

HANDI TRANSIT SERVICES PUBLIC CONSULTATION MEETING

WEDNESDAY, 27TH FEBRUARY 2008 - 7pm, Main Foyer - City Hall

Please note: The following summarized comments were recorded as they were presented by people in attendance at the public meeting. These concerns will be reviewed by the Advisory Committee at their March meeting before final recommendations to Administration are made.

When clients can't get in the car—wheelchair, company policies don't allow transport for emergency situations - Can we do something about this???

Look at the transport of emergency cases on Handi Transit (exception to the rule, varying case by case)??

Handi transit currently doesn't transport medical emergencies

Do you not allow handi transit to come if you have something come up, the day or evening before, what if it was a medical appointment that came up?

Current Policy: 24 hrs advanced notice, exception made if client can be accommodated

Already registered, have to register for a new card? No

People can keep in their wallets, to recall the handi transit phone number when away from home.

For medical appointments only - you can book a call back, call the office when ready to be picked up

Supposing a client has to go to the hospital for a procedure at 6am?

Current hours 7am to midnight, transportation can occur only during hours of operation

Why is it that they go for an appointment because there were no rides that were full?

Most appointments happened during the week, really busy till 3:30-4pm, Saturday much more open

2 buses to Fairview: going in the opposite directions.

Sometimes you cannot be ready for a call back until after hours for Handi Transit. No one answers the phone.

After 5pm, the Handi line is transferred to the info centre, it goes to voicemail if it is not answered.

761-5891- is the number of a cell phone carried by the handi transit driver, there is a chance that it may go to voicemail, especially if Driver is loading/unloading a client or the vehicle is in operation..

Calling from pay phone? No call back number - Even more important to leave a voicemail, let them know name, location and you're ready to be picked up.

No answer, or call backs after leaving voicemail??

RIDER'S GUIDE: new resource created for clients new to Handi Transit. The manual will be revised as required and will be going along with the new card, and all resources will be sent out to current clients as well.

Any suggestions, comments would be appreciated.