

City of Melfort Policy Manual

<i>POLICY TITLE:</i> Special Needs Transit Operation	<i>POLICY NUMBER:</i> 3.31	<i>EFFECTIVE DATE:</i> January 1, 2008
<i>ORIGIN:</i> Special Needs Transit Committee	<i>ADOPTED BY COUNCIL ON:</i> October 15, 2007	<i>DATE AMENDED:</i>

1. BOOKING PROCEDURES

Policy:

Registered clients must call the booking line between the hours of 8:00 am to 10:00 pm daily to request service. During peak periods, bookings will be assigned based on the following priority of service:

- 1) Work
- 2) Education
- 3) Medical
- 4) Shopping, Social or Recreation

Procedure:

- Call the Special Needs booking line.
- Provide the following information when booking a trip:
 - Your exact address where you will be picked up.
 - The exact address where you are going.
 - The date and time at which you must reach your destination.
 - The approximate time you want to return, which will be subject to the City's ability to accommodate your request.
 - Whether you will be accompanied by an attendant.
- The operator will offer alternate times if the Special Needs Transit van is not available for your preferred time.
- If you require a return trip, you must book it at the time you book the pickup.
- Trips can be cancelled by calling **3 hours or more** ahead of pick up time.
- Regularly scheduled round trips to work, school or medical appointments during peak hours will be booked as subscription trips.
- Shopping, recreation or social trips at peak hours will be booked as space permits.
- Trips are limited to within 60 kms of the City of Melfort.
- The parent or guardian of a minor or dependent disabled person must ensure that a responsible caregiver is present when the child or dependent disabled person is dropped off.
- Any special requests are to be directed to and approved by the Director of Works & Utilities.

2. BOOKINGS - GROUPS

Policy

Group bookings must be prepared to share the vehicle with other passengers; therefore, the pick up times, the drop off times and the destinations of all the passengers on the vehicle must be considered when scheduling the trips.

The maximum number of individuals in a group is no more than six persons in any one day.

Reservations must be made at least 24 hours in advance of the scheduled outing.

Group trips are subject to available space. The operator will make every effort to take members of a group; however, depending on the travel needs of other clients, this may not always be possible.

Procedure

- Advise the operator that you are making a group booking and provide the following information:
 - the address and times for pickup
 - the address to which you are going
 - the time you wish to return
 - how many attendants, if any, will be traveling with the group
- The operator may not be able to book your group at the time you call, but will call back within 24 hours to confirm the arrangements made.
- Cancellation of group bookings must be received by the operator at least **twenty-four hours** in advance of the scheduled trip. Clients who do not give twenty-four hours notice will be charged for the trip, with the exception of unforeseen circumstances at the discretion of the Director of Works & Utilities.

3. BOOKINGS – SUBSCRIPTION (INDIVIDUAL)

Policy:

Some clients take the same round trip at least once a week (e.g. to work, school, church, class, appointment). If so, they may make a single request called a subscription request to setup a repeat booking for as long as it is needed. A subscription trip must be to the same address each time.

Procedure:

- Subscription trips are booked the same way as individual trips. Advise the operator that you wish the trip to be a subscription trip.
- When booking subscription trips, please allow up to seven working days for scheduling.
- Please advise when you have vacations or days off. The subscription trip can be temporarily canceled. Advise the operator when you want the service started again. Temporarily canceling a subscription trip helps provide trips for others who may need the service.
- Cancellation of subscription trips must be received by the operator at least **three hours** in advance of the scheduled trip. Clients who do not give three hours notice will be charged for the trip.

- If you have a subscription booking and you often change the trip destination or cancel the trip, you will have to cancel your subscription booking and book the trips as individual trips.

4. BOOKINGS - CHARTERS

Policy:

Paratransit charter service is available to individuals, groups and organizations that need a lift-equipped vehicle. Charter clients do not need to be registered users.

The availability of charter service is limited to mainly the evenings, mid-day weekends and during the summer. Requests for charter services must be made at least 24 hours in advance.

Charter service means that the charter group has exclusive use of the vehicle. There is guaranteed pick up or drop off time for the charter trip and there is a customized travel route.

Procedure:

- Charter service is operated on a cost-recovery basis. Charter rates are \$50.00 per hour, plus \$0.60 per km for out-of-town trips, from the time the Driver leaves the garage to when they return to the garage.
- Charters must be canceled 2 weeks in advance of the charter. Charter clients who do not give 2 weeks cancellation notice will be charged for the trip.

5. CHANGE OF INFORMATION

Passengers are responsible for informing of changes in address, home and business phone numbers, equipment and contacts. Please call the Special Needs booking line immediately to advise of any changes to your contact information

6. PICK-UPS

Policy:

If the vehicle arrives any time within the ten minute pickup window the vehicle is on time. If the vehicle arrives more than ten minutes past your scheduled pick-up window, it is considered late. If it arrives more than ten minutes before your scheduled pick-up window, it is considered early.

Passengers must keep their home steps, ramps or lifts free of snow and ice. Operators may refuse to remove a passenger from a dwelling if, in the operator's opinion, it is unsafe to do so due to health or accessibility concerns.

Procedure:

- You are expected to be at your pickup location ten minutes before the scheduled pickup time. You are expected to wait ten minutes after the scheduled pickup time.
- If the vehicle arrives more than ten minutes before your scheduled pickup time it is considered early.

- If the vehicle arrives more than ten minutes past your scheduled pick up time it is considered late.
- The operator will wait for you for five minutes. If you are not ready after this five minute wait, the operator will radio the dispatcher for the approval to leave (If the operator is early he or she will wait until ten minutes before your scheduled pickup time and then wait an additional five minutes).

Examples:

1. Your scheduled pickup time is 10:30 am and the vehicle arrives at 10:15 am. The vehicle is early - it should not have arrived until 10:20am. The operator will wait until 10:20 am when the vehicle is considered on time. The operator will then wait five more minutes. After the five minutes, the vehicle may leave.
2. Your scheduled pickup time is 10:30 am and the vehicle arrives at 10:40 am. The vehicle is on time as it has arrived within the pickup window. The operator will wait for you for five minutes. After the five minutes, the operator may leave.

7. ELIGIBILITY

Policy:

You are eligible to use the Special Needs Transportation Service if you are a resident of Melfort or a visitor to Melfort and you are unable to use regular transportation because of a permanent or temporary disability. Your eligibility to use the Special Needs Transit is determined by the assessment process detailed below.

Procedure:

- All persons who wish to have their eligibility assessed must fully complete an application form. If the form is not fully completed, it may be returned for completion which will delay the assessment process.
- The applicant must provide the name of their family physician and another professional familiar with their disability.
- Once the completed form has been received by the Special Needs Transit Operator, it is assessed. If the applicant is deemed eligible, the applicant is assigned a registration number.
- If an applicant's eligibility is not clear, the Operator will submit the form to the Director of Works & Utilities for determination. The applicant will be contacted for further information. If there is still insufficient information to make a decision, the professionals listed by the applicant are contacted and a decision on eligibility will be based on the opinions of the professionals contacted.
- Eligible applicants will receive their registration number by mail. Informational materials on how to use the service and its policies and procedures are also included.
- Applicants who do not have their application approved are advised in writing of the reasons that their application was denied. Information on how they can appeal the decision is also provided. (See Eligibility Review)
- Visitors must provide a city address as a pick up location.

8. ELIGIBILITY REVIEW

Policy:

A question of eligibility may arise respecting a registered client. She/He will then be requested to have a written assessment completed by authorized medical personnel.

Procedure:

- In the event that a registered individual is reported to the Special Needs Transit Committee as ineligible, an investigation will be conducted to reassess the eligibility of the individual.
- If, following the internal investigation, there remains a question of the individual's eligibility, she/he will be contacted by letter and asked to submit a needs assessment form completed by a professional health practitioner familiar with the individual's health.
- Following the receipt of the needs assessment, administration will decide if an individual is eligible or not. She/He is then notified of the decision in writing.
- In the event the individual is determined to be ineligible to use the Special Needs Transit Service, she/he has the right to appeal this decision to the Special Needs Transit Committee, whose decision will be final.

9. CUSTOMER COMMENTS

Policy:

Clients who have concerns or compliments they wish to pass on about the service are to call the Director of Works & Utilities, who will keep the Special Needs Transit Committee apprised.

Procedure:

- If you have a complaint, gather as much information as possible about the problem or incident. Information such as the date and time of the problem, pick up and drop off location, and the operator's name would be helpful.
- Complaints may also be filed with the Special Needs Transit Committee. Once the concern is investigated the complainant will be contacted with a response.

10. EMERGENCIES

Policy:

In an emergency, the Special Needs Transit will strive to provide for the safety and wellbeing of all passengers.

Procedure:

- Emergency may include accidents, fire or client medical emergencies which may require the use of the Special Needs Transit vehicle. This does not apply to acute medical emergencies.
- In the event of a medical emergency, the operator will take the passenger to the emergency entrance of the hospital closest to the operator's location. The operator will phone ahead to the hospital to advise that the vehicle will be arriving.

- The operator will contact the police and the ambulance if necessary.
- In the event of an observed emergency, such as an accident involving vehicles other than the Special Needs Transit Vehicle, the operator will notify the appropriate authorities.

11. EMERGENCY CONTACT

Policy:

On their application, passengers must provide the name, address and telephone number of a person or organization that can be contacted in the event of an emergency situation in which the passenger might become involved.

Procedure:

- Emergencies may include accidents, fire or client medical emergencies which may require the use of the Special Needs Transit vehicle. This does not apply to acute medical emergencies.
- In the event of an emergency, the operator will notify the passenger's emergency contact.
- In the event the emergency contact cannot be reached, the appropriate authorities will be contacted.

12. EMERGENCY SERVICE

Policy:

The Special Needs Transit service is unable to provide emergency medical service. If you are experiencing an emergency you should call EMERGENCY 911 and request ambulance, police or fire assistance. Special Needs Transit operators are trained only to transport disabled persons. They are **not** trained to administer medical assistance.

**City of Melfort
Special Needs Transit Committee
Application**
(Please print clearly)

NAME: _____ **PHONE:** _____
(surname) (given names)

STREET ADDRESS: _____

MAILING ADDRESS: _____

DATE OF BIRTH: _____ **SEX:** M / F (circle one)

PRESENT LIVING ACCOMMODATION:

- House
- Sr. Citizen's Home
- Private Care home
- Apartment
- Special Care Home
- Hospital: _____

FAMILY PHYSICIAN: _____

OTHER PROFESSIONAL: _____

MOBILITY:

- Wheelchair
- Walk with assistance
- Wheelchair (Temporary)
- Walks independently

MENTAL/EMOTIONAL STATUS:

COMPREHENSION: Unimpaired Mildly impaired Severely impaired

ADDITIONAL COMMENTS: (Summarize significant difficulties of daily living)

EMERGENCY CONTACT - NEXT OF KIN OR RESPONSIBLE PERSON:

NAME: _____ **RELATIONSHIP:** _____

ADDRESS: _____

PHONE: Home _____ Work: _____ Cell: _____

Signature of Applicant Date Phone