permanent, temporary (specific time frame) or conditional (environmental or physical barriers prevent the use of the Conventional Transit system).

At any time passengers with temporary or conditional classifications may submit updated application forms for review to be approved as a permanent classification.

Applications that are complete will be processed within 14 days of receipt and if not processed within that time frame the applicant will be provided temporary service for up to 30 days. If a resident requires access to the system for emergency or compassionate reasons they should contact City staff directly who will determine their eligibility to immediately use the system based on their situation. If any application is not approved, the applicant can request a review of the decision by an independent review panel comprised of the Director of Operations and the Chair of the Brockville Municipal Accessibility Advisory Committee.

## How to Use the Service

1. To book rides contact the dispatcher during the hours of operation at 613-345-PARA (7272).

Monday to Friday: 6:45 a.m. to 6:15 p.m.

Saturday: 8:45 a.m. to 6:15 p.m.

2. Bookings are not limited and are based on a first-come, first-serve basis based on available vehicles and times. Passengers are encouraged to book their trips as soon as possible.
3. Based on availability, trips must be booked a minimum of 24 hours in advance. Same day service will be provided based on availability.
4. To cancel rides phone the dispatcher at 613-345-PARA (7272).

## Cost of Service per One Way Trip

Cash Fare:	\$ 2.25
Book of 10 tickets:	\$18.00
40-ride Pass:	\$64.00
Monthly Pass:	\$64.00
Rosedale Residents:	\$14.00 cash only
Support Person	no charge

Tickets/passes are sold on the Para Transit bus. Drivers will not make change. Please have exact fare.

A support person is an individual who is required to assist the passenger for medical reasons. The requirement for the support person is identified at the time that the passenger is approved to use the Para Transit System. A support person is not a social companion.

Social Companions are eligible to travel with passengers if space is available and will not result in the denial of service to other persons with disabilities. Social Companions are required to pay the appropriate fare.

## **Hours of Service**

Monday to Friday: 6:45 a.m. to 9:00 p.m.  
Saturday: 8:45 a.m. to 6:15 p.m.

NO service on Sundays or statutory holidays.

## **Policy**

1. Service is provided from accessible exterior building entrance to accessible exterior building entrance. Passengers requiring assistance beyond the doorway must make their own appropriate arrangements. During the winter the sidewalks up to doorways must be shoveled and clear of snow when the bus arrives for passenger pick up.
2. Passengers requiring a support person will be denied service if a support person is not accompanying them on the vehicle.
3. Dependents are permitted to travel with a registered passenger who is a parent or a guardian of the dependent if the appropriate child restraint securement systems and equipment that are required are supplied by the passenger and can be accommodated in the Para Transit vehicle.
4. Children under 7 years of age require an escort to accompany them at all times on the bus.
5. Based on scheduled trips, passengers could be picked up anytime up to 30 minutes past their scheduled pick up time. If a delay of more than 30 minutes is known in advance the passenger will be notified, however this does not apply to delays in service that occur during the trip or for unscheduled return trips.
6. Passengers are to be ready and at the door when the bus arrives.

7. Passengers could be traveling on the bus up to 30 minutes per one way trip.
8. Wheelchair seatbelts must be secured on the passenger. These seatbelts do not provide adequate protection and passengers must also have the shoulder and lap belt portion of the wheelchair restraint system connected.
9. Passengers using scooters must transfer off of the scooter onto the bus seat.
10. It is the responsibility of the passenger to carry his or her own parcels and/or to cooperate if the driver is assisting them.
11. Fees still apply for failure to cancel or not show up for a booked trip. Repeat offenders could be suspended from service.
12. Service is available to persons with disabilities that are visiting the City, provided they can provide verification that they are registered passengers with the Para Transit system in the community that they live in.
13. Due to safety issues Broda and Geri chairs are not permitted on the bus.
14. Due to safety issues if the brakes on wheelchairs/walkers or other safety features are not working properly they will not be permitted on the bus until repairs have been completed.
15. The Para transit platform lift measures 33" X 54" so wheelchairs/scooters that do not fit within these dimensions will not be permitted on the bus.
16. Due to the Para transit platform lift specifications if the combined weight of the passenger and wheelchair/scooter exceed 600 pounds they will not be permitted on the bus.

**For more information contact:**

The City of Brockville at 613-342-8772 extension 3225  
or  
The Para Transit Contractor at 613-345-PARA (7272)