



Cornwall Transit, 863 Second Street West, Cornwall, Ontario, K6J 1H5, 613-930-2636

Spring 2014

..... Keeping you in the loop! .....

### **From the Manager's Desk . . . "Cornwall Square Construction"**

Since April 24, 2014 Cornwall Transit has been using a temporary drop-off point at the Cornwall Square. Work to replace the pedestrian bridges between the mall and the parking garage is expected to be completed by the end of August.

A temporary drop-off and pick-up stop is presently in place for the Handi-Transit and Community Service located at the Sears Pitt Street entrance.

The Community Service bus route has been revised to accommodate the use of the Sears Pitt St. doors. (Flyers presently in both C.S. buses) Be aware that the revised Community bus route will not service the downtown terminal (Pitt & Second, east bound, south side of Second St.) at 15 minutes after the hour.

Cornwall Square and the parking garage will remain open during the entire project. The roadway between the parking garage and Cornwall Square will be closed, however vehicles can access the parking garage and the outside parking area at Cornwall Square via Water Street and Sydney Street.

### **Handi-Transit Recertification**

Recent changes have been made to the process to determine eligibility for Handi-Transit. Earlier this year, we asked all clients of Handi-Transit to complete a new application form.

If you have a physical disability and your application form leaves no doubt that you are unable to ride conventional Cornwall Transit buses, you will not be affected by these changes. You will continue to receive Handi-Transit service as you do today.

Handi-Transit passengers will remain dedicated to citizens who cannot access conventional transportation because of a physical disability. The process to determine eligibility has not changed for many years. It is important to ensure that those who are currently using Handi-Transit are those who need it the most, so that quality of the service does not suffer because of overcapacity.

### **Conventional Bus Accessibility**

Cornwall Transit has many features that make it easier for individuals with various abilities to ride the bus:

- Low floors have replaced stairs. One small step up is all that's required to board the bus.
- Wheelchair ramps are automated. The ramp is also available for scooters and walkers.
- Seats at the front of the bus fold up. Each bus can accommodate two wheelchairs at one time.

- Upcoming bus stops are displayed on a large screen at the front of the bus to help you find your way. Upcoming stops are also announced should you have difficulty reading the screen.
- Persons with disabilities have first priority for seats at the front of the bus. Elderly persons also have courtesy seating near the front of the bus.



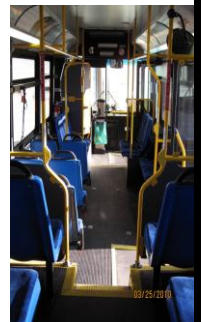
### NEW Conventional Bus Accessibility

All our routes are designated "Accessible" and are shown with a symbol. This means that every scheduled bus on the route will be a low-floor accessible bus. Cornwall Transit can now welcome new passengers who previously were unable to board our buses due to the existence of front steps and the absence of wheelchair and scooter securement facilities. The low floor bus creates greater opportunity for access to regular transit for many more people. Our drivers are trained to recognize the need for, offer and provide assistance when necessary within the boarding and securement areas of the bus.

As the Cornwall Transit fleet ages and is replaced all buses will be replaced with low floor accessible buses.

### PASSENGERS SHOULD BE AWARE OF THE FOLLOWING SERVICE CHARACTERISTICS:

- Passengers must be able to get themselves to and from the bus stop.
- Crowded buses can occur in "rush hours", from 7:00-9:00am and 3:30-6:00pm Monday to Friday.
- Low floor buses have a maximum of two wheelchair/scooter securement areas.
- Accessible service is not a replacement for specialized transit, nor can space be reserved.



### Support Person can Ride for Free

Support persons may ride for free on Cornwall Transit buses when they accompany a person with a disability. The support persons must accompany the registrant for the entire trip. When boarding a CT bus, the HT registrant must show the driver their Support Person ID Card. You pay regular fare, but your support person rides for free. This also applies to any regularly scheduled conventional buses.

As of January 1<sup>st</sup>, 2014, persons with a disability who wish to have a support person travel with them at no charge will need a Support Person ID Card to show to the bus driver for each trip that a support person accompanies them. To obtain more information or an application for the Support Person Identification Card, please call the office at 613-930-2636.



### Strollers and Buggies

Strollers and buggies are permitted on all Cornwall Transit buses, only where there is sufficient space on the bus to accommodate them. These devices must be held securely by the passenger at all times when the bus is moving. Passengers with strollers must ensure aisles are accessible and in a manner which does not inconvenience other customers.



### Passenger Safety - "Buckle-up"

Cornwall Transit is dedicated to the safety of passengers on all trips. Passengers have to be safely and properly secured on all trips or they will be unable to ride on Handi-Transit and the Community Service. Proper use of a securement system (mobility aids) or seatbelt assembly (ambulatory) is a mandatory condition of using the Transit services.

## Community Service (CS)

Seniors using the CS have an opportunity to travel around the city on routes we've designed with them in mind.

The CS routes have been designed to travel through neighbourhoods and to destinations that are popular with seniors, including senior's activity centres, retail complexes, and medical facilities. Seniors are able to get closer to destinations which is a real benefit for customers who have reduced mobility.

We've found that seniors really like the service they receive through the CS network and use it a lot. Remember, there is no need for reservations and anyone can board.



## "CLEAN AIR DAY" is June 4<sup>th</sup>

Cornwall Transit will be celebrating its 7<sup>th</sup> annual Clean Air Day **Free** bus ride promotion. Passengers will be able to ride free of charge all day long on Wednesday, June 4<sup>th</sup>.

- The service runs from 6 am to 11:30 pm.
- Ride on our environmentally-friendly, low-floor buses and reduce your carbon footprint.
- Look out for the Mystery Riders for your chance to win 10- ride tickets from Cornwall Transit.

The Clean Air Day free ride event has grown to become one of Cornwall Transit's most popular promotions, with over 5,800 free rides provided during last year's event. Please help spread the word by sharing this info with your family and friends.

## 'Read to Ride' the bus for FREE

Cornwall Transit enters its 8<sup>th</sup> year partnership with the Cornwall Public Library's Read to Ride, children summer reading program. Let your grandchildren know the Cornwall Public Library Card is also their passport to reading and riding the public bus for **FREE**.

Children aged 3 to 10 & parents and children aged 11 to 13 & buddy will be allowed to ride on 'The Bus' free of charge July and August.



## Transit Committee 2010 - 2014

The Transit Committee has been formed to further enhance the community's public transit services by providing a medium for individuals to offer constructive input toward achieving Cornwall Transit's Mission Statement: *"To provide an efficient and effective transit system that will be of indispensable economic value to the community"*. Transit Committee Members: Jason Setnyk, Chair, Councillor André Rivette, Ted Emerton-Proulx, Dan Donati, Bruce McDonald and Sara White.

## Supplementary Taxi for H.T. Passengers



All taxi rides are at the discretion of Cornwall Transit; please do not contact the taxi company directly. Choice Taxi drivers are fully qualified and have received specialty training to provide this service. You can count on the drivers to be polite, professional and caring.

When a taxi arrives please make sure the taxi was sent for you. If you contact the taxi company directly, you will be responsible for paying the full cost of the taxi trip as shown on the taxi metre.

**Municipal Accessible Advisory Committee (M.A.A.C.)**



The Ontarians with Disability Act and the role of the mandatory plan and the Committee has been an important step in making Ontario cities accessible. For the disabled and non disabled members of the Committee, the process has opened our eyes to the needs of the citizens who have disabilities. The 2007 Plan is authored by individuals representing the Cornwall community and tailored for the Cornwall community. It strives to allow Cornwallites of all ages regardless of their abilities, to partake in the life of our community. When people with disabilities gain their freedom of movement and access, the entire community moves forward.



**Community Safety**

Our drivers assist the Police and any other emergency services by reporting any suspicious or unusual activities. They're in your neighbourhood...day and night...They help keep the transit system and the surrounding community safe...But they're not the police. They're the men and women who operate and maintain Cornwall Transit services. They have been life-savers, helping people when they most need it. It's good to know and remember they're out there.

**Communication Quote of the Month**

*“Feedback is one of the essential elements of good communication,” – Author unknown*

**Please note: There is no service on Sunday or Statutory Holidays**

Day	Date	Office Hours	Service hours
Mon.	May 19 <sup>th</sup> 	Closed	No bus Service
Mon.	July 1 <sup>st</sup> 	Closed	No bus Service
Mon.	August 5 <sup>th</sup>	Closed	No bus Service
Mon.	September 2 <sup>nd</sup>	Closed	No bus Service



For more information please contact Cornwall Transit at 613-930-2636, 863 Second St. West, Cornwall, ON, K6J-1H5, visit our web site: [www.cornwalltransit.ca](http://www.cornwalltransit.ca) or the Accessibility Transit Technician: Linda Varga: 613-930-2787 ext. 2507, [lvarga@cornwall.ca](mailto:lvarga@cornwall.ca)