

CITY OF OWEN SOUND
MOBILITY TRANSIT
POLICIES & PROCEDURES

October, 2016

Contents

1.0 Introduction	4
1.1 General Statement	4
1.2 Overview	4
2.0 Definitions	5
3.0 Roles and Responsibilities	7
4.0 Client Service	8
5.0 Eligibility	9
5.1 General Statement	9
5.3 Appealing Eligibility	10
6.0 Registrations	10
6.1 Pre-Registration	10
6.2 Application Form	10
6.3 How to Apply for Mobility Transit Service	10
6.4 Telephone Interview	11
6.5 Notice of Assessment	11
6.6 Identification Card	11
6.7 Support Person Requirement	11
6.8 Companions Allowed	11
6.9 Visitor Registration	12
7.0 Bookings	12
7.1 Booking Process	12
7.2 Demand Bookings	12
7.3 Booking Changes	12
8.0 Trip Cancellation	12
9.0 Return Trip-Medical Professional Trips	12
10.0 Client Code of Conduct	13
10.1 Client Behavior	13
11.0 Administration of “No Shows”	14
12.0 Administration of “Late Cancellations”	14
13.0 Suspension from Service	15
14.0 Service Area	15
15.0 Service Hours	15
16.0 Service Guidelines	16
16.1 Time of Pick-Up	16

16.2 Driver Assistance16
17.0 Driver Code of Conduct..... 18
17.1 Driver Procedural Guidelines19
18.0 Fares 20

1.0 Introduction

1.1 General Statement

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

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

The policies, procedures, and service delivery are in compliance with the Province's Accessibility for Ontarians with Disabilities Act (AODA) requirements.

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

Owen Sound City Council has final approval on all matters relating to the provision of the mobility transit services, including service levels, budget expenditure/revenue, the terms and conditions upon which the service is to be operated and the eligibility criteria for the Clients of the service. The Owen Sound Transit Division, with the assistance of the City Public Works and Engineering Department, which are the operational and administrative divisions within the City, administers the Mobility Transit services program.

1.2 Overview

Mobility Transit Services

Owen Sound's transit services encompass a range of service delivery options designed to meet the range of needs of the citizens of Owen Sound. The specialty service is provided for those who have a disability which prevents them, on a regular basis, from being able to use Owen Sound's accessible conventional fixed-route transit service.

Owen Sound's conventional fixed-route transit buses are all Accessibility for Ontarians with Disabilities Act (AODA) compliant. Every bus has a wheelchair ramp and tie-down locations to accommodate two wheelchairs or powered wheelchairs. Due to space restrictions, mobility scooters are not permitted on the accessible conventional transit buses.

In order to ensure that the service is available to those that need it, Mobility Transit applicants are required to demonstrate why they are unable to use the conventional fixed-route transit service.

2.0 Definitions

Accommodated Trip

Priority 1, medical, dental, professional, work & educational trips booked within one hour prior to the appointment. Return trip, one hour before or after requested time or on a “Will Call” basis.

Priority 2, all other trips within 2 hours before or after requested time.

All bookings must be made at least 24 hours in advance of travel time.

Ambulatory Client

A client or applicant who is capable of walking with or without an assistive device.

Booked Time

The time for a pick-up that is confirmed by the call taker on the phone when a trip request is made.

Cancelled Trip

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

Client

Defined to include eligible registrants of the service, accompanying support person and/or companion, and/or visitor.

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). Companions must board and exit the vehicle at the same time and place as the registrant.

Late Cancellation

A late cancellation occurs when a trip is cancelled by the registrant with less than three (3) hours' notice.

Non-Accommodated Trip

A trip request not booked as the original time requested is not available, or the original trip request is not available and an alternate time is taken.

Non-Ambulatory Client

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

No-Show

A “no-show” occurs when a Client 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. The no-show will be deleted from the record if official documentation is provided indicating it was a result of a medical emergency.

Registrant

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

Scheduled Time

The time of a 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 the booked time. (An 8:10 a.m. booked time could end up being a scheduled time anywhere between 8:00 a.m. and 8:20 a.m.).

Service Area

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

Service Description

The service is described as a shared-ride “door to door” service. The driver must see that the Client is safely inside the outermost door at their destination. The Client is responsible for ensuring there is a support person 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 6:30 a.m. through to 6:00 p.m. and Saturday from

9:00 a.m. through to 4:00 p.m. Mobility 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.

“Subscription Service:

Passengers who wish to use the service at the same time and location more than twice weekly on a regular basis (for work, education and/or recurring medical appointments) can book their trips in advance through a subscription service. Transportation can be provided only if resources are available for the time requested.

Once your subscription service is set up, it must be used at least 75% of the time; otherwise the bookings will be suspended or cancelled. All subscription bookings will be automatically cancelled on statutory holidays. Please note that if a regular morning pickup is cancelled, the afternoon ride will be cancelled as well, unless otherwise notified. The Cancellation policy as noted elsewhere in this document will apply. Subscription bookings must not exceed 70% of total bookings.

Support Person

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 a support person.

The registrant’s identification card will include a symbol (SP) which indicates that the registrant may require a support person. A support person traveling with a registrant does not pay a fare when accompanying the card-carrying registrant.

Visitor

A visitor is a non-resident of the City of Owen Sound, visiting the city for a short period of time (block period of time consisting of less than 3 weeks in any 12 month period) 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 Public Works and Engineering Department. Such visitors will be provided with a temporary identification card.

3.0 Roles and Responsibilities

Owen Sound Transit Division, in conjunction with the Public Works and Engineering 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, client service and system reporting.
- Administer a system for the processing of all related Client 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 mobility services.
- Keep all personal information of registrants confidential in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

Service Provider (First Student)

The role of the Service Provider is to provide and operate vehicles including responsibility for the drivers in accordance with the terms and conditions of the respective contract.

Contacts

First Student

2180 20th Street East, Box 454
Owen Sound, ON N4K 5P7
519-376-5712

City of Owen Sound

Public Works and Engineering Department – Transit Division
808 2nd Avenue East
Owen Sound, ON N4K 2H4
519-376-4274 ext. 3233

4.0 Client Service

Policy issues and/or unresolved problems relating to the delivery of the mobility transit service are to be brought to the attention of the City of Owen Sound Public Works and Engineering Department at 519-376-4274 ext. 3233.

Any Client of the service can request information and clarification regarding policies by contacting the City of Owen Sound Public Works and Engineering Department at 519-376-4274 ext. 3233.

Immediate service problems are to be reported to the Transit Supervisor at 519-376-3299.

5.0 Eligibility

5.1 General Statement

Residents of Owen Sound with functional disabilities which prevent them, on a regular basis, from being able to use Owen Sound's regular, accessible fixed-route transit service, may be eligible for some form of mobility transit services.

5.2 Eligibility Guidelines:

Mobility Transit has been established for residents of the City of Owen Sound with limitations that affect their ability to use the accessible conventional public transit for part or all of the time. The criteria are:

- the inability to walk one City block or to the nearest bus stop from their home or place of residence for either the initial or return trip (400m) and/or
- insufficient endurance or stamina to tolerate a bus ride with multiple stops and/or transfers and/or
- insufficient cognitive ability to understand the accessible conventional transit system and/or manage transfers and/or
- Disorientation to environment thereby inhibiting safe and independent use of accessible conventional transit.

Elderly persons, cognitively impaired, or visually impaired persons are not guaranteed eligibility unless there is a demonstrated disability that meets the eligibility statement.

There are three categories of eligibility for which the applicant can apply for; those being:

- Unconditional - A person with a disability that prevents them from using the accessible conventional transportation services
- Temporary - A person with a temporary disability that prevents them from using the accessible 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 (October 15th to April 30th) such as ice and snow prevents the safe usage of the mobility equipment, or persons with disabilities that may have periods when their condition worsens.

* That at the discretion of the Owen Sound Transit Division, temporary passes may

be issued for special circumstances.

5.3 Appealing Eligibility

If an applicant is denied eligibility to mobility transit services, the applicant can appeal the decision in writing to the Operations Committee, City of Owen Sound Public Works and Engineering Department, 808 2nd Avenue East, Owen Sound, ON N4K 2H4. 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. The decision of the Operations Committee shall be final.

6.0 Registrations

6.1 Pre-Registration

All Clients must be pre-registered. Applicants must call Owen Sound City Hall at 519-376-4274 ext. 3233 or write to City of Owen Sound, Public Works and Engineering Department, 808 2nd Avenue East, Owen Sound, ON N4K 2H4 to have an application form sent to them. Alternately, the application form may be downloaded from the City of Owen Sound Website <https://www.owensound.ca/>.

6.2 Application Form

The completed application and medical forms are to be returned to Owen Sound City Hall for consideration of approval. All applications must be complete. Incomplete applications will be returned to the applicant and will not be processed. Eligibility will be determined within 14 calendar days of receipt of the complete application form at Owen Sound 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 Public Works and Engineering Department at 519-376-4274 ext. 3233. No fee will be charged for applying for Mobility Transit Service. Upon the request of the applicant, the City of Owen Sound will make available all application forms and eligibility information in accessible formats.

6.3 How to Apply for Mobility Transit Service

- Client to fill out Part A of the Mobility Transit Application.
- Client is then to take or send the application (Parts A and B) to their health care professional to have Part B completed. Both Part A and Part B must be completed in order for your application to be considered.
- Clients identified as having a permanent disability by their health care professional will not be required to have Part B completed for subsequent applications.
- Return the completed application (Parts A and B) to the Public Works and Engineering Department – Transit Division located at the Owen Sound City Hall.

- Public Works and Engineering Department will notify you of your eligibility. If additional information is required, you may be requested to come in for an interview to provide us with more information about your disability and how it affects your use of City of Owen Sound's Accessible Conventional Fixed-Route System.
- All information on this application form will be kept confidential.

Failure to completely fill out the application will delay the application process.

6.4 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.

6.5 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 mobility transit services, the applicant will be notified in writing.

The applicant may appeal the decision to the Operations Committee.

6.6 Identification Card

Approved applicants will be sent a numbered identification card valid for three (3) years. This card must be shown at the commencement of each trip to the driver. The Identification Number must be provided when booking a Mobility Transit Trip.

The identification card is the property of the City of Owen Sound and both the support person and registrant must adhere to its terms and conditions. The support person may also ride free on the accessible fixed-route transit service anytime when accompanying the mobility transit registrant.

6.7 Support Person Requirement

A registrant may be required, as determined through the registration process, to have a support person travelling with them. The person travelling with the registrant is referred to as a "Support Person". The identification card issued to the registrant will provide the information for the support person to travel for free on the Owen Sound Mobility Transit. Support Person must board and exit the vehicle at the same time and place as the registrant.

6.8 Companions Allowed

Subject to vehicle capacity, registrant may have up to two 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).

6.9 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 Mobility Transit in the municipality in which they live to the Transit Division.

7.0 Bookings

7.1 Booking Process

Registered users must call 519-376-7500 to book a ride. Voicemail services will be available outside of regular hours, but voicemail booking must be verified in a follow up call from the dispatcher.

7.2 Demand Bookings

All bookings are made on a “first come, first serve” basis. Bookings cannot be made more than 30 days before the travel date. Users may book one (1) trip per phone call.

7.3 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.

8.0 Trip Cancellation

Given the high demand for the service, it is critical for Clients to call and cancel any trips they do not require. Clients 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. See Section 11.0 and Section 12.0.

9.0 Return Trip-Medical Professional Trips

Whenever possible, a return time can be booked. The Contractor utilizes a “Will-Call” system for medical appointments. The registrant is to call and advise the dispatch service when their appointment is completed, and a bus will be sent to pick up the registrant as soon as possible.

10.0 Client Code of Conduct

10.1 Client Behavior

Mobility transit is a pre-booked, shared ride transportation service. Accordingly all Clients, Support Persons and Companions are expected to conduct themselves in a manner respectful of other Clients, the driver and the safe delivery of service. It is expected that:

- Client behavior will not be disruptive to the delivery of the service and/or other Clients. Vandalism, inappropriate language, general rowdiness and/or personal interference with other Clients and/or the Driver will not be tolerated.
- Clients will 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 Client behavior.
 - Clients are to remain seated while the vehicle is in motion.
 - Clients are to present the proper fare or pass to the Driver. Drivers will retrieve fares that are attached to mobility devices provided they are readily accessible. Drivers will not obtain the fare from the Client's person.
 - Clients are to adhere to Driver instructions regarding boarding and de-boarding the vehicle.
- Clients required to have support persons, as confirmed by Owen Sound Mobility Transit, will ensure the support person is present for all trips on the service.
- No Smoking will occur on the vehicle (consistent with City of Owen Sound by-laws and Provincial legislation).
- The number of parcels, luggage, etc. will be limited to that which can be accommodated by the Client without assistance or with minimal assistance.
- Clients will not interfere with the operation of the vehicle including all ancillary equipment attached to the vehicle, e.g. radio, ramp equipment, etc.
- Clients are discourage from distributing literature, or other such items, on the vehicles.
- All Clients must wear shirts and shoes or other footwear when using the service, unless the latter are not worn for medical/health reasons.

Client conduct/behavior that is contrary to City of Owen Sound Mobility Transit Policies will not be tolerated and may result in the Client being suspended from the service. Clients may appeal such a suspension to the City Manager.

Incidents that are contrary to the above are to be brought to the attention of City of Owen Sound Public Works and Engineering Department who will be responsible for

the investigation of the incident and for taking the appropriate action.

11.0 Administration of “No Shows”

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 Client.

Warning – First Notice

Any Client with at least three recorded “no-shows” within any thirty-day period will be sent a letter advising that continued “no-shows” is considered to be misuse of the service and that the Client’s record must improve. Clients are invited to respond to a first notice.

Warning – Second Notice

Should any Client’s record of monthly “no-shows” not improve during the following thirty-day period following the first notice letter, a second letter will be sent advising that the “no- show” record has not improved, and continued unfavorable “no-shows” will effect a suspension for the Client’s registration. Clients are invited to discuss this notice with administration.

Suspension Notice

Should any Client’s record of monthly “no-shows” not improve during the following thirty-day period following the second notice letter, a notice of a 7 day suspension will be sent advising of the effective date of the suspension from service. Clients who have had their registration suspended will have the right to appeal the suspension to the City Manager (request in writing within 10 days of receipt of the notice of suspension) to the Owen Sound City Hall, City Manager’s Office, 808 2nd Avenue East, Owen Sound, ON N4K 2H4

12.0 Administration of “Late Cancellations”

The following will apply with respect to late cancellations:

Warning – First Notice

Any Client with at least three recorded “late cancellations’ within any 30 day period will be sent a letter. The intent of the letter is to inform the Client that a continued high rate of “late cancellations” is considered to be a misuse of the service and that the

Client's record must improve. Clients are invited to respond to the first notice.

Warning – Second Notice

Should any Client's record of monthly "late cancellations" not improve during the following 30 day period following the first notice letter, a second letter will be sent advising that any further record of "late cancellations" will result in a suspension of the Client's registration. Clients are invited to discuss this notice with administration.

Suspension Notice

Should the Client have record of any further incidence of "late cancellations", during the following 30 day period following the second notice letter, a notice of a 7 day suspension will be sent advising of the effective date of the suspension from service.

13.0 Suspension from Service

Unless specified elsewhere in this document, should any Client's record of incident not improve after a second warning, the City of Owen Sound Mobility Transit will give consideration to further suspensions of the Client's privileges. Should the Clients record after the first 7 day suspension not improve a second suspension of 14 days duration will be imposed.

Any further abuse of the system will result in additional 30 day suspensions.

- 1st Letter of Warning
- 2nd Letter of Warning
- 7 day suspension
- 14 day suspension
- 30 day suspension

14.0 Service Area

The service area is defined as the area within the City of Owen Sound municipal boundaries.

15.0 Service Hours

Mobility transit hours will be equivalent to conventional transit hours.

Monday – Friday between 6:30 a.m. and 6:00 p.m.

Saturday between 9:00 a.m. and 4:00 p.m.

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

Mobility Transit is not available on Statutory Holidays. The Statutory Holidays include New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day.

16.0 Service Guidelines

16.1 Time of Pick-Up

The Driver will knock or buzz when they arrive at a residence unless otherwise requested by the Client. Clients 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 is 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 Clients to inform them of the delay. If a Client wishes to be contacted via email, they must inform the dispatcher (519) 376-7500. If a Client 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 Client 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 Client has boarded.

16.2 Driver Assistance

Door to Door

Drivers shall assist Clients from "door" to "door". Drivers must see that the Client is safely inside the first 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 Client 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 security.

Operation of Personal Lifts

The Driver will not operate a lift at a Client's residence. Clients, or their support person, are required to operate personal lifts.

Entering the Client's Residence

Drivers do not enter Client's residence; however, the driver will help a Client from "door to door".

Multi Access Facilities

For some locations with more than one entrance, the dispatch service will indicate which entrance 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 Clients and may be used by mobility 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 Clients are on board unless assisting a Client to the entrance. The Driver must have the vehicle in sight and be in close proximity.

Refueling of Vehicles

There will be no refueling of vehicles while Clients 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 mobility transit Clients.

Clients Requiring Oxygen

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

Clients with Scooters

Client's using a 3-wheel scooter with or without guide wheels are required to transfer

to regular Transit vehicle seats during transit. In the case where a Client is unable to do so unassisted, the Client must be accompanied by a support person to assist. Mobility Transit Drivers will not assist with the transfer.

Client's using a 4-wheel scooter have the option to transfer to regular Transit vehicle seats during transit as long as it is physically possible for the Client to do so without assistance from the Driver.

Wheelchairs and Other Equipment

Service will be denied to any Client 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 ramp or in the vehicle;
- Any wheelchair or similar type vehicle that cannot be completely controlled by the Client
- Any wheelchair or similar type vehicle which, in the opinion of the service provider, is in poor condition, e.g. flat tires.
- Mobility scooters larger than 0.76m (30 inches) wide or 1.23m (48 inches) long.

17.0 Driver Code of Conduct

The responsibility for Driver behaviour rests exclusively with the service provider. The service provider is responsible for providing and supervising Drivers to operate the vehicles, including back-up Drivers, in accordance with the terms and conditions of their contract and in accordance with all operational rules and/or regulations, as determined by the Owen Sound Transit from time to time.

Driver behaviour that is contrary to the safe, effective and efficient delivery of service will not be tolerated. This includes but is not limited to inappropriate conduct with Clients, inappropriate language, and/or general rowdiness.

Drivers are required to adhere to all policies, procedures and/or rules governing the provision of the service. For greater clarity and without limiting generality of the foregoing, the following will apply with respect to Driver behaviour:

- At all times Drivers are to conduct themselves as professional transportation providers. This includes, but is not limited to, maintaining a good service attitude, being well-groomed, polite and considerate of the public, and avoiding conflict and/or confrontation with Clients and/or support persons by using effective communication skills.
- At all times, Drivers are responsible to ensure the safety of Clients while the vehicle is in service. This includes, but is not limited to, being alert and well rested at all times, making the use of good defensive driving techniques, no illegal drugs or alcohol in their system while on duty, avoiding the use of

prescription medications that may impair judgment and/or motor skills, and no use of narcotics or other habit-forming drugs.

- Smoking on the vehicle is prohibited (consistent with City of Owen Sound by-laws)
- Drivers will not distribute literature or other such items on the vehicle, without the prior approval of the Owen Sound Transit Supervisor.
- Drivers will be personable with Clients but not personal. This includes, but is not limited to, not asking personal questions or giving personal information about themselves or others, not encouraging or initiating flirtations with Clients, telling or encouraging others to tell jokes with sexual, racial, ethnic or gender connotations, and gossiping or making negative comments about Clients, office staff, management, other Drivers, contractors or others.
- 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 Clients.

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

17.1 Driver Procedural Guidelines

- Exit the vehicle and greet each passenger
- All drivers will provide general passenger assistance in boarding and disembarking the vehicle within reason
- 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 transit vehicle
- Assist them to a seat if necessary. Use four (4) tie-downs to secure a wheelchair or mobility scooter
- 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.

18.0 Fares

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