



LIMO

Specialized

Transit

User's Guide

The LIMO Service is operated by the
City of Kawartha Lakes for the residents of Lindsay

March 2023

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The LIMO Service is operated by the City of Kawartha Lakes for the residents of Lindsay. This User Guide and the information contained herein may be subject to change without notice.

The LIMO service is operational Monday to Saturday from 7 am – 7 pm and Sunday 9 am – 4 pm.

Bookings will be accommodated on a first come first serve basis. Bookings can be made by calling the reservationist at 705-324-3331 during the hours of: Monday to Friday 8:30 am – 5:30 pm

Evenings and Weekends, Booking can be requested Online though the City Website at www.kawarthalakes.ca Please contact the Booking Direct phone line 705-324-3331 for more information on how to register for the LIMO Booking Portal.

Introduction

This guide provides you with what you will need to know about LIMO Specialized Transit service.

LIMO Specialized Transit service is considered a shared ride service.

Shared Ride means:

- Other riders may be on board during the trip to your destination;
- Your route of travel may be altered so another rider(s) can be accommodated;
- The vehicle may stop and pick up other riders as it travels to your destination.

This is done to help lower the cost of the service. It is important to note that LIMO Specialized Transit is under no obligation to accommodate a rider's personal vehicle preference.

This service is only for those riders who are travelling within the town limits of Lindsay. A rider may be accompanied by a personal attendant and/or service animal. Our buses are designed to assist customers using a wheelchair, scooter, cane, walker and most types of mobility aids.

Eligibility

LIMO Specialized Transit is a service with limited resources and it is necessary to have a clear definition of who is eligible to use the service. LIMO Specialized Transit is intended for persons who, due to a functional mobility problem, would be physically unable to board a conventional transit vehicle, ride a conventional public transit bus without the ability to hold on for support, or walk a distance of 175 meters (approximately 575 feet or a city block).

Eligibility is considered on a case-by-case basis and is not based on a particular disability, nor is it based on income level or lack of accessible public transit in an applicant's area.

In order to be eligible for LIMO Specialized Transit, all users must first submit an application form which will be reviewed by the Transportation Supervisor, against the approved Eligibility Criteria. If your application has been approved, you will be eligible to book trips on LIMO Specialized Transit.

People who are permanently disabled and are eligible for LIMO Specialized Transit receive a permanent registration. However, others who may only need LIMO Specialized Transit during a period of rehabilitation may submit an application. If approved, they would be registered on a temporary basis for a specific period of time at the end of which their registration and eligibility will also end. An extension will be granted pending a re-application.

a) **Seven Guiding Principles**

1. LIMO Specialized Transit is not for those who find it more difficult or who are reluctant or unwilling to use a public transportation system
2. LIMO Specialized Transit is not an attendant care service
3. Eligibility is not based on a particular disability and persons are approved on a case-by-case basis
4. Eligibility is not based on income
5. Eligibility is not based on the unavailability of conventional transit in the area in which the person resides
6. Customers are eligible for LIMO service if their disability prevents them from using Lindsay Transit's conventional transit services some or all of the time. Many can use conventional transit when it is accessible to them, depending on their mobility condition
7. Applicants who do not qualify for LIMO Specialized Transit because they are able to use conventional service **may** be eligible for trips to/from approved Day programs or work placements. Written confirmation is required

b) **How to Apply**

The two-part application package must be a fully completed and signed by you and your health care professional. Section 'A' of the application contains questions about your ability/inability to use conventional public transit. Section 'B' of the application must be completed by your health care professional. Completed applications must be forwarded by mail (89 St. David St. Lindsay ON K9V 5K2) or fax (705-324-1155) to the LIMO Specialized Transit office.

LIMO Specialized Transit services will notify you of your eligibility within four weeks based upon receipt of a **fully completed** application package.

Using the Service

There are four kinds of trip bookings that can be made.

a) **Subscription/Pre-Booked**

These are regular trips that occur at the same time of day, on the same day, for a minimum of at least 4 weeks. Examples of this type of trip are dialysis, therapy appointments, or any appointment that repeats each week on the same day at the same time.

b) **Reservation**

These are trips not taken regularly and require an advance booking of 24 hours.

c) **Same Day Trips**

Passengers may use Same Day Trips for unplanned outings. LIMO Specialized Transit does not guarantee rides on short notice but endeavors to provide accommodation should vehicle capacity or scheduling allow or when cancellations occur. To book a Same Day Trip request, passengers may call LIMO Specialized Transit during regular business hours, Monday to Friday to determine ride availability.

d) Charter Trips

Charter trips are booked on an hourly basis and charged on an hourly basis. **Charters may be booked for travel within the City of Kawartha Lakes. A charter must be booked thirty (30) days in advance.** Charters are available depending upon vehicle availability and are to be booked through the LIMO Specialized Transit office at least thirty (30) business days in advance.

Booking a Trip

When calling in to book a ride, the rider shall:

- Book the trip at least 24 hours in advance if possible.
- The reservationist will confirm the information on file with the caller.
- Advise the reservationist of the time and date of their appointment time.
- Be prepared to advise the reservationist of the exact address of where they are to be picked up, as well as dropped off.
- Passengers are not permitted to make any changes to their destination or pick-up times while in transit. This must be done in advance to assure we are able to accommodate the change.
- Customers wishing a return trip must provide the pickup location on initial intake. Please ensure your pick up location has shelter in case the vehicle is delayed.
- If an attendant is required, passengers must ensure that the attendant is with them at all times, or that the attendant meets the LIMO at the pick up and drop off points upon arrival.

When travelling with and attendant or companion please advise the reservationist when booking your ride.

Return Trip

Customers should notify the doctor or medical facility they are visiting that they have a return trip booked with the LIMO Specialized Transit and the time the vehicle is scheduled to arrive to take you home.

When booking your return trip please give yourself ample time so you won't miss your return trip home.

Traveling on the Vehicle

On the day of the booked trip, customers are required to:

Make sure you are at the entrance/egress of the building 15 minutes before the scheduled booked time of the ride. An accessible building entrance/egress door is defined as a door for the pick up or drop off of people that **does not** require the negotiation of:

- Any steps in cases where a rider uses a wheelchair or scooter.
- Not more than five (5) steps in cases where a rider is ambulatory.
- Driveways, pathways and stairs must be clear of snow and ice for the safety of the clients and the driver.

Customers must make note that the vehicle has a number of pick-ups and drop offs and if it is kept waiting, other clients will be late for their appointments.

The LIMO Specialized Transit **vehicle will only wait for five (5) minutes**, after the scheduled booked time. Customers who are not available at the confirmed time and place will automatically be counted as a no-show and charged for the missed trip. Although every effort will be made to provide another trip for the client LIMO Specialized Transit cannot make any guarantees on pick up times.

If at anytime your medical condition changes while traveling on the LIMO, please inform the driver immediately.

Other

When traveling on LIMO Specialized Transit riders shall

- Wear their seatbelts when on the bus unless medically excused in writing provided to LIMO services
- Only take the amount of items that you can manage independently. If you require the use of a mobility aid, the items you bring on with you shall not interfere with the securing of your mobility aids. Keep in mind, our LIMO Operators may assist with your items but they are not required to do so
- Not bring any hazardous items on the vehicle
- Ensure that all containers are sealed
- No smoking, vaping or open alcohol is allowed on the LIMO
- Refrain from giving gifts or gratuities to the drivers
- Be sure you have sufficient medication or supplies in case of a delay

LIMO Passengers are required to notify Lindsay Transit of any changes to the following:

- Their address or telephone number.
- Their emergency contact person.
- The size or type of the mobility aid (wheelchair, walker, or scooter).
- Or if you require to permanently cancel the LIMO service.

Service Standards and Fares

LIMO Specialized Transit will endeavour to minimize the rider's travel time to the extent that it is possible. However, riders may be required to be on a vehicle for up to 45 minutes.

In the event of a **service disruption** that is known in advance or on short notice, alternate accessible arrangements are provided. The information on the alternate arrangement will be communicated to the clients affected in a manner that is accessible including, but not limited to, telephone, text or email.

Days and Hours of Operation

LIMO Specialized Transit will operate seven days a week, Monday through Sunday, at times to be established by the City of Kawartha Lakes.

NOTE: There is no service on the following statutory holidays; New Year's Day; Good Friday; Victoria Day; Canada Day; August Civic Holiday; Labour Day; Thanksgiving Day; and Christmas Day.

The current 2023 transit fares are:

Cash:

- \$2.75 – Adults
- \$2.25 – Students and Seniors

Tokens:

- 10 tokens for \$20.00 or five tokens for \$10.00
- Tokens can be purchased at City Hall 26 Francis St., (entrance door on north side), A Buy and Sell Shop, Victoria Drug Mart in Kent Place Mall, and the token machine in the Main entrance of Lindsay Square Shopping Mall.

Monthly Passes:

- \$70.00 - Adults
- \$60.00 - Seniors and Students
- Monthly passes are available at City Hall 26 Francis St., (entrance door on north side) and the Library. They can also be purchased online at the City website www.kawarthalakes.ca

Passenger Accompaniment

Personal Attendant

A personal attendant ("PA") is a person 18 years-of-age or over, who accompanies a rider who is unable to travel on the vehicle by themselves. ***The customer must have a PA accompany them for all trips.*** The PA is required to be capable of providing the rider with care and assistance beyond what the driver is required to provide. A PA is not required to pay a fare. The need for a PA must be identified on the application form. In the event it was not noted on the application form, and if a series of incidents occur that indicate a PA should be present, or the Transit Services deems it necessary during the review of the application form, then LIMO Specialized Transit may direct that the rider in question only use the service when accompanied by a PA.

If a rider is identified as needing a PA to ride the vehicle, and a driver arrives to pick up the customer and he/she is not accompanied by a PA, or the PA is not qualified (e.g. too young), then the driver will not allow the customer to board the vehicle. The driver will immediately radio dispatch for instructions.

a) **Attendant**

An attendant is a person who is required to ride with a registered LIMO passenger. An attendant is necessary only if stated on the individual's application. The attendant must be capable of providing the passenger with care and assistance beyond what the driver can provide and must be registered on the client file as "traveling with attendant". Attendants not required to pay a fare.

b) **Children**

Anyone under 18 years-of-age is not allowed to travel on the LIMO Specialized Transit unless they are an approved rider and travelling with an escort or a PA.

To apply to use the specialized service, people under 18 years-of-age must meet one of the following criteria:

- They must be eight (8) years-old or older
- They must weigh 46kg (80lbs.) or more
- They must be 145 cm (4 feet 9 inches) tall

c) **Service Animals**



Certified service animals that are needed to assist riders with visual, hearing, or physical disabilities will be accommodated. Riders are requested to advise the dispatcher that a service animal will be accompanying them at the time of booking to ensure that the service animal and the rider are accommodated. Riders are

requested to include information regarding their service animal on their LIMO application form.

Riders may be required to provide service animal verification or certification upon request by the driver. Please ensure that you have this documentation with you when you travel on the LIMO Specialized Service. Animals that prove to be a health or safety risk will not be allowed to travel on board the vehicle.

d) Visitor Service

Persons with disabilities, who are visiting the Lindsay area and are registered with a specialized transit service in their home municipality, may use their specialized transit service registration number to book trips on LIMO Specialized Service for a period not exceeding three weeks. Visitors are required to pay for their trips and use mobility aids or assistive devices that can be safely accommodated on LIMO Specialized Service vehicles.

Wheelchairs, Scooters and Walkers

LIMO Specialized Transit passengers are encouraged to use wheelchairs/scooters that comply with CSA Standard Z-604 Transportable Mobility Aids when travelling on LIMO Specialized Transit services to optimize safety for all riders. Wheelchairs and scooters that do not comply with CSA Standard Z-604 will be transported by LIMO Specialized Transit however; they are required to meet a specific size, weight and safety guidelines.

- The combined weight of the wheelchair/scooter and passenger shall not exceed 362 kg. (800 lbs.)
- The maximum base dimensions for wheelchairs, scooters or walkers shall not exceed 76 x 127 cm. (30 x 50 inches).
- All wheelchairs shall be equipped with attendant handles.
- Wheelchairs and scooters shall have functioning brakes.
- Flags or other projections are not permitted unless they are permanently attached to your mobility device.

Rear securement belts shall be securely fastened to the frames of scooters. To avoid damage, scooters that are not compliant with CSA Standard Z-604 may require the installation of attachment points to facilitate this requirement.

Due to the unstable nature of 3 wheeled scooters, riders using 3 wheeled scooters will be required to move from the 3 wheeled scooters to the vehicle seat and secure themselves in with the seatbelt.

Customer Safety

a) **Restraints/Seatbelt**

The City of Kawartha Lakes is committed to the safety of every customer using the LIMO Specialized Transit. Riders that use wheelchairs or scooters are required to agree to the use of wheelchair/scooter restraint system that complies with CSA Standard Z-604 Mobility Aid Securement, and Occupational Restraint System (MASOR) while traveling in the vehicle or transfer to a vehicle seat for the safest trip possible. The correct use of a wheelchair/scooter securement and rider restraint system is mandatory, and a condition of use while travelling on the vehicles.

b) **Customers Using Walkers**

If you are not in a wheelchair, you are required to use the seatbelts provided in the vehicle.

c) **Medical Seatbelt Exemption**

If a rider using the LIMO Specialized Transit is unable to use the recommended restraint system (seatbelt) while travelling on the vehicles, the rider is required to provide the City of Kawartha Lakes with a written letter of exemption, completed and signed by a qualified medical or health practitioner who is familiar with the rider's case.

d) **Eligible due to Physical Disability, Combined with Cognitive Disabilities**

Riders who have a cognitive disability or who are unable to communicate and meet the eligibility criteria, are required to travel with a personal attendant. The attendant must meet all the LIMO Specialized Transit service criteria. A PA does not have to pay a fare, provided the requirement for a PA is noted on the rider's registration file.

e) **Procedures When a Customer is Not Met at Their Destinations**

When the Transit Services or a medical/health practitioner deems it necessary to have someone to meet the rider at their destination, and no one is present when they arrive, every attempt will be made to determine whether anyone is immediately available. If it is determined that there is no one available to meet the rider, the driver will return to the vehicle and advise the reservationist of the situation.

Suspension of Service

The intent of the following is NOT to be punitive, but to instill a sense of accountability and discipline within the riders of the LIMO Specialized Transit.

a) **Pattern of No-Shows and Late Cancellations**

Late cancellations (2 hours or less) and 'no-shows' adversely affect the ability of LIMO Specialized Transit to meet the demands of the riders. The intent of these procedures is to reduce the number of late cancellations and 'no-show', which optimize availability for all passengers. Riders not at their scheduled pick-up locations are considered 'no-shows' and if they have a return trip booked it will be automatically cancelled. Late cancellations and 'no-show' are recorded on a single, one-way trip basis.

LIMO Specialized Transit reserves the right to suspend trips if a consistent pattern of no-shows is identified. This is considered an abuse of service.

b) **Dangerous Behavior and Physical Abuse**

Dangerous behavior is defined as any threat or action that could cause direct or indirect physical damage to the vehicle and/or harm to the other riders or to the person themselves. Examples would be refusal to remain seated or refusing to wear a seatbelt.

Physical abuse is defined as a behavior or action that may cause direct or indirect physical harm to a rider or driver.

LIMO Specialized Transit reserves the right to suspend trips if an incident of Dangerous Behavior and Physical Abuse has occurred.

c) **Verbal Abuse**

Verbal abuse is defined as any oral presentation that is offensive to a rider or driver.

The penalty for incident(s) of verbal abuse will result in a penalty ranging from a warning, to a temporary suspension.

In the case where, due to a cognitive disorder, a rider is unable to control their arms and legs, which results on them thrashing about; or the rider uses inappropriate language, then a Personal Attendant will be required to travel with the rider.

d) **Personal Hygiene**

Customers traveling on LIMO Specialized Transit are expected to maintain normal standards of hygiene. Riders, who wear soiled clothing that results in offensive odours and gives rise to complaints from other riders or the driver, will be advised of the complaint and requested to rectify the situation. Should the

problem persist, a penalty will result ranging from a written warning to a suspension of service until the situation is rectified.

LIMO Specialized Transit is a scent reduced service.

Customer Service/Contact Us

Customer feedback is an integral process in improving and growing the system. Comments or concerns may be made directly to the LIMO Specialized Transit office by phone **705-324-3331**. Customer input is important in providing a safe and reliable specialized transit service.

When making commendations or registering a complaint/concern, the following information is requested:

- Name of the LIMO Specialized rider.
- Address and telephone number of the LIMO Specialized rider.
- Date time of the occurrence/problem.
- Place or location of where incident happened.
- Name and phone number if any witnesses, if applicable.
- Scheduled pick-up time.
- LIMO Specialized vehicle number.
- Any other important details that would help to describe the occurrence or problem.

Please note that commendations are shared with drivers while concerns/complaints are handled in the strictest of confidence.

Copies of this User Guide are available through the City of Kawartha Lakes Website.

