



# Handi-Transit Rider's Guide

Has been prepared for you,  
the Handi-Transit customer.  
Please read it carefully.



For Booking and Detailed  
information:

www.cornwalltransit.ca  
613-930-2636

## H.T. service

Handi-Transit is a reservation only, door-to-door specialized bus service. Passengers who use H.T. have completed an application form and have been approved for transportation. Handi-Transit is a shared ride bus service that may pick up other passengers on route.



## Office hours

To request, modify, cancel a booking, or to confirm travel times

- ✓ Monday to Friday:  
8:30 a.m. to 4:30 p.m.
- ✓ Sunday & Stat holidays closed

## ID Card

H.T. users each receive an ID card along with their confirmation letter.

## Requesting bookings by telephone

Before calling, please be sure to have the necessary information on hand:

- ✓ your name and registration number
- ✓ your pick up address
- ✓ arrival time desired
- ✓ time of your return
- ✓ your return destination
- ✓ the presence of an attendant



## Advance request for transportation

Bookings may be made up to 14 days in advance and must be made at least 24 hours in advance. From time to time, demand may exceed capacity, so we may not be able to accommodate you every time you request a ride. Therefore, allow for some schedule flexibility.

## Cancellation

Cancellations are your responsibility. You must cancel your trip at least two hours before the scheduled pickup

time. This will allow other customers to have trips that otherwise may not be accommodated.

A **“No Show”** is when a passenger is not at the pick-up location at the scheduled time. You will be required to pay the fare.



## Punctuality

Please be ready to board 10 minutes ahead of your scheduled time.

H.T. vehicles can arrive up to 10 minutes after the confirmed time.

The drivers will wait for a passenger 3 minutes past their scheduled pick-up time. If passenger is not ready, the driver must leave to maintain their schedule. This timing is very important in order for us to stay on schedule throughout the day.

## Changing a trip already scheduled

If you need to change the time or destination of a trip previously scheduled, call 613-930-2636.

**Note:** Drivers are not authorized to make changes in trip times or pickup or drop off locations.

Passengers are not permitted to request the driver to drop them somewhere other than the originally requested address unless it is along the pre-scheduled route. Dropping at a different location disrupts this schedule and is an inconvenience to other passengers.



## Safety

For the safety of all our passengers, riders must wear your personal lap belt and/or the vehicle's seatbelt during transport, unless you have a medical exemption on file with Handi-Transit.

## Door to Door

H.T. defines accessibility as “being no more than one step”. This policy was established to protect both the personal safety of the passenger as well as the driver. Drivers will not lift or carry mobility aids up or down more than one step.



## Support Person

Can travel free of charge when accompanying a person with a disability who may require the assistance of a support person. This benefit is offered when travelling on conventional bus service. One (1) Support Person will be allowed per passenger per trip with proper I.D.

## Support Person Identification Card

is a proper Photo ID Card needed to allow a Support Person free travel on conventional bus service. Persons with disabilities can contact the office to make arrangements to obtain the free I.D. Card. **Please note:** Support Person must be at least 12 years of age.



## Fares

All passengers are required to pay a fare. The fare consists of cash or **H.T.** tickets, which can be purchased through Handi-Transit office or any of the outlets.



## Taxi

H.T. will, at times, use a taxi to assist us in the delivery of your service. **All taxi rides are booked and cancelled by the Transit office.** If you contact the taxi company directly, **you** will be responsible for paying the full cost shown on the taxi meter.

Taxi drivers will accept cash or H.T. tickets, but cannot deliver your tickets.

## Grocery and shopping bags



For safety reasons, grocery/shopping bags are only accepted aboard H.T. if they can be carried by the users themselves, (max. of 2 bags). Our drivers are ready & willing to assist you with normal circumstances; however, they are not required to assist with packages & should not be requested to help carry them into a person's residence.

## Mobility Aids (wheelchair & scooter)

Mobility aids should be equipped with a lap restrain belt and should be buckled while in the bus.



The bus ramps cannot accommodate wheelchair/scooter larger than 76cm (30”) or longer than 127cm (50”).

Passengers in scooters must be able to transfer themselves to a seat in the bus.

**Note:** All mobility aids must be kept clean and in good repair at all times. If drivers cannot properly secure your mobility aid, we may not be able to provide you with service.

## Guide/Service Animals

A Guide dog is a working animal assisting people. Customers with a Service Animal will need to provide some basic information on the animal & its training, as well as a letter from a physician or nurse indicating the need of the Service Animal for reasons relating to their disability.

## Mailing Address

863 Second St. West  
Cornwall, Ontario, K6J 1H5