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## POLICY BOOKLET

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[www.brandontransit.ca](http://www.brandontransit.ca)



# Policy Booklet

**Handi Transit Services**  
Brandon, Manitoba  
**729-2437**



Approval Date: March 11, 2008



## Table of Contents

ELIGIBILITY CRITERIA	3
APPLICATION PROCESS	3
MOBILITY DEVICES	4
SERVICE OVERVIEW (HOURS, FARES, CONTACT INFORMATION)	5
BOOKING TYPES & GUIDELINES	6
30 MINUTE PICK UP WINDOW	7
CANCELLATIONS & NO SHOWS	8
PASSENGER RESPONSIBILITIES	9
SAFE PICK UP LOCATIONS	9
ATTENDANTS AND COMPANIONS	10
HANDI TRANSIT RESPONSIBILITIES	10
ON BOARD POLICY	11
EMERGENCY POLICY	11

### EMERGENCY POLICY

Handi Transit Services cannot provide emergency transportation. People who are ill and need transportation to the hospital should call 911. If becoming ill during transport, buses are equipped with 2 way radios and EMS personnel can be summoned at anytime.

### On Board Policy

The acceptable on board time for all one way trips is thirty (30) minutes. When scheduling trips, every attempt will be made to ensure that clients do not remain on the bus for more than 30 minutes.

### Correspondence

Information related to Handi Transit Services is shared with clients and the general public through a variety of methods. Visit [www.brandontransit.ca](http://www.brandontransit.ca) at anytime and find policy and general information related to the Handi system in Brandon.

Information sheets are produced and distributed as required to educate users on specific topics related to the system. These information sheets are also found posted on-line.

Twice yearly, the Handi Advisory Committee distributes an informational newsletter to all clients and related agencies. This newsletter can also be found on-line.

**Attendants**

One attendant is allowed, and may travel at no charge, only if this person is required to assist or attend to the customer during their transport. Space for an attendant must be reserved at time of booking.

Attendants are required to assist with:

- Loading & Unloading of the person with a disability
- Behavior of the person with a disability
- Medical and hygienic issues of the person with a disability.

Clients may be assigned Mandatory Attendant status if deemed necessary by Handi Transit Services.

*For safety purposes, Attendants should not be registered Handi Transit client. A Handi Transit client wishing to utilize another registered client to provide Attendant responsibilities may submit a formal request for a policy exemption. This request will be reviewed and evaluated to determine the Attendant's ability to provide the duties required.*

**Companions**

Where space permits, one friend or family member (not required as an attendant) may ride with the registered user and must pay a regular fare. Space for a companion must be reserved at the time of booking.

**Handi Transit Responsibilities**

- To provide safe, courteous, and efficient service
- To provide service from the first exterior door of your point of origin to the first exterior door of your destination
- To call if a change has been made to your pick up window
- To assist customers with boarding and exiting the vehicle
- To secure all mobility devices with four point tie-downs
- To assist with the placement and securing of seatbelts as required
- To provide assistance to customers using devices such as walkers, crutches, etc. up or down curbs or steps

**Please note:** Drivers are not required to wait more than **5 minutes** past the start of your pick up window (not negotiated/requested time), so please be ready.

**Eligibility Criteria**

Handi Transit is for anyone who is unable to use the current Brandon Transit System, due to a disability. Clients may qualify for the following reasons:

- Requires the use of a wheelchair or scooter;
- Inability to board a regular transit bus (with stairs);
- Inability to walk one (1) block or to the bus stop nearest their residence
- Insufficient endurance or stamina to ride a regular transit bus for a reasonable length of time;
- Unable to utilize regular transit due to disability;

Please Note: Elderly and blind persons able to board public transit are not automatically eligible.

**Application Process****Follow these steps:**

1. Client fills out all sections of five (5) page application form;
2. Have medical professional fill out the Functional Assessment Form in full (6 pages), this form must be signed;
3. Submit all completed documents to Handi Transit office.

Eligibility for Handi Transit will be determined by Transit's assessment of the functional ability of the applicant to use the regular transit system, submission of application does not guarantee eligibility.

Determination of eligibility will be communicated to applicant within five (5) working days. In the case of an application being denied, a written decision sent to the applicant will include the reasons for such and the appeal process.

## Mobility Devices

### Specifications

All of our new buses are equipped with hydraulic lifts that are used to move mobility devices in and out of the vehicle. It is important if you are travelling with Handi Transit Services that your mobility device meets the following specifications:



RAMP WIDTH IS 33 INCHES OR 83 CENTIMETERS WIDE  
RAMP LENGTH IS 52 INCHES OR 132 CENTIMETERS LONG  
COMBINED WEIGHT OF PASSENGER AND DEVICE CANNOT  
EXCEED 750 POUNDS OR 340 KILOGRAMS.

**POWER WHEELCHAIRS & SCOOTERS MUST FACE  
OUTWARD ON THE RAMP**

Handi clients are responsible to ensure their mobility device is in a safe condition, including air in tires, functioning brakes, etc. for transport or service will not be provided. Dispatch will be notified by Driver and device must be brought to a safe standard before trips can be provided.

### Securement



All mobility devices are secured with a four point securement system on the bus.

All Passengers are required to wear a lap & shoulder seat-belt at all times when travelling on Handi Transit.

## Passenger Responsibilities

### General Guidelines

- Being ready at the start of your confirmed pick up time window
- Cancel any trips you no longer require by 3:00pm the business day before travel
- Advise us of travel needs on general holidays or changes in your subscription
- Ensure your residence is always safe and accessible, and clear of snow and ice
- Have a manageable number of parcels for you to handle
- Wear your personal seatbelt and vehicle's seatbelt during transport
- Wait for assistance when entering or exiting the vehicle
- Provide your own Attendant if required to do so

### Safe Pick up Locations

It is the customers responsibility to ensure that all ramps and walkways are safe and in good repair. This includes being clear of debris, ice and snow and must be non-slip and contain angles which

### One Step Policy

For the safety of everyone, Drivers will not take mobility devices up or down more than one vertical step. A ramp must be provided when there is more than one step present or the Driver will take the client as far as is safely possible. When this is the case, **it is the responsibility of the client** to make arrangements for assistance beyond the point

### Animals on Handi Transit

Pets are not allowed on Handi Transit as the vehicles are often small and there is a high incidence of allergies among our customers.  
**Certified Service Animals are always welcome!**



## Cancellation Policy

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No shows, late cancellations and excessive cancellations by individual passengers have a direct impact on the effectiveness of the system. Each passenger is responsible for maintaining a low level of no-shows and late cancellations.

**CANCELLATION DEADLINE** - YOU MUST CANCEL ANY UNNEEDED TRIPS BY 3:00PM OF THE BUSINESS DAY PRIOR TO YOUR DAY OF TRAVEL. IF YOU CANCEL AFTER THIS DEADLINE, THE TRIP WILL BE RECORDED AS A LATE CANCELLATION. IF YOU DO NOT CANCEL YOUR TRIP, AND ARE NOT AVAILABLE FOR PICK UP, THE TRIP IS RECORDED AS A NO SHOW.

### Cancellation Follow up

1st Offence - Handi Transit staff will contact you to determine the circumstances surrounding the no-shows to see what can be done to make the Handi Service work better for you.

Repeat Occurrences - Written documentation outlining concerns & expectations will be sent to the client. Letter will include reference to Cancellation Policy.

If No Shows or Late Cancellations continue, trip requests may be denied or restricted to medical use only.

In order to ensure excellent service for all passengers, Handi Transit reserves the right to suspend service for any customer who consistently does not meet service guidelines or for inappropriate behavior. Staff will be in contact with you to discuss these concerns and provide a warning of pending suspension.

## About Handi Services

**729-2437**

Handi Transit is a specialized public transportation service for persons with a disability who are unable to use the regular transit system in Brandon. Handi Transit is a shared ride, door-to-door service that operates within the City of Brandon limits. Passengers must be a registered client with Handi Transit Services. All bookings must be done in advance.

## Hours of Operation

### Dispatch Office

**Monday to Friday**

06:00am to 05:00pm

### Service Hours

**Monday to Saturday**

07:00am to 12:00am

**Sunday & Holidays**

09:00am to 05:00pm

### Fare Types

A fare is required for each 1 way trip on Handi Transit.

Cash     Handi Transit Ticket OR  
 Provincial Voucher

## Booking Types & Guidelines

### Types of Bookings

Demand Trips - One time trips to any destination

Subscription Trips - Regular trips at the same time, to the same destination

Call Backs - Bookings without a time attached (call back) are taken only for medical trips. These are to be used only when the duration of the appointment is unknown. Please book return trips for regular dialysis and therapy appointments that usually last the same amount of time.

Administration will follow up with clients attempting to use the call back system for non-medical trips.

### Booking Guidelines

The following guidelines apply to all Handi Transit bookings:

- Bookings are accepted up to 14 days in advance and must be made a minimum of 24 hours in advance (subject to availability)
- Medical bookings are accepted up to 30 days in advance;
- Same day bookings may be made on Sunday's only depending on availability - call 729-2437 to make arrangements;
- Booking priority system may be in effect, especially during peak times;
- All weekend trips, as well as holiday Monday bookings must be booked by noon on Friday.

### Priority Booking System

When service requests exceed vehicle availability, the following priority system may be implemented:

1. Work - Education - Medical - Therapy
2. Essential Shopping - Support Groups - Business - Volunteering
3. Recreation - Other Shopping - Grooming - Dining Out - Other Trips

### Subscription Guidelines

A subscription booking may be made for any purpose providing the following guidelines are followed:

- 1 regular trip per week to the same destination at the same time is required;
- Requested times may be adjusted as required with at least 5 days advance notice;
- Once set up, the client must use bookings unchanged at least 75% of the time, or bookings may be suspended or cancelled
- All subscription trips are automatically cancelled on holidays.

### 30 minute pick up window

Your 30 minute window begins 15 minutes before the pick up time you negotiated with the Dispatcher when requesting your trip. This means you must be ready at your pick up location when the window begins. The Driver will wait up to 5 minutes after searching pick up area, when inside the pick up window. You are not obliged to be at your pick up destination before the start of the 30 minute window.

### Unscheduled Stops

Drivers are not permitted to make unscheduled stops. When a customer wishes to stop during their trip, this must be booked as two separate trips.

