

Please become familiar with the information in this brochure. It will allow us to provide a safe and enjoyable ride when needed.

Eligibility/Registration

Mobility Bus is a shared ride service for physically challenged individuals, regardless of age, who have mobility impairment, and are unable to access Stratford City Transit. It is necessary to register prior to using the service. Please call our office (519-271-4000) for a registration form. Mobility Bus allows for temporary or seasonal service. We provide service from accessible door to accessible door.

Hours of Service

First Pick-Up / Last Pick-up

Monday-Friday 6:20 am - 9:40 pm
Saturdays 6:20 am - 7:40 pm
Sundays 9:00 am - 4:00 pm

No service on Statutory Holidays.

Fares

(as of September 1, 2017)

Single One-Way Ride	\$ 2.75
10-Ride Card (no expiry)	\$25.00
30 Day Pass – Regular	\$65.00
Students/Seniors/Affordable	\$55.00

Booking Rides

Call the Dispatcher:

Monday-Friday: 8:00 am -12:00 pm
or 1:00 pm-7:00 pm.

Saturdays: 9:00 am - 12:00 noon or
1:00 pm-5:00 pm.

Office is closed on Sundays.

Reservations will be accepted up to two weeks in advance, preferably received before 6:00 pm the day prior to service. Same day service requests will be accommodated when possible.

The answering machine is active when the office is closed or the phone line is in use. You may use the answering machine for same day cancellations or other messages. PLEASE DO NOT BOOK NEW RIDES ON THE ANSWERING MACHINE.

Clients who have hearing loss or are non-verbal may request a trip by email at any time. **On weekends only**, when our office is closed, all clients may **request a trip for the next day only** by email. See the Parallel Transit website for details:

<http://www.stratfordcanada.ca/en/live/here/paralleltransit.asp>

Pick-up and Travel Policies

- Plan enough travel time to and from your appointments.
- Please be ready at least 5 minutes in advance of your scheduled pick-up time. Due to unforeseen circumstances, our buses may run up to 10 minutes late after your scheduled pick-up time as we are a Shared-Ride System and the bus may be picking up other passengers on route.
- You could be on the bus up to 30-45 minutes.
- Wait for your ride at the accessible door at your pick-up location (for example, the lobby of an apartment building or medical facility).
- For your safety, and the safety of our drivers, please ensure that the driveway, sidewalk, and stairs are kept clear of snow and clutter.
- The driver will wait 5 minutes past the scheduled pick-up time. If you are not ready the driver must proceed to the next scheduled call. You will be charged for the missed trip.
- When attending medical appointments, please book the return ride allowing for the possibility of the appointment running late. It can also be helpful to inform the receptionist you are using the Mobility Bus and the time your bus is returning. If your appointment finishes early, you can call the office and we may be able to pick you up sooner.
- All wheelchairs and scooters MUST back onto the lift. If you need assistance, please ask the driver. They are happy to help.
- For safety reasons, each rider must use the passenger restraint system provided in the bus. Passengers using electric scooters must transfer to a seat on the bus. Drivers are not permitted to assist you in transferring. If you cannot transfer from your scooter, we will need a signed medical release from your doctor.
- When you are purchasing a wheelchair, please make sure it is suitable for travel on the bus. We use Q-Straint tie-downs.

No Smoking is permitted in or near the Mobility Bus.

Steps

Our drivers are permitted to help wheelchairs up one step only (this does not include electric wheelchairs or scooters). Make sure that where you are going is wheelchair accessible. If you are considering adding a ramp to your house or business, please call us for a copy of the City-approved guidelines for ramps.

Cancellations / No Shows

If there is a change in your plans, you must call to cancel before the bus arrives. To cancel rides in the evening Monday–Friday, you must call before 7:00 pm. To cancel rides for Saturdays outside our office hours you must cancel before 6:00 am or before 5:00 pm for evening rides.

Sunday's cancellations must come before 8:30 a.m. If you do not cancel a ride you will be charged for it (even if you have a 30-day pass). If you are a no-show, your return trip will be automatically cancelled.

Attendants

If assistance is required to carry articles such as groceries (drivers will assist you with up to three bags or equivalent, grocery carts that you purchase are allowed on the bus), or to overcome obstacles such as stairs, you should have an attendant with you, or have one present at your departure and arrival point. This must be arranged by the rider. Attendants ride free (one per rider). If the attendant is picked up and dropped off at an alternate location, an additional ride fare will apply.

Registered riders may not serve as attendants. Anyone accompanying you, other than an attendant, must pay the fare.

Charter and Out of Town Transportation

The Mobility Bus may be chartered for transportation within and outside the City of Stratford, depending on availability of vehicles. Trips can be arranged for groups or individuals. For more information and current rates, please contact the Parallel Transit Office.

If you need more information or have questions or concerns that cannot be addressed by the Dispatcher or Driver Coordinator, please ask to speak to the Transit Manager.

Mailing Address

City of Stratford
Community Services Department
Parallel Transit Division
60 Corcoran Street
Stratford, Ontario
N5A 1V7

Donations are greatly appreciated.

Please make cheques payable to the City of Stratford.

Serving Stratford since 1975



MOBILITY BUS



Shared Ride System

519-271-4000

OFFICE HOURS

Monday-Friday

8:00 a.m.-12:00 pm
1:00 p.m.-7:00 p.m.

Saturdays

9:00 a.m.-12:00 noon
1:00 p.m.-5:00 p.m.

**Closed Sundays
and Statutory Holidays**