	The City of Woodstock Policy Manual
Subject:	**Para-transportation Policy and Procedures**
Policy Number:	**A002**
Revision:	**04**
Approved by Council:	**August 13, 2009**
Amended:	**July 12, 2018**

Policy Statement

The policies and procedures set out in this document reflect the characteristics defining the Specialized Transit Service.

The policies and procedures intend to balance the transportation needs of the individual customer, the collective transportation needs of all customers, the demand for service (trips) and the current economic realities, including the constraint on public funding.

The policies and procedures are subject to change (additions, deletions, and amendments) from time to time as approved by Woodstock City Council.

Woodstock City Council has final approval on all matters relating to the provision of the specialized service, including service levels, budget expenditure/revenue, the terms and conditions upon which the service is to be operated and the eligibility criteria for the customers of the service. The Woodstock Transit Division, with the assistance of the City Clerk's Department, which are the operational and administrative divisions within the City, administers the Para-Transit services program.

Overview

Specialized Transit Services

Woodstock's specialized transit services encompass a range of service delivery options designed to meet the range of needs of the citizens of Woodstock who have a disability which prevents them, on a regular basis, from being able to use Woodstock's regular accessible conventional fixed-route transit service. As of December 2012, the City will operate two specialized transit buses. The current/planned delivery options include:

Single dispatcher – will allow for greater efficiencies in the provision of shared ride service

Contract Provider – will provide overflow service to accessible registrants

Transit Training – provides participants with the necessary knowledge for making use of the accessible conventional fixed-route services. Included in the information session are planning an accessible fixed-route trip, reading related schedules, recognizing bus numbers and stops, boarding and de-boarding accessible conventional buses, and safety. This service is available on request with a suggested minimum of five (5) persons.

Please contact the Transit Supervisor to arrange for this training. There is also an opportunity to provide a higher level of support offered to people who need more rigorous support to learn to use regular accessible conventional fixed-route transit to complete their daily travel. Please contact the Transit Supervisor to obtain this training.

Para-Transit
A shared ride, door to door service for passengers that require a lift or ramp-equipped vehicle or a specialized ambulatory vehicle for travel.

Trips are not guaranteed and the service is operated in accordance with policy and procedures as reviewed and amended from time to time. This service consists of two city owned para-transit buses.

II-Definitions

Ambulatory Customer
An ambulatory customer is a registrant of the service who may use a mobility aid such as a walker or cane but does not necessarily require the use of a lift or ramp-equipped vehicle for transportation.

Attendant
A registrant may be required, as determined through the registration process, to have a person traveling with them. The person traveling with the registrant is referred to as an attendant or support person. A medical doctor must support the need for an attendant/support person in the application.

The registrant's identification card will include a symbol which indicates that the registrant may require an attendant/support person. An attendant traveling with a registrant does not pay a fare when accompanying the card-carrying registrant.

Booked Time
The time for your pick-up that is confirmed by the call taker on the phone when you book a trip.

Cancelled Trip
Any trip that has been pre-booked (subscription reservation or demand trip) that has been cancelled by the customer. Customers are encouraged to cancel a booked trip as soon as they are aware it will not be required.

Companion
Registrants may have people travel with them on the service. These people are referred to as Companions. A registrant must indicate at the time of booking a trip if a companion(s) will be accompanying them. Companion travel may be restricted based on vehicle capacity. All companions must pay the prevailing fare with the exception of children under the age of five (5).

Customer
Defined to include eligible registrants of the service, accompanying attendant and/or companion, and/or visitor

Demand Trip
A demand trip is any trip booked as required. Demand trips shall be booked through a central dispatcher a minimum of twenty four (24) hours in advance of the trip (and a maximum of 7 days in advance) on a first come first serve basis. Medical and employment trips will take scheduling priority. Same day service will be available where practical (on a space available basis).

Late Cancellation
A late cancellation occurs when a trip is cancelled with less than three (3) hours notice.

Many to One Trip
A many to one trip occurs when many trips are booked to go to the same location. Each trip is booked by the individual registrant and then grouped by the dispatcher, where possible.

Non-Accommodated Trip
A trip request not booked given the original time requested is not available, or the original trip request is not available and an alternate time is taken.

Non-Ambulatory Customer
A registrant of the service who uses a mobility device (wheelchair or medically required scooter), and requires the use of a lift or ramp-equipped vehicle for transportation.

No-Show
A “no-show” occurs when a Customer does not show up at the pick-up point at the booked time noting an allowance of five (5) minutes, or when there is a trip cancellation made less than one-half-hour (30 minutes) notice.

Free Pass
Trips on the conventional service will be provided free of charge to all specialized transit registrants. Specialized transit registrants who wish to ride conventional transit must be able to embark and disembark the conventional bus independently. Customers that cannot embark and disembark the conventional bus in a timely manner shall provide their own support person. The personalized identification card will be valid for free service on conventional buses. The City of Woodstock encourages specialized transit users to use conventional service without fear of reprimand or effect on specialized transit eligibility.

Oxygen User
A registrant on the service who requires the use of oxygen while traveling.

Registrant
A registrant is a Customer of the service who has met the service eligibility criteria as set out in the registration process.

Service Area
Service area is the area in which all trips, origins and destinations, must be located. The current service area shall be within the boundary of the City of Woodstock.

Service Description
The service is described as a shared-ride “door to door” service. The driver must see that the Customer is safely inside the outermost door at their destination. The Customer is responsible for ensuring there is an attendant available at the destination if required.

Service Hours
Service hours are listed as the first pick-up time to the last pick-up time based upon the weekday, weekend and Statutory Holiday levels of service. Service hours shall be Monday through Friday from 6:00 a.m. through to 10:00 p.m. and Saturday from 8:00

a.m. through to 10:00 p.m. Specialized transit service hours shall be consistent with hours of service of conventional transit.

Service Provider
A Service Provider is either the City or a contractor who provides the vehicle and driver for the service.

Scheduled Time
The time of your pick-up that appears on the driver's schedule. Please note: this time may be altered by up to ten (10) minutes in either direction of your booked time. (An 8:10a.m. booked time could end up being a scheduled time anywhere between 8:00a.m. and 8:20a.m.).

Shared Ride
The time of your pick-up that appears on the driver's schedule. Please note: this time may be altered by up to ten (10) minutes in either direction of your booked time. (An 8:10a.m. booked time could end up being a scheduled time anywhere between 8:00a.m. and 8:20a.m.).

Subscription Booking
A subscription booking is any trip request that is consistently required on a regular basis (for the same day or days, same time and same destination) and can be automatically scheduled each week, bi-weekly or monthly. For further clarification see section VII.

Trip Planning
Trip planning provides participants with the necessary knowledge for making use of the accessible fixed-route services. Included in the information material is planning an accessible fixed-route trip, reading related schedules, recognizing bus numbers and stops, boarding and de-boarding accessible conventional busses, and safety.

Travel Training
Travel Training provides a higher level of support offered to people who need more rigorous support to learn to use accessible conventional fixed-route transit to complete their daily travel.

Visitor
A visitor is a non-resident of the City of Woodstock, visiting the city for a short period of time who wishes to access the service. Visitor registration is by means of the individual providing proof that they are registered users in their "home" municipality to the City Clerk's Department. Such visitors will be provided with a temporary identification card.

III-Roles and Responsibilities

Woodstock Transit Division, with the assistance of the Clerk's Department, is responsible for service and contract management, which includes, but is not limited to, the following:

- Administer registrations (new and renewals), including ensuring eligibility criteria is satisfied.
- Administer/monitor the Service Provider's performance with respect to all terms and conditions of the contract, including but not limited to, those issues dealing with service hours, vehicle utilization (dedicated and non-dedicated), vehicle maintenance, customer service and system reporting.
- Administer a system for the processing of all related Customer contacts, i.e. complaints, commendations, inquiries, etc.
- Report on service performance.
- Complete all financial reporting, including preparation of annual budget and budget performance reports.
- Make recommendations respecting fare levels and the nature and extent of service to be provided.
- Maintain management information systems related to the delivery of specialized services.
- Keep all personal information of registrants confidential in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

Service Provider

The role of the Service Provider is to provide and operate vehicles (lift-equipped and non-lift-equipped) and automobiles including responsibility for the drivers in accordance with the terms and conditions of the respective contract.

Contacts

Woodstock Transit Supervisor/City Clerk's Department
Specialized Transit Services
Box 1539, Woodstock, ON
N4S 0A7
(519) 539-2382 ext. 2510
TTY: (519) 539-7268

IV-Customer Service

Policy issues and/or unresolved problems relating to the delivery of the specialized transit service are to be brought to the attention of the Clerk's Department (519) 539-1291.

Any Customer of the service can request information and clarification regarding policies by contacting the City of Woodstock Clerk's Department (519) 539-1291. Immediate service problems are to be reported to the Transit Supervisor at (519) 539-1291.

V-Eligibility

General Statement

Residents of Woodstock with functional disabilities which prevent them, on a regular basis, from being able to use Woodstock's regular, accessible fixed-route transit service, may be eligible for some form of specialized transit services. There shall be three categories of eligibility; those being:

- Unconditional-A person with a disability that prevents them from using conventional transportation services
- Temporary-A person with a temporary disability that prevents them from using conventional transportation services
- Conditional-A person with a disability where environmental or physical barriers limit their abilities to consistently use conventional transportation services such as persons with a visual disability, persons who use canes, crutches, walkers etc. as winter conditions (December 1st to March 31st) such as ice and snow prevents the safe usage of the mobility equipment, or persons with disabilities that may have periods of recession.

Appealing Eligibility

If an applicant is denied eligibility to specialized transit services, the applicant can appeal the decision in writing to the Woodstock Accessibility Advisory Committee, Box 1539, 500 Dundas Street, Woodstock, Ontario. A decision regarding an appeal will be made within 30 calendar days of receipt of the complete appeal or the applicant shall be granted temporary eligibility until a final decision is made.

Students

Students attending elementary or secondary schools or other Educational Institutions, including Special Educational Facilities or Treatment Facilities, will be eligible for the specialized transit service for trips other than those associated with school purposes unless the students are responsible for providing their own transportation. Regular transportation to and from the Educational Institution is the responsibility of the Educational Facility.

VI-Registrations

Pre-Registration

All Customers must be pre-registered. Applicants must call Woodstock City Hall at (519) 539-1291 or write to Woodstock City Hall, Box 1539, 500 Dundas Street, Woodstock, Ontario, N4S 0A7 to have an application form sent to them. Alternately, the application form may be downloaded from the City of Woodstock website at www.cityofwoodstock.ca

Application Form

The completed application and medical forms are to be returned to Woodstock City Hall for consideration of approval. Eligibility will be determined within 14 calendar days of receipt of the complete application form at Woodstock City Hall or the applicant will have temporary eligibility until a decision is made. If services are required earlier than 14 days due to an emergency situation, please contact the Clerk's Department at (519) 539-1291. No fee will be charged for applying for Specialized Transit Service. Upon the request of the applicant, the City of Woodstock will make available all application forms and eligibility information in accessible formats.

Telephone Interview

The application is reviewed and if more information is required, the applicant may be contacted for a follow-up telephone interview or an in person interview. The points of concern will be given to the applicant in advance.

Notice of Assessment

If there are questions regarding eligibility, an appointment for an assessment may be arranged.
If the assessment deems that an applicant does not qualify for specialized transit services, the applicant will be notified in writing.
The applicant may appeal the decision.

Identification Card

Approved applicants will be sent a numbered identification card. This card must be shown at the commencement of each trip to the driver.

Special Accommodations

Any special accommodation requests should be recorded in the appropriate area on the application form (i.e. special seating requirements, air conditioning). Special accommodation will be addressed when possible; noting the ability to address all situations is limited by the capacity of the service.

Attendant Requirement
A registrant may be required, as determined through the registration process, to have a person travelling with them. The person travelling with the registrant is referred to as an "Attendant". The identification card issued to the registrant will provide the information for the attendant to travel for free on the Woodstock fixed-route service or Para-transportation service.

Woodstock Identification Card
The identification card is the property of the registrant and both the attendant and registrant must adhere to its terms and conditions. The attendant may ride free on the accessible fixed-route transit service anytime when accompanying the specialized transit registrant.

Companions Allowed
Subject to vehicle capacity, registrant may have people travel with them on the service. These people are referred to as "Companions". The registrant will have to indicate at the time of booking the trip how many Companions are travelling. Companion travel is restricted based on vehicle capacity. All Companions must pay the prevailing fare with the exception of children under the age of five (5).

Visitor Registration
A Visitor is a non-resident of the City, visiting the City for a short period of time, wishing to access the service. Visitors can register by providing proof of registration for Specialized Transit in the municipality in which they live to City Hall.

VII-Bookings

Demand Bookings
All bookings are made on a "first come, first serve" basis.

Subscription Bookings
A permanent booking arrangement for service for registrants who travel on a regular pre-determined basis to and/or from a destination such as work or post-secondary school or certain medical purposes can be automatically scheduled each week. In addition, this includes one personal subscription booking (going and return) per week. The following applies to subscription bookings:

- Shall be limited to work, post-secondary school and certain medical appointments and one personal booking per week.
- Must be a minimum duration of 4 weeks.
- May be put on "hold" for a maximum period of 4 weeks for periods of vacation or sickness.

- Upon 1 week notice by the Customer, the subscription service may be reactivated.
- Any request resulting in a subscription booking being held for a period longer than 4 weeks will be subject to review by the Woodstock Transit Supervisor.
- Any subscription trip, which the Customer has advised the Woodstock Transit at least 4 days in advance, is not required, will not be considered as a cancellation.
- Repeated cancellations may result in loss of subscription booking.
- The established destination of a subscription booking may, upon request, be altered providing change is within reason and can still be accommodated by the scheduled vehicle.

Booking Changes

Bookings, modifications or cancellations of trips may be made by anyone representing a registrant based on the understanding that all such bookings, modifications or cancellations are the sole responsibility of the registrant.

VIII-Trip Cancellation

Given the high demand for the service, it is critical for Customers to call and cancel any trips they do not require. Customers are encouraged to cancel a trip as soon as they are aware it will not be required.
Scheduled trips not cancelled at least 3 hours before the scheduled pick-up time will be recorded as a “late cancellation”. Scheduled trips not cancelled at least one-half hour before the scheduled pick-up time will be recorded as a “no-show”. Excessive late cancellations and/or no-shows could result in suspension of an individual’s registration. Specialized Transit is not available on a Statutory Holiday. The Statutory Holidays include New Year’s Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day.

IX-Return Trip-Medical Professional Trips

Whenever possible, a return time can be booked. If an appointment is completed ½ half hour or more before the scheduled pick-up time, the registrant is to call and advise the dispatch service, and they will be accommodated accordingly. If an appointment is running late, registrants should call the booking line to cancel trips that cannot be met and callback when ready to take a trip. The registrant will not be charged for a late cancellation.

All major medical facilities, agencies, and senior’s residences that may assist Customers with booking medical appointments will be provided with this important information.

X-Customer Code of Conduct

Customer Behavior

Specialized transit is a pre-booked, shared ride transportation service; accordingly all Customers are expected to conduct themselves in a manner respectful of other Customers, the driver and the safe delivery of service.

- Customer behavior that is disruptive to the delivery of the service and/or other Customers will not be tolerated; this includes but is not limited to vandalism, inappropriate language, general rowdiness and/or personal interference with other Customers and/or the Driver.
- Customers are required to adhere to all policies, procedures and/or rules governing the provision of the service. For clarification and without limiting the generality of the foregoing, the following will apply with respect to Customer behavior.
- Customers are to remain seated while the vehicle is in motion.
- Customers are to present the proper fare to the Driver. Drivers will retrieve fares that are attached to mobility devices provided they are readily accessible. Drivers are not required to obtain the fare from the Customer's person.
- Customers are to adhere to Driver instructions regarding boarding and de-boarding the vehicle.
- Customers requiring attendants, as confirmed by the Woodstock Transit, must ensure the attendant is present for all trips on the service.
- Smoking on the vehicle is prohibited (consistent with City of Woodstock by-law).
- The number of parcels, luggage, etc. is limited to that which can be accommodated by the Customer without assistance.
- Customers are prohibited from interfering with the operation of the vehicle including all ancillary equipment attached to the vehicle, e.g. radio, lift equipment, etc.
- Customers will not distribute literature, or other such items, on the vehicles.
- All Customers must wear shirts and shoes when using the service, unless the latter are not worn for medical/health reasons.
- Customer conduct/behavior that is contrary to Woodstock Specialized Transit Policies will not be tolerated and could result in the Customer being suspended from the service.
- Incidents that are contrary to the above are to be brought to the attention of Woodstock Customer Service and will be responsible for the investigation of the incident and for taking the appropriate action.

XI-Administration of "No Shows"

No-Shows – Maximum

The following will apply with respect to no-shows:

At the time of no-show, the Driver must make his/her presence known (knocking, buzzing) or make sure the vehicle is parked in a place visible by the entrance of the pick-up location.

The Driver will indicate on the Driver's sheet each no-show that occurred for the respective Customer.

Warning - First Notice
Any Customer with at least three recorded "no-shows" within any one month period will be sent a letter advising that continued "no-shows" is considered to be misuse of the service and that the Customer's record must improve. Customers are invited to respond to a first notice.

Warning - Second Notice
Should any Customer's record of "no-show" not improve in a month during a 6 month period following the first notice letter, a second letter will be sent advising that the "no-show" record has not improved, and continued unfavourable "no-shows" will effect a suspension for the Customer's registration. Customers are invited to discuss this notice with administration.

Suspension Notice
Should any Customer's record of "no-show" not improve in a month during a 6 month period following the second notice letter, a notice of a 10 business day suspension will be sent advising of the effective date of the suspension from service. Customers who have had their registration suspended will have the right to appeal the suspension to the Woodstock Accessibility Advisory Committee (request in writing within 10 days of receipt of the notice of suspension) to the Woodstock City Hall, Box 1539, 500 Dundas Street, Woodstock, Ontario.

XII-Administration of "Late Cancellations"

The following will apply with respect to late cancellations:

Warning - First Notice
Any Customer with at least four recorded "late cancellations' within any one month period will be sent a letter. The intent of the letter is to inform the customer that a continued high rate of "late cancellations" is considered to be a misuse of the service and that the Customer's record must improve. Customers are invited to respond to the first notice.

Warning - Second Notice
Should any Customer's record of "late cancellations" not improve in a month during a 6 month period following the first notice letter, a second letter will be sent advising that any further record of "late cancellations" will effect a suspension of the Customer's registration. Customers are invited to discuss this notice with administration.

Suspension Notice
Should any Customer's record of "late cancellations" not improve in a month during a 6 month period following the second notice letter, a notice of a 10 business day suspension will be sent advising of the effective date of the suspension from service.

XIII-Administration of "Subscription Trip Cancellations"

The following will apply with respect to subscription trip cancellations:

Warning - First Notice
Any Customer with a high record of "subscription trip cancellations" within any one month period will be sent a letter. The intent of the letter is to inform the Customer that a continued high rate of "subscription trip cancellations" is considered to be a misuse of the subscription service and that the Customer's record must improve. Customers are invited to respond to the first notice

Warning - Second Notice
Should any Customer's record of "subscription trip cancellations" not improve in a month during a 6 month period following the first notice letter, a second letter will be sent advising that a continued high rate of "subscription trip cancellations" will result in permanent cancellation of the subscription trip(s). Customers are invited to discuss this notice with administration.

Subscription Trip Cancellation
Should any Customer continue to cancel the subscription trip(s) at a high in a month during a 6 month period following the second notice letter, they will be notified that the subscription trip(s) has been permanently cancelled.

XIV-Suspension from Service

Unless specified elsewhere in this document, should any Customer's record of incident not improve after a third warning, the Woodstock Transit will give consideration to the suspension of the Customer's registration.

- 1st Letter of Warning
- 2nd Letter of Warning

- 1 Week Suspension
- 2 Week Suspension
- 1 Month Suspension

XV-Service Area

The service area is defined as the area within the City of Woodstock boundaries.

XVI-Service Hours and Fares

Specialized transit hours will be equivalent to conventional transit hours.

Day	First Pick Up	Last Pick up
Monday – Friday	6:15 a.m.	9:45 p.m.
Saturday	8:15 a.m.	9:45 p.m.

Dispatch Services will be available during the hours of:

Monday - Friday	8:30 a.m. to 7:00 p.m.
Saturday	9:00 a.m. to 7:00 p.m.

Registered users must call (519) 539-2382 extension 2510 (TTY: (519) 539-7268) to book a ride. Voicemail services will be available outside of regular hours.

The determination of the service levels, hours and fares rests exclusively with Woodstock City Council.

XVII - Service Guidelines

Time of Pick-Up

The Driver will knock or buzz when they arrive at a residence unless otherwise requested by the Customer. Customers are encouraged to board the vehicle as soon as possible once it has arrived so that the service can be as efficient and flexible as possible.

The service provider shall be allowed to arrive at a pick-up point up to 10 minutes before the scheduled pick-up time and up to 10 minutes after the scheduled pick-up time.

Waiting time: If a service delay exceeding 30 minutes occurs, the dispatcher will call all affected customers to inform them of the delay. If a customer wishes to be contacted via a method other than the telephone, they must inform the Clerk's Department at (519)

539-1291. If a Customer does not wish to wait and makes other arrangements for transportation, they are asked to call and inform the dispatch service.
Leaving Pick-Up Point: When a Customer is not at the designated pick-up area, Drivers shall not leave a pick-up point prior to five minutes past the booked pick-up time unless the Customer has boarded.

Driver Assistance

Door to Door
Drivers shall assist Customers from “door” to “door”. Drivers must see that the Customer is safely inside the door at their destination.

Assistance (Steps and Ramps)
Driver assistance to the door will be provided, upon request, if the assistance can be provided in a safe and effective manner for both the Customer and the Driver.

Responsibility for Operation for the Vehicle
The Driver “at all times” is responsible for the safe and effective operation of the vehicle. This includes operating speeds and routing (consistent with Driver schedule), passenger safety, health, comfort, and securement.

Customer Request - "In Service"
Drivers may, upon request by the Customer, adjust vehicle speed and routing giving consideration to the safety, comfort, health, and security of all passengers.

Operation of Personal Lifts
The Driver will not operate a lift at a Customer’s residence. Customers, or their support person, are required to operate personal lifts.

Entering the Customer's Residence
Drivers do not enter Customer’s residence; however, the driver will help a Customer from “door to door”.

Packages - Assistance
Drivers will, on request, assist passengers with packages/groceries to their door. In the case of an apartment building this would mean assisting with items only to the front door of the apartment building. Arrangements should be made for someone else to assist an individual who is unable to independently carry on packages.

Multi Access Facilities
For some locations with more than one entrance, the dispatch service will indicate the location that has been designated for pick-up and drop off.

Notwithstanding the above, special arrangements may be made at the time of booking for an alternate drop off or pick-up location as long as the alternate location provides for the safety of the Customers and may be used by specialized transit vehicles without violating parking or similar regulations.

Where there is no designated pick-up location at a multi access facility, the pick-up location should be arranged at the time of booking.

Vehicles Unattended
At no time are the vehicles to be left unattended while Customers are on board unless assisting a Customer to the entrance. The Driver must have the vehicle in sight and in close proximity.

Refueling of Vehicles
There will be no refueling of vehicles while Customers are on board.

No Smoking Permitted
NO SMOKING signs will be installed in an appropriate place on each vehicle and the NO SMOKING rule shall be enforced and adhered to by the vehicle operator and specialized transit Customers.

Customers Requiring Oxygen
Persons requiring oxygen while in transit will be considered eligible provided the oxygen system is appropriately secured.

Customers with Scooters
Customer's using a 3-wheel scooter with or without guide wheels are required to transfer to regular Para-Transit vehicle seats during transit. In the case where a Customer is unable to do so unassisted, the customer must be accompanied by an attendant to assist. Specialized Transit Drivers will not assist with the transfer. Customer's using a 4-wheel scooter have the option to transfer to regular Para-Transit vehicle seats during transit as long as it is physically possible for the Customer to do so with minimal assistance from the Driver.

Wheelchairs and Other Equipment
Service can be denied to any Customer for the following safety reasons:

- Any wheelchair or similar type vehicle which, in the opinion of the service provider, cannot be accommodated safely on the lift/ramp or in the vehicle;
- Any such wheelchair or similar type vehicle that cannot be completely controlled by the Customer (there may be circumstances where a Driver may help a person if requested);
- Any such wheelchair or similar type vehicle which, in the opinion of the service provider, is in poor condition, e.g. flat tires.

Child & Infant Care Seats

As per the Highway Traffic Act, infants and children must be transported in a secured, approved child-restraint system.

Infants – (weighing less than 9 -36 kilograms) must be secured in a rearward-facing child restraint system that conforms to the requirements of Standard 213.1 under the *Motor Vehicle Safety Act* (Canada).

Customers will be responsible for the provision of an infant seat which meets the above criteria.
Children – (weighing between 9 and 36 kilograms) will be secured in a child restraint system that conforms to the requirements of Standard 213.1 under the *Motor Vehicle Safety Act* (Canada).
Drivers will not be responsible for securing infants/children travelling on board specialized transit vehicles or for providing the safety device.

Drivers will not be responsible for lifting/removing infants/children to and from the appropriate seating.

XVIII-Driver Code of Conduct

As per the Highway Traffic Act, infants and children must be transported in a secured, approved child-restraint system.

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Motor Vehicle Safety Act (Canada).

Drivers will not be responsible for securing infants/children travelling on board specialized transit vehicles or for providing the safety device.

Drivers will not be responsible for lifting/removing infants/children to and from the appropriate seating.

Drivers are to conduct themselves as professional transportation providers. Driver conduct/behaviour that is contrary to expectations will not be tolerated and could result in the Driver being suspended from operation.

If a driver is running more than 30 minutes behind the scheduled times according to the Driver's schedule, they are required to contact their supervisor so that arrangements can be made to inform the customers.

Incidents that are contrary to the above are to be brought to the attention of the Woodstock Transit Supervisor. The Woodstock Transit Supervisor will be responsible for the investigation of the incident and taking the appropriate action.

Driver Procedural Guidelines

- Exit the vehicle and greet each passenger
- All drivers will provide passenger assistance in boarding and disembarking the vehicle
- Passenger assistance may include guiding them to the vehicle, lending a steady arm for balance in entering and exiting the vehicle
- Follow the passenger up the ramp to ensure their safe entrance onto the Para-transit vehicle
- Assist them to a seat and ensure the seat belt is secure. Use four (4) tie-downs to secure a wheelchair
- Be aware that on occasion a passenger may need to make an unscheduled stop due to the nature of their disability
- Always come to stand in front of the individual as they exit the vehicle
- Offer support, if accepted, with a hand on their walker or arm if they have a cane, it will ease fears that they may lose their balance and fall
- Back a wheelchair down the ramp. Passengers feel less vulnerable to falling from their chair.
- Drivers will on request assist passengers with packages/groceries to their door. In the case of an apartment building this would mean assisting with items only to the front door of the apartment building.

IXX-Fares

Fares for specialized transit shall be consistent with fares charged on conventional transit, including all passes (with the exception of transfers).

XX-Para-transportation Services Standards

Service Characteristic	Service Standard
Trip Coverage/Trip Denials **An un-accommodated trip is when Para-transportation cannot schedule a trip within one hour before or one hour after the desired pick up. A trip is denied if pickup cannot be accommodated within this time window or if the customer does not have the flexibility to travel at another time**	**The Para-transportation program shall accommodate 100% of all trips requested by eligible registrants (within the recommended parameters including 24 hour advance booking requirement)**
Span of Service	**Para-transportation services will operate hours of service and days of the week equivalent to the conventional service**
On-time Performance	**All vehicles shall arrive at the pick-up points no earlier than 10 minutes before and no later than 10 minutes after the scheduled pick time, 95% of the time**
Maximum Travel Times	**The maximum time any passenger is aboard a para-transit vehicle shall not exceed 1.5 times the travel time it would take to make a comparable trip on conventional transit, 100% of the time**
Cancellation and No Shows	**The objective is to have no more than 5% of the scheduled trips cancelled by the passenger up to one hour before the pickup and to have no more than 2% no shows within 5 minutes of scheduled pick up time window**
Complaints	**The objective is to keep complaints to an absolute minimum but not to exceed 1 complaint per 1000 passenger trips on average on an annual basis**
Service Utilization Standards	**The vehicles dedicated to the Para-transportation service should achieve a minimum utilization or productivity level of 3 passengers per revenue hour on a daily basis on average**
Door to door service	**Passenger assistance to any trip origin or destination will be limited to inside the first set of accessible doors**

Revision Date	Rev. #	Revision Particulars
13-Aug-09	00	Issued
12-Jul-12	01	Updated hours, single dispatch, new applications to be completed
1-Nov-12	02	Various
16-May-13	03	To take effect January 1, 2014 – XVI-Service Hours and Fares – Dispatch Hours of Operation - Saturday
2-Aug-16	04	Update Service Hours and Dispatch Hours
12-Jul-18	05	Removed Para Transportation Appeals Committee and replaced with Woodstock Accessibility Advisory Committee