

## ATTENDANT

- Passengers are assisted in and out of the specialized transit vehicle by the driver only.
- The driver cannot provide special assistance; therefore some individuals may be required to have an accompanying attendant travel with them.
- A passenger may be mandated to have a support person (attendant) in accordance to the Accessible Customer Service Policy—Support Person.
- The attendant is not required to pay a fee for the service.
- The attendant must wear a seat belt during transit.

## MOBILITY DEVICES

- For the safety of all passengers, all assistive devices must be secured by the restraint system provided by the service provider.
- In order to protect the safety of all riders, passengers in scooters will be required to transfer from the scooter to a seat in the bus.
- If a scooter or wheelchair cannot be safely loaded or secured, the device will not be transported.

## SERVICE ANIMALS

- Service animals are permitted to travel with a passenger
- If it is not readily apparent that it is a service animal, a letter from a doctor or nurse may be requested.



# PARRY SOUND SPECIALIZED

# TRANSIT

Door to door transportation service for people who are confined to a wheelchair or use a scooter



*The Town values feedback about its services and recognizes the right of our users to make a complaint, compliment or suggestion about service.*

Provide feedback to:

Tammy Purdy, Accessibility Coordinator

Phone: (705) 746-2101

Fax: (705) 746-7461

Mail: Town of Parry Sound, 52 Seguin Street, Parry Sound, ON, P2A 1B4

Drop Off: Municipal Office, temporary location, Parry Sound Mall

Email: [accessibility@townofparrysound.com](mailto:accessibility@townofparrysound.com)

## ELIGIBILITY CRITERIA

Parry Sound Specialized Transit is a door-to-door service providing transportation to individuals confined to a wheelchair or use a scooter.

## SERVICE AREA

Service is provided to town residents from an accessible curb on the user's property to an accessible curb stop within the boundaries of the Town of Parry Sound.

## FEES FOR SERVICE

All trips must be for a prescheduled appointment. Fee for service is **\$2.00 per ride per person.**

## HOURS OF OPERATION

The service is provided on the following dates:

### JANUARY TO JUNE 30

Thursday	9:30 a.m. to 2:15 p.m.
Friday	9:30 a.m. to 2:15 p.m.
Saturday	9:30 a.m. to 2:15 p.m.

### JULY 1 TO AUGUST 31

Thursday	9:00 a.m. to 4:45 p.m.
Friday	9:00 a.m. to 4:45 p.m.
Saturday	9:00 a.m. to 4:45 p.m.

### SEPTEMBER 1 TO DECEMBER 31

Thursday	9:30 a.m. to 2:15 p.m.
Friday	9:30 a.m. to 2:15 p.m.
Saturday	9:30 a.m. to 2:15 p.m.

## APPLICATION PROCESS

Application forms are available by:

**Phone:** Town of Parry Sound at 746-2101

**In Person:** Municipal Office, temporary location, Parry Sound Mall, 70 Joseph St.  
**Website:** townofparrysound.com

## RESERVATIONS

- To make a reservation, the user is to call dispatch at **(705) 746-5705**.
- Bookings must be made a minimum of 72 hours in advance. Advance booking is recommended.
- Trips are booked based on available space.
- Every effort to accommodate a trip will be made, however, if the requested time is unavailable the user will be placed on a waiting list or an alternate time will be offered.
- The dispatch will ask the following information:
  - The name of the passenger
  - The date transportation is required
  - Time transportation is required
  - Pick up address—must be an accessible curb or drop off area
  - The return time
  - Confirm use of type of mobility device—wheelchair, scooter
  - Confirm if the passenger will be traveling with an attendant or service animal

## CANCELLATIONS

- All cancellations are the passenger's responsibility.
- Cancellations can be made by contacting the dispatch at 746-5705 and leave a message.
- Cancellations must be made no later than 4:30 p.m. the day before the trip.
- All late cancellations will be required to pay the fare for the ride.

## NO SHOW

- A "No Show" is a passenger not at the scheduled pick-up location at the scheduled time, or a passenger no longer wants a ride but has not called dispatch to cancel.
- A "No Show" causes inconvenience to other passengers and could deny other customers from using the service.
- The passenger will be required to pay the fare for the ride they did not receive.
- If a passenger is not at their scheduled pick up location the driver will wait 5 minutes, unless arranged otherwise, then the driver will leave and the passenger will have to pay for the trip.

## SERVICE REVIEW

- Passengers who have excessive cancellations, late cancellations, or "no shows" may be subject to a service review.
- A passenger who has one late cancellation or "no show" will receive a warning letter.
- After a second late cancellation or "no show" the passenger will receive a notice informing them that their privilege for service is being reviewed.

