

# **Loyalist Township Accessible Transportation Amherstview Route 10**

## **PROGRAM GUIDE**



# Loyalist Accessible Transportation

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## Mobility Mandate

Loyalist Township is committed to providing accessible transit services to areas that are currently being serviced by traditional transit. In keeping with this mandate Loyalist Township is partnering with Amey's Taxi and Modern City Taxi to provide accessible transit services to residents living within the transit area that is served by the Kingston Transit Route #10 bus. The details of operation and how to apply are as follows.

## Register For Mobility Services

### How to apply

Visit [www.loyalist.ca\transit](http://www.loyalist.ca\transit) to obtain an application form or call us at 613-386-7351, ext. 116.

1. Complete "Part A: Applicant Information" (pages 8-15): This section contains contact information for the applicant, and questions about the applicant's medical conditions and how they impact the applicant's ability to use conventional transit. This is to be completed by the applicant, or a designate, acting on their behalf. This part also includes your consent for Loyalist Township to contact your healthcare professional for additional information or clarification if required.
2. Have your Healthcare Professional complete "Part B: Healthcare Professional Certification" (pages 16-21). Part B must be received by Loyalist Township within 3 months of the date the healthcare professional completes the form.
3. Return parts A & B to Loyalist Township via one of the following methods:
  - a) Scan (PDF format only) and e-mail to: [lat@loyalist.ca](mailto:lat@loyalist.ca)
  - b) Upload (PDF format only) to [www.loyalist.ca\transit](http://www.loyalist.ca\transit)
  - c) Mail/deliver to: Loyalist Township, 263 Main St, Box 70, Odessa, ON K0H 2H0.

## **Please Note:**

- Any fees charged by your Healthcare Professional for completion of the forms are the responsibility of the applicant. **Your Healthcare Professional cannot guarantee eligibility.**
- Only applications with both Parts A & B fully completed will be considered for approval. Illegible applications (including Part B: Healthcare Professional Certification) will not be processed and will be returned to the applicant.
- Applicants may be required to attend an "Eligibility Assessment" at Loyalist Township's office. There is no cost for the assessment, and free transportation is provided. Should an applicant require an assessment, Loyalist Township will contact the applicant for scheduling. Loyalist Township is not responsible for any delays to determining an applicant's eligibility if they are unable to attend the assessment. If you use mobility aid(s), please bring the aid you will be using for the majority of your trips to the assessment. Refusal to attend an assessment will result in the application being declined.

**Registration may take up to 14 days upon Loyalist Township receiving the fully completed application package, and the applicant attending the Eligibility assessment (if required).** All applicants will be contacted via letter regarding the determination of their eligibility. Successful applicants will be required to provide a passport style photo for your Accessible Transit pass.

## **Who Qualifies?**

In order to become a registered passenger of Loyalist Township's Accessible Transportation Service, a person must: Be a resident of Loyalist Township, living within the transit area that is served by the Kingston Transit Route # 10 bus AND have a disability as per the Integrated Accessibility Standard (Ont. Reg. 199/11) and Accessibility for Ontarians with Disabilities Act 2005 (A.O.D.A.) which prevents the person from using conventional fixed-route transit services offered by the City of Kingston through Kingston Transit. Loyalist Township has a service agreement with Kingston Transit to operate Route # 10.

Eligibility for Loyalist Township's Accessible Transportation Service is considered on a case-by-case basis and is based solely on the applicant's disabilities and medical conditions preventing them from using the Route # 10 bus and other Kingston Transit services.

You may be able to use Kingston Transit's conventional service for some or all trips, as all Kingston Transit vehicles are equipped with the following accessible features:

- "Kneeling" ability to lower the bus level with the curb for easier boarding.
- Access ramps which can be deployed upon request for easier boarding and exiting.
- Designated wheelchair securement areas. Kingston Transit bus operators will secure all wheelchairs using securement straps at time of boarding.
- Audible and visual announcements indicating bus route and next bus stop.
- Designated priority seating at the front of the bus for those with disabilities.

Passengers with concerns regarding the bus departing before they are seated can request the driver upon boarding that they not depart until you are seated.

Kingston Transit offers "travel training" on accessibility features and bus routes to those with disabilities. A handbook "Guide to Kingston Transit Accessible Services" is available to provide information on accessibility features. For further information on Kingston Transit accessibility features please contact the City of Kingston's customer service centre at 613-546-0000.

## Eligibility is not based on:

- Age, or a specific health condition.
- Loss of driver's license, inability to drive, or not having a personal vehicle.
- Kingston Transit services not being offered in the area of the applicant's pick-up/drop-off locations (e.g. distance from applicant's residence to nearest bus stop), lack of sidewalks in area, unwillingness and/or reluctance to use Kingston Transit service
- Financial need including inability to pay for taxis (please note: ODSP recipients are not automatically eligible for Loyalist Township's Accessible Transportation service).

## Categories of eligibility:

Loyalist Township offers three categories of eligibility consistent with the Integrated Accessibility Standards Regulation (IASR O. Reg 191/11) and the Accessibility for Ontarians with Disabilities Act (AODA) 2005.

- a) Unconditional Eligibility – Applicant has a disability which prevents them from using Kingston Transit services (Route 10) on a permanent basis.
- b) Temporary Eligibility – Applicant has a temporary disability (e.g. broken leg) that prevents them from using Kingston Transit services (Route 10) for a defined period of time.
- c) Conditional Eligibility – Applicant has a disability where environmental or physical barriers limit their ability to consistently use Kingston Transit services (Route 10). An applicant who qualifies for conditional eligibility may be able to use conventional transit for part of their trip, but may also qualify for Loyalist Township's Accessible Transportation Service under specific circumstances (e.g. winter weather conditions, travel to a non-accessible location).

## Companions & Support Persons:

Passengers may have one companion OR support person travel for free. Multiple companions may be accommodated in an accessible van, up to the manufacturer's rated capacity of the vehicle, where a seatbelt for each occupant is available. At the time of booking, inform of the number of persons travelling with you. **While a companion is permitted, the primary purpose of any travel is to accommodate the needs of the registered participant only.**

Loyalist Township's Accessible Transportation Service is not an attendant care service. If you require a "support person" during transportation to assist with communication, mobility, personal care, or medical needs, this person must be provided by you. Accessible taxi drivers cannot provide special medical assistance to passengers (e.g. feeding tubes, administering medication such as inhalers). Please note:

- The person travelling as a support person must always be capable of meeting the needs of the passenger during transportation.
- If you or your healthcare practitioner indicates that you need a support person, this will apply to all trips and destinations you travel to/from.

Passengers who document as having seizures may be required to travel with a support person.

## Passengers who cannot be left alone at destination:

If the passenger can travel on the accessible taxi unattended; however, cannot be left unattended at their destination please indicate on page 14 and 20 of the application form. The passenger may travel independently but a caregiver must be at the destination to receive the passenger. This designation will apply to all trips and destinations you travel to.

To avoid delays to the service, your caregiver is required to be at the destination when the vehicle arrives. If someone is not available to receive you, Loyalist Township reserves the right to require the passenger to travel with a support person at all times.

## Appeals

Applicants who are declined due to not meeting the eligibility requirements may appeal this decision. The applicant must submit an "Eligibility Appeal Form" within 30 calendar days from the date of the original eligibility decision letter. Contact Loyalist Township to obtain the form. The appeal will be heard first by a subcommittee of Loyalist Township's Senior Management Team. Should the appeal be declined by the subcommittee, the applicant may request a further appeal to an independent arbiter appointed by Loyalist Township. No subsequent application may be filed until 6 months after the date of the final appeal decision unless evidence of material change in circumstances is provided with a new application.

## Cost of Service

Effective April 1, 2025 the fare for Loyalist Township Accessible Transit is \$3.50 per registered passenger. A companion or support person may travel with the registered passenger, free of charge.

## Service Area

The service area is generally described as the transit service area of Amherstview together with the geographical area bounded by Lake Ontario to the South, Highway 401 to the North, Highway 15 to the East and Collins Bay Road and Bayridge Drive to the West, all within the City of Kingston as illustrated on the attached map titled "Accessible Transportation Service Area".

For registered Clients travelling outside the service area, the client shall pay the current subsidized fare (at the time of the trip) plus the metered fare from the boundary, as confirmed by the attached map, to the destination. The meter shall be turned off at the boundary and restarted to the destination; this is the client's responsibility to pay. If the client refuses to pay this amount, they will be refused service until the payment is made.

Registered Clients are not permitted to change their destination once the ride is booked and underway **nor are clients permitted to stop at a location on way to their destination, therefore stops on route that incur 'waiting time' are not permitted.** Clients requesting a destination change once the ride is booked and underway will be requested to provide payment for the cost of the deviation from the original destination. This is a cost borne by the Client.

## Booking

Registered clients may book an accessible taxi trip up to 2 days in advance. Same day reservations are also accommodated, based on availability. All trips are on a first-come, first-serve basis, based on availability.



To book a taxi reservation call:

**Amey's Taxi – 613-546-1111** and request to speak with an operator. (Do not use the automated booking system) To reach an operator, simply say 'operator' when prompted.

**Modern City Taxi – 613-546-2222**

When booking, please advise the operator that you are a Loyalist Accessible Transit client, provide your transit card #, the date & time of your reservation, the type of mobility device you will be using and if companions, service animal or domestic pet will be riding with you. If you are attending an appointment, also provide your appointment time to ensure sufficient time is factored into your pick-up time. Please also schedule your return trip, if necessary. Passengers travelling to locations with multiple entrances are requested to provide the exact drop-off/pick-up location, at the time of booking.

## Cancellation

To accommodate as many trips as possible, passengers need to provide as much notice as possible when cancelling a trip so that taxi company may attempt to accommodate other passengers. Should it become necessary to cancel your ride, please call taxi company booked, at the numbers provided. Be sure to provide your name, address, and the specific trip date you intend to cancel.

## Failure To Cancel

Excessive cancellations with less than 24 hour notice and/or failing to show for a scheduled booking may result in progressive actions up to and including limitations on booking privileges.

## Operations

### Vehicles

Accessible taxi vehicles are equipped with seatbelts and wheelchair restraint systems. All passengers are required to use the safety belts and restraint systems provided.

Passengers shall be able to book a 762mm (30 inches) or 838mm (33 inches) wheelchair accessible van.

### Mobility Devices

In the interests of safety, mobility devices must be in good condition. Otherwise, transportation will not be provided.

In the interests of your safety, if you ride a scooter, you will be required to transfer to a seat in the van for the duration of the trip. To be transportable your scooter must be able to be loaded and safely secured within the vehicle.

### Personal Luggage

Groceries, parcels, and other small items may be brought with you on the transportation service. Taxi drivers may assist passengers with carrying personal items to/from or on/off the accessible vehicle, if requested. Any fees applicable to this service are the responsibility of the passenger.



### Schedule

Accessible Transportation is available during the following times:

- **Monday to Friday from 6 am to 10:30 pm**
- **Saturday from 7 am to 9:30pm**
- **Sunday from 9 am to 7:30 pm**

## Rules for Using Loyalist Accessible Transportation

- Passengers are to be ready 5 minutes before their booked pick-up time. Drivers may arrive within a 'window' of 5 minutes BEFORE or AFTER your booked pick-up time. To ensure the schedule is not delayed, drivers are not required to wait more than 15 minutes for passengers, provided they arrive within the 'window' time.
- **Taxi drivers will assist passengers with safely entering and exiting the vehicle.** Passengers are to be ready at the exterior door with coats, boots, etc. already on.
- It is the responsibility of the passenger to ensure that laneways, driveways, ramps, etc. of residences (including multi-residence apartment units) are maintained in safe condition and clear of snow/ice. Failure to do so may result in transportation being denied.
- Personal items (i.e. luggage, parcels, groceries) are limited to those which the passenger, support person, or companion can handle without assistance from the driver and be safely secured by the passenger. Drivers may assist with carrying personal items to/from or on/off the accessible vehicle, if requested. Any fees applicable to this service is the responsibility of the passenger.
- Passengers travelling with a service dog or domestic pet must advise at the time of booking. Domestic pets must be leashed or in a carrier.
- Verbal abuse, physical abuse, or unacceptable behaviour on the part of passengers, those travelling with passengers, or those responsible for passengers, towards any Loyalist Township or taxi company employee (including drivers and office staff) will not be tolerated and may result in suspension of registration and police being notified.
- A replacement fee of \$10.00 will be charged for lost transit badges.

## Service Area Map

