

**POLICY & PROCEDURE RECOMMENDATIONS APPROVED BY HANDI ADVISORY GROUP**

**ELIGIBILITY CRITERIA**

AS WORDED BELOW:

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 1 BLOCK OR TO THE BUS STOP NEAREST THEIR RESIDENCE;
- INSUFFICIENT ENDURANCE OR STAMINA TO RIDE A REGULAR BUS FOR A REASONABLE LENGTH OF TIME;
- UNABLE TO UTILIZE REGULAR TRANSIT DUE TO DISABILITY;

**\*\* ELDERLY AND BLIND PERSONS ABLE TO BOARD PUBLIC TRANSIT ARE NOT AUTOMATICALLY ELIGIBLE.**

**APPLICATION PROCESS**

AS FOLLOWS:

- CLIENT FILLS OUT ALL SECTIONS OF APPLICATION FORM;
- HAVE MEDICAL PROFESSIONAL SECTION FILLED OUT IN FULL & SIGNED;
- 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 FIXED ROUTE SYSTEM - SUBMISSION OF APPLICATION DOES NOT GUARANTEE ELIGIBILITY;
- DETERMINATION OF ELIGIBILITY WILL BE IN WRITING WITHIN 5 WORKING DAYS, AND WILL INFORM THE APPLICANT OF THE ACCEPTANCE OR DENIAL OF ELIGIBILITY. IN THE CASE OF A DENIAL, THE WRITTEN DECISION WILL INCLUDE THE REASON(S) FOR SUCH AND THE APPEAL PROCESS
- ONCE NOTIFICATION OF APPROVAL HAS BEEN RECEIVED, CLIENTS ARE ELIGIBLE TO REQUEST TRIP BOOKINGS.
- APPEAL BOARD WILL CONSIST OF ONE MEMBER OF THE ADVISORY COMMITTEE AND TWO COMMUNITY MEMBERS IDENTIFIED BY THE COMMITTEE.

**\*\*COMMITTEE WILL DEVELOP AN APPLICATION PROCESS FOR VISITORS TO BRANDON WHO MAY QUALIFY FOR SERVICE.**

**TRIP BOOKING PROCESS:**

RECOMMENDED THE FOLLOWING:

1. CONTINUE WITH THE FOLLOWING:

- MINIMUM OF 24 HOURS IN ADVANCE RECOMMENDATION BUT TRY TO ACCOMMODATE IF ABLE TO;
- ACCEPT ALL BOOKINGS UP TO 14 DAYS IN ADVANCE;
- ACCEPT MEDICAL BOOKINGS UP TO 30 DAYS IN ADVANCE;
- ACCEPT SAME DAY BOOKINGS FOR SUNDAYS ONLY AS TRIP NUMBERS ARE LOW;
- BOOKING PRIORITY DURING PEAK TIMES. CALL DISPATCH OFFICE FOR ALL BOOKINGS (EXCEPTION - SUNDAY);

2. ADD THE FOLLOWING:

- TRIPS FOR WEEKENDS & HOLIDAYS NEED TO BE BOOKED BY NOON ON FRIDAY;
- ADD A WAITING LIST OF PEOPLE TO ACCOMMODATE FOR SAME DAY CANCELLATIONS;

QUALIFIER RELATED TO ADJUSTING PICK UP TIMES WILL BE ADDED TO RIDER'S GUIDE.

"ACTUAL PICK UP TIMES WILL BE ADJUSTED BASED ON HANDI TRANSIT NEEDS - BASED ON OUR COMMITMENT TO HONOR PASSENGERS SCHEDULES NEEDS IN A COST EFFICIENT FASHION"  
DISPATCH WILL BE EDUCATED TO USE NEGOTIATED TIME & PICK UP WINDOW TERMINOLOGY TO

BE CONSISTENT WITH ALL CLIENTS.

### **BOOKING HOURS**

APPROVED THE FOLLOWING SUGGESTIONS:

- CLEARLY POST BOOKING HOURS & PROCESS ON WEB PAGE & IN ALL PRINTED MATERIALS, COMMUNICATE ONGOING THROUGH PCH'S FOR THEIR STAFF, RESIDENTS & FAMILY MEMBERS;
- ADD THE FOLLOWING:  
BOOKING LINES ARE BUSIEST BETWEEN 8:00 & 10:00AM AND 1:00 & 3:00PM. EXPECT ADDITIONAL WAIT TIME OR TO RECEIVE THE ANSWERING MACHINE DURING THESE TIMES.

### **BOOKING TYPES**

APPROVED CONTINUING WITH CURRENT PRACTICE OF 2 TYPES OF BOOKINGS

DEMAND - ONE TIME TRIPS

SUBSCRIPTIONS - REPEAT TRIPS

- APPROVED ADDING A WAITING LIST FOR SHORT NOTICE TRIPS DUE TO CANCELLATIONS

### **SUBSCRIPTION POLICY**

APPROVED IMPLEMENTING THE FOLLOWING SUBSCRIPTION GUIDELINES:

- CAN BE MADE FOR MEDICAL, EDUCATIONAL, EMPLOYMENT OR RECREATIONAL PURPOSES;
- REQUIRES 1 REGULAR TRIP PER WEEK TO SAME DESTINATION AT THE SAME TIME;
- REQUESTED TIMES MAY BE ADJUSTED AS REQUIRED WITH AT LEAST 5 DAYS ADVANCED NOTICE;
- ONCE SET UP, THE CLIENT MUST USE BOOKINGS UNCHANGED AT LEAST 75% OF THE TIME OR BOOKINGS MAY BE SUSPENDED OR CANCELLED. IF SUBSCRIPTIONS ARE SUSPENDED, DEMAND TRIPS MUST BE MADE.
- ALL SUBSCRIPTION TRIPS ARE AUTOMATICALLY CANCELLED ON HOLIDAYS. IF TRIP IS REQUIRED, A DEMAND BOOKING MUST BE SET UP.
- A STEP PROCESS WILL BE IMPLEMENTED TO COMMUNICATE WITH PEOPLE WHEN THEY ARE MAKING REPEATED CHANGES TO SUBSCRIPTIONS.

### **CANCELLATION POLICY**

APPROVE THE FOLLOWING:

- CONTINUE TRACKING ALL CANCELLATIONS PER CLIENT;
- ESTABLISH CLEAR CANCELLATION GUIDING PRINCIPLES & DEFINITIONS IN RIDER'S GUIDE;
- IMPLEMENT PROCESS BELOW TO FOLLOW UP WITH CUSTOMERS -
  1. 1<sup>ST</sup> OFFENCE - 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.
  2. REPEAT OCCURRENCES - WRITTEN DOCUMENTATION OUTLINING CONCERNS & EXPECTATIONS SENT TO CLIENTS. REITERATING POLICY & CHARGING ACCOUNT ACCORDINGLY ON NEXT OCCURRENCE.
  3. IF NO SHOWS OR LATE CANCELLATIONS CONTINUE, SERVICE MAY BE RESTRICTED TO MEDICAL TRIPS ONLY.
- HANDI TRANSIT WILL ADVISE CLIENTS OF ANY CANCELLATIONS DUE TO ILLNESS, EQUIPMENT BREAKDOWN, INCLEMENT WEATHER AS SOON AS POSSIBLE.

RECOMMENDED FROM COMMITTEE IS FOR ADMINISTRATION TO CONTINUE TO TRACK CANCELLATION NUMBERS & EVALUATE IF ABOVE PROCESS SEES A DECREASE IN LATE CANCELLATION OR NO SHOWS. FINANCIAL CONSEQUENCES MAY NEED TO BE CONSIDERED IF

IMPROVEMENT IS NOT SEEN.

NOTE: ANY CHANGES TO FARE SCHEDULES MUST BE PRESENTED & APPROVED BY CITY COUNCIL.

### **30 MINUTE PICK UP WINDOW**

APPROVED CONTINUING WITH 30 MINUTE BOOKING WINDOW AS CURRENTLY PRACTICED:

- EDUCATE IN WRITTEN MATERIALS & ON WEB WHENEVER POSSIBLE;
- DISPATCH OFFICE WORKING TO PUT MORE EMPHASIS ON CONFIRMING START OF PICK UP WINDOW & LESS EMPHASIS ON "REQUESTED TIME"
- BEGIN PRACTICING MORE REGULARLY WITH DRIVER'S ONLY WAITING 5 MINUTES THEN ADVISING DISPATCH & CONTINUING ON SCHEDULE.

### **SUSPENSION OF SERVICE**

GROUP APPROVED THE QUALIFIER BE ADDED TO WRITTEN MATERIALS AS FOLLOWS:

- 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. HANDI TRANSIT STAFF WILL CONTACT YOU TO DISCUSS THESE CONCERNS AND PROVIDE A WARNING OF PENDING SUSPENSION.

### **PRIORITY BOOKING SYSTEM**

APPROVED CONTINUING WITH CURRENT PRIORITY BOOKING SYSTEM AS FOLLOWS:

1. WORK, EDUCATION, MEDICAL, THERAPY
2. ESSENTIAL SHOPPING, SUPPORT GROUPS, PERSONAL BUSINESS, VOLUNTEER
3. RECREATION, SHOPPING, GROOMING, DINING OUT & OTHER TRIPS

- ONLY TO BE IMPLEMENTED WHEN SERVICE REQUESTS EXCEED VEHICLE AVAILABILITY - MOST LIKELY TO OCCUR DURING PEAK TIMES - 8-10AM & 2:30-4:30PM.

### **ATTENDANT VS COMPANION**

APPROVED THE FOLLOWING DISTINCTION BETWEEN ATTENDANT & COMPANION AND ADDING THE FOLLOWING RESPONSIBILITIES FOR AN ATTENDANT:

- AN ATTENDANT IS A CARE PROVIDER REQUIRED TO ACCOMPANY AND PROVIDE SPECIAL ASSISTANCE FOR THE APPLICANT WHILE USING THE SERVICE;
- ATTENDANTS WILL 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;

AN ATTENDANT IS REQUIRED IF:

- A CLIENT IS PRONE TO SEIZURES OR OTHER UNCONTROLLABLE MEDICAL CONDITIONS;
- BEHAVIOR IS A PROBLEM;
- PASSENGER HAS LIMITED PERSONAL ACCESSIBILITY (IE CANNOT OPEN DOORS ON THEIR OWN);
- PASSENGER IS NOT ABLE TO NEGOTIATE THEIR OWN WAY FROM THE FRONT DOOR TO THEIR DESTINATION.
- A COMPANION IS A PERSON WHO TRAVELS WITH YOU FOR CONVENIENCE AND/OR ENJOYMENT PURPOSES AND IS NOT REQUIRED FOR YOUR ASSISTANCE. A COMPANION IS REQUIRED TO PAY THE REGULAR FARE.

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- CLIENTS MUST ADVISE DISPATCH OF ANY ATTENDANTS AND COMPANIONS RIDING WITH THEM AT THE TIME OF MAKING THE BOOKING.

#### **PRIVACY REQUIREMENTS**

STANDARD FIPPA CLAUSE ON ALL WRITTEN LITERATURE WILL CONTINUE TO BE ADDED AS REQUIRED

#### **1 STEP POLICY**

APPROVED IMPLEMENTATION OF THE FOLLOWING 1 STEP POLICY:

- FOR THE SAFETY OF EVERYONE, DRIVERS WILL NOT TAKE MOBILITY DEVICES UP OR DOWN MORE THAN 1 VERTICAL STEP. A RAMP MUST BE PROVIDED.

#### **ANIMALS ON BOARD**

APPROVED THE FOLLOWING POLICY FOR ANIMALS ON BOARD HANDI VEHICLES:

- PETS ARE NOT ALLOWED ON HANDI TRANSIT AS THE VEHICLES ARE VERY SMALL AND THERE IS A HIGH INCIDENCE OF ALLERGIES AMONG OUR CUSTOMERS. CERTIFIED SERVICE ANIMALS ARE ALWAYS WELCOME.

#### **DRIVER RESPONSIBILITIES**

APPROVED THE FOLLOWING RESPONSIBILITIES FOR HANDI DRIVERS:

- DRIVERS WILL PROVIDE SAFE, COURTEOUS, EFFICIENT SERVICE;
- SERVICE IS PROVIDED FROM THE FIRST EXTERIOR DOOR OF YOUR POINT OF ORIGIN TO THE FIRST EXTERIOR DOOR OF YOUR DESTINATION;
- DRIVERS WILL ASSIST PASSENGERS WITH BOARDING, DE-BOARDING, SECURING ALL MOBILITY AND SEATBELT DEVICES AS REQUIRED;
- DRIVERS WILL ONLY MOVE WHEELCHAIRS UP OR DOWN 1 VERTICAL STEP;
- DRIVERS WILL NOT PROVIDE PERSONAL ATTENDANT SERVICE OR SUPERVISION DURING THE TRIP, OR PLACE PASSENGERS INTO THE HANDS OF SOMEONE ELSE AT THE DESTINATION POINT (IE WAIT FOR A CAREGIVER TO ARRIVE). CLIENTS AND ATTENDANTS MUST CARRY ALL PARCELS/BAGGAGE, DRIVERS ARE NOT REQUIRED TO CARRY PACKAGES;
- DRIVERS MUST KEEP THE BUS IN SIGHT AT ALL TIMES AND CANNOT LEAVE THE BUS UNATTENDED WHEN CARRYING PASSENGERS. GUARDIANS MUST COME OUT TO MEET THE BUS ON ARRIVAL.

#### **PASSENGER SECUREMENT ON HANDI VEHICLES**

APPROVED CONTINUING WITH CURRENT PRACTICE AS FOLLOWS:

- ALL PASSENGERS MUST WEAR PERSONAL LAP BELTS DURING BOARDING, DE-BOARDING OR ELSE RIDE MAY BE REFUSED;
- ALL PASSENGERS MUST WEAR A HANDI BUS SEAT BELT DURING TRANSPORT UNLESS MEDICAL OR EQUIPMENT EXEMPTIONS ARE ON FILE WITH HANDI TRANSIT SERVICES PRIOR TO TRIP;
- EVERYONE MUST REMAIN SEATED WITH A SEATBELT ON WHEN THE HANDI BUS IS IN MOTION.

### **MOBILITY DEVICE SPECIFICATIONS**

APPROVED THE FOLLOWING SPECIFICATIONS RELATED TO MOBILITY DEVICES BE ADDED ON WRITTEN LITERATURE & ON WEB PAGE:

- RAMP WIDTH & LENGTH DIMENSIONS AS WELL AS WEIGHT CAPACITY (52 INCHES OR 132 CM LONG BY 33 INCHES OR 83 CM WIDE); COMBINED WEIGHT OF PASSENGER & DEVICE CANNOT EXCEED 750LBS.
- INCLUDE 4 POINT SECUREMENT SYSTEM OF DEVICES & HOW THEY ARE SECURED ON HANDI BUSES;
- ADD THAT CUSTOMERS ARE RESPONSIBLE TO ENSURE THEIR MOBILITY DEVICE IS IN A SAFE CONDITION (IE. AIR IN TIRES, BRAKES) 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;
- POWER WHEELCHAIRS AND SCOOTERS MUST FACE OUTWARD ON THE RAMP

### **HANDI SERVICE STATUS**

APPROVED CONTINUING WITH ONE SERVICE STATUS AS CURRENTLY PRACTICED.

- A VISITOR APPLICATION PROCESS WILL BE DEVELOPED AND IMPLEMENTED

### **MEDICAL CALL BACK TRIPS**

APPROVED CONTINUING WITH CURRENT PRACTICE:

- CALL BACK BOOKINGS (WITH NO TIME ATTACHED) ARE TAKEN ONLY FOR MEDICAL TRIPS WHEN THE DURATION OF THE APPOINTMENT IS UNKNOWN.
- ENCOURAGE CLIENTS TO BOOK RETURN TIMES FOR REGULAR DIALYSIS AND OTHER THERAPY-TYPE APPOINTMENTS THAT RUN THE SAME DURATION.
- ADMINISTRATION WILL FOLLOW UP IN WRITING WITH CLIENT'S ATTEMPTING TO USE CALL BACK SYSTEM FOR TRIPS OTHER THAN MEDICAL BOOKINGS.

### **ON BOARD POLICY**

COMMITTEE RECOMMENDED THE FOLLOWING ON ON BOARD POLICY BE IMPLEMENTED:

- 30 MINUTES IS SEEN AS AN ACCEPTABLE MAXIMUM LENGTH OF TIME TO BE ON BOARD A HANDI TRANSIT VEHICLE, DURING A ONE WAY TRIP.

### **CLIENT MAIL OUTS & POSTINGS ON WEB PAGE**

RECOMMENDED THE FOLLOWING PROCESS BE FOLLOWED:

- MAIL OUTS TO OCCUR FROM TIME TO TIME, CAN BE DONE THROUGH AN EMAIL CONTACT LIST
- ALL MAIL OUTS TO BE POSTED ON OUR WEB PAGE

### **SAFE PICK UP LOCATION POLICY**

RECOMMEND THE FOLLOWING POLICY BE IMPLEMENTED:

- 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; MUST BE NON SLIP AND ANGLES WHICH ALLOW FOR SAFE MOVEMENT.

### **CONFIRMING TRIP & PICK UP WINDOW TIMES**

APPROVAL OF THE FOLLOWING PRACTICE BE IMPLEMENTED WITH HANDI DISPATCH OFFICE:

- WHEN BOOKING A TRIP, WE MAY NOT BE ABLE TO ACCOMMODATE YOUR INITIAL REQUESTED TIME. A NEGOTIATED TIME MAY REPLACE YOUR INITIAL TIME.
- THE DISPATCHER WILL CONFIRM WITH YOU AT THE TIME OF BOOKING, WHAT TRIP TIME WAS GIVEN TO YOU.
- THE DISPATCHER WILL ALSO CONFIRM THE START OF YOUR 30 MINUTE BOOKING WINDOW TO ENSURE YOU ARE CLEAR ON THE PICK UP TIME.

### **EMERGENCY POLICY**

APPROVED IMPLEMENTATION OF THE FOLLOWING POLICY:

- HANDI TRANSIT SERVICES CANNOT PROVIDE EMERGENCY TRANSPORTATION. PEOPLE WHO ARE ILL AND NEED TRANSPORTATION TO THE HOSPITAL SHOULD CALL 911. IF BECOMING ILL, BUSES ARE EQUIPPED WITH 2 WAY RADIOS AND EMS PERSONNEL CAN BE SUMMONED AT ANYTIME.

### **UNSCHEDULED STOPS**

APPROVED IMPLEMENTING THE FOLLOWING POLICY:

- DRIVERS ARE NOT PERMITTED TO MAKE UNSCHEDULED STOPS. WHEN THE CUSTOMER WISHES TO STOP DURING THEIR TRIP, THIS MUST BE BOOKED AS TWO SEPARATE TRIPS.