



PARA TRANSIT INFORMATION BROCHURE

Para Transit service is available to residents residing in the City of Brockville that are physically or cognitively unable to use Conventional Transit. Service is available anywhere inside the City of Brockville municipal boundary and to St. Lawrence Lodge and Sherwood Park Manor. Only registered passengers, or support persons and social companions accompanying registered passengers, may use the service.

APPLICATION PROCESS

Residents must submit an application form to determine eligibility before being approved for use of Para Transit. Application forms are available from the City of Brockville:

City Website: www.Brockville.com/Transit

Phone: 613-342-8772

In Person: Brockville City Hall (1 King Street West)

Gord Watts Municipal Centre (251 North Augusta Road)

Part B of the application form must be completed by the Applicant's attending physician or other medical professional with knowledge of their condition. Forms not signed by a certified healthcare professional will not be accepted.

Completed applications must be processed within 14 days of receipt and if not, the applicant will be provided temporary service for up to 30 days. Applications are typically processed within 3 working 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.

Applicants who are approved to use the system will be classified as permanent, temporary (with an approved start and end date) 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.

SERVICE INFORMATION

Brockville Para Transit is available Monday Saturday with the following service hours:

Monday to Friday: 7:00am to 9:00pm

Saturday: 9:00am to 6:00pm

No Service on Sunday or statutory holidays.

Rides must be booked in advance by contacting the dispatcher 613-345-7272.

Ride bookings can be made up to one week in advance and are made on a first-come, first-serve basis. Riders are encouraged to book at least 24 hours in advance. Same day trips will be provided based on schedule availability.

Permanent bookings are available for ongoing medical treatments.

Rides must be cancelled in advance by contacting dispatch (613-345-7272).

FARE INFORMATION

Cash Fare: \$2.50

Book of 10 Tickets: \$20.50

40-Ride Pass: \$72.25

Monthly Pass: \$60.75

Support Person: No Charge

Tickets can be purchased at City Hall, Gord Watts Municipal Centre and on the Para Transit Bus. Note that the Para Transit Bus is cash only and cannot make change.

SUPPORT PERSONS & SOCIAL COMPANIONS

A support person is an individual required to assist the rider for mobility or cognitive reasons as the rider cannot ride the vehicle alone without assistance. The requirement for the support person must be identified by a medical profession on the Application Form for the rider. Riders requiring a support person will be denied service if a support person is not accompanying them on the vehicle. Support persons are not required to pay a fare.

A social companion is eligible to travel with a rider if space is available and would not result in a denial of service to a registered rider. Social companions are required to pay the appropriate fare.

POLICY INFORMATION

Passengers are to be ready and at the door when the bus arrives. 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.

Passengers requiring a support person will be denied service if a support person is not accompanying them on the vehicle.

Dependents are permitted to travel with a registered passenger who is a parent or a guardian of the dependent. Child car seats, strollers and any other equipment required must be supplied by the passenger and must be able to be stored securely on the bus. Children under 7 years of age require an escort to accompany them at all times on the bus.

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. Passengers could be traveling on the bus up to 30 minutes per one way trip.

Wheelchair seatbelts must be secured on the passenger. Passengers must also have the shoulder and lap belt portion of the wheelchair restraint system connected.

Passengers using scooters must transfer off of the scooter onto the bus seat.

It is the responsibility of the passenger to carry their own parcels and/or to cooperate if the driver is assisting them. Passengers are generally limited

Fees still apply for failure to cancel or not show up for a booked trip. Repeat offenders could be suspended from service.

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.

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. Broda and Geri chairs are not permitted on the bus due to safety issues. 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.

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.

CONTACT INFORMATION

Para Transit Contractor – Voyago:
City of Brockville:

613-345-7272

613-342-8772

www.Brockville.com/Transit