

# Handi-Transit

*within the City of Greater Sudbury*

## *The Aim of the Service*

To provide transportation for persons who have physical disabilities and are unable to use the regular transit system.

The service is funded by the City of Greater Sudbury and user fees.



## Using The Service

The Operator will make every effort to accommodate your trips as quickly and efficiently as possible, but please remember that this is a bus service and not a taxi service. Trips may be detoured to pick up other passengers.

If the Operator is unable to accommodate your trip at the time requested, they will inform you of other available times.

Please be ready at the scheduled time, as drivers are not required to wait.

The service operates door to door. In the case of hospitals, apartments, etc., it will operate to the front door only.

For safety reasons, drivers will only assist passengers up one step into a building.

## Registration

You are eligible to become registered if you are disabled to the extent that you are unable to walk 175 metres, or are unable to board a regular transit bus.

Contact Greater Sudbury Transit (675-3333) for a Registration Form. Complete the form and have it certified by your physician. Return the form to Greater Sudbury Transit.

Greater Sudbury Transit will notify you and forward your name to the Handi-Transit Operator, if you qualify for the service.

You may then use the Handi-Transit service.

## Booking Trips

To make a booking, or to advise the Operator of any change of plans, call 670-2300 between 7:00 a.m. and 5:30 p.m., Monday through Friday only.

If you no longer require your booking, you must cancel the trip by calling 674-0729. **Please use this number for cancellations only.**

## Booking Procedures

Regular work or school trips are scheduled automatically from month to month.

You may book next month's medical trips on or after the 10th day of the current month. Please book as far as possible in advance.

You may book a maximum of 5 "other" trips one month in advance.

After these 5 trips are booked, you may book "other" trips one week in advance, subject to availability.

Please try to book all trips at least 2 working days in advance.

These booking procedures help share the limited space fairly.

## How The Priority System Works

Bookings are based on a "priority system" using the following trip purposes:

1. Work
2. School
3. Medical
4. Other - i.e., leisure, shopping, social, church, etc.

## Visitors

Handi-Transit service is available to out-of-town visitors. They should contract Handi-Transit at 670-2300 to make arrangements to use the service.

## Complaints

If you have any complaints about the service, please try to resolve them by contacting the dispatcher or Manager at Handi-Transit at 670-2300.

If your concerns can not be resolved to your satisfaction, contact Greater Sudbury Transit at 675-3333.

Finally, written complaints will be dealt with by the Accessibility Advisory Committee. Please write to the Director of Transit, City of Greater Sudbury, P.O.Box5000, Station A, Sudbury ON P3A 5P3.

Notwithstanding this complaint procedure, all complaints about safety issues, including tie down procedures, are to be reported to both Greater Sudbury Handi-Transit and the City of Greater Sudbury.

**Effective June 1, 2009**

### Hours of Service

Monday through Sunday  
7:15 a.m. to 12:15 a.m.

### Fares

For Users	\$2.05 per one way trip
For Attendants	\$2.05 per one way trip