

## Specialized Transit

### Service Intake

The Municipality of Chatham-Kent accepts applications for Ride CK Specialized Transit – known as **Chatham Accessible** and **Wallaceburg Accessible** – on an ongoing basis. The latest application package should be downloaded at [www.rideck.ca](http://www.rideck.ca) or picked up at any Municipal Centre.

Specialized Transit is a type of public transit service exclusively for approved persons whose disability cannot be accommodated on conventional transit. Each service provides pre-booked curb-to-curb trips, alongside other riders, within the urban boundaries of Chatham or Wallaceburg.

Disability alone does not determine eligibility. Eligibility is based on the applicant's ability to use conventional transit and is not a medical decision, nor is it based on the applicant's income or age. In addition, unavailability of conventional transit service in an applicant's area does not constitute eligibility. **Specialized Transit is not attendant-care transportation.**

It should be noted many persons with disabilities effectively use Ride CK's conventional services on a regular basis. Conventional transit features low-floor vehicles with automatic ramps, space to secure personal mobility devices, and next bus stop announcement systems for those with visual and hearing disabilities. Accessibility features can be reviewed at [www.rideck.ca/accessibility](http://www.rideck.ca/accessibility) to determine if your disability can be accommodated on conventional transit or you require specialized transit.

Specialized Transit applicants may be requested for additional information, to participate in an interview, and /or participate in a functional assessment to verify eligibility.

### How to apply:

1. Applicant reviews **Service Information** in this Application Package or at [www.rideck.ca](http://www.rideck.ca)
2. Applicant completes and signs **Part A**
3. Health Care Professional reviews **Part A** and completes and signs **Part B**

Completed copies of **Part A** and **Part B** may be:

- **Dropped off:**  
At any Municipal Centre
- **Mailed:**  
Municipality of Chatham-Kent  
Attn: Engineering & Transportation  
315 King Street West  
Chatham, ON N7M 5K8, P.O. Box 640
- **Emailed:**  
[ck311@chatham-kent.ca](mailto:ck311@chatham-kent.ca)  
Subject Line: Specialized Transit Application
- **Faxed:**  
519-436-3240

Please retain a copy of your completed application for your records.

Please allow up to 14 calendar days for the application to be reviewed and an Eligibility Confirmation Notice to be mailed to your address. **An incomplete application cannot be processed and will result in delays.**

### Service Areas

Anywhere within the urban boundaries of either Chatham or Wallaceburg (map available at [www.rideck.ca](http://www.rideck.ca)). Vehicles will attempt to get as close as possible to the building entrance if free of safety hazards, barriers, or access restrictions. Vehicles are not able to access most household laneways.

### Eligibility

Applicants must reside within one of the service areas and have a disability that cannot be accommodated on conventional transit equipped with accessibility features ([www.rideck.ca/accessibility](http://www.rideck.ca/accessibility)).

Eligibility is considered on a case-by-case basis. Disability alone does not determine eligibility for specialized transit as many individuals with disabilities are accommodated on conventional transit. Eligibility is based on the applicant's ability to use conventional transit and is not a medical decision, nor based on the applicant's income or age.

Unavailability of conventional transit service in an applicant's area does not constitute eligibility. Eligibility is not based on a particular disability, age, income, or lack of available public transit in an applicant's area. Eligibility is not for those who find it more difficult or are unwilling to use a regular conventional public transit system.

Eligibility can be determined to be unconditional/permanent, temporary, or conditional to winter conditions (i.e. presence of snow, ice).

Specialized transit is not an attendant-care service. Passengers whose conditions require specific transportation (i.e. extreme fragility requiring transportation below regular speeds, stretcher transport, or inability to remain on the vehicle for up to one hour) need to contact a non-emergency medical carrier for transportation.

### Support Persons

A Support Person, or Attendant, refers to a person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities. Passengers are responsible for bringing their own Support Person.

If you require a Support Person to accompany you on transit trips due to your disability you may apply for a **Support Person Assistance Card** available at [www.rideck.ca](http://www.rideck.ca).

A Mandatory Support Person may be designated on your specialized transit profile if you pose a safety risk to yourself or others on board the vehicle or you are unable to perform the responsibilities of a passenger. You are not required to apply for a Support Person Assistance Card if your eligibility profile has been designated with a Mandatory Support Person.

For more information please read our **Support Person Policy** available at the Ride CK website.

### Companions

Companions are anyone who joins the approved passenger on their trip who is not a Support Person. Passengers can bring companions with them at the cost of a regular one-way fare per person. At the time of booking please indicate if you are bringing a companion to ensure there is room on the vehicle.

### Booking a Ride

Approved passengers can call our service provider at 519-436-3233 to book your ride at least 24 hours in advance (first-call, first-served). Same day trip requests can only be accommodated if there is available capacity. When booking please be prepared to provide:

- Your full name
- Date of the trip
- Pickup and return destination address(es)
- Time you need to be at your destination and time you want to leave (to return home)
- Confirmation that your Mandatory Support Person will join you or if you are bringing a Support Person or companion with you
- Your mobility device (i.e. walker, wheelchair)

If you have a cell phone you will receive text message alerts when your vehicle is arriving or if your pickup time has changed.

### Booking Changes or Cancellations

Call 519-436-3233 to cancel or change your trip. We request 24 hours notice for changes or cancellations. Repeated instances of insufficient notice of cancellation may result in full-fare payment. No shows will result in a full fare payment charge.

### Cost

Cash fares and smart cards are accepted. For the latest fare information please visit [www.rideck.ca](http://www.rideck.ca).

## **Vehicle Operator Responsibilities**

*Our Ride CK Operators will:*

- Safely and efficiently operate vehicles.
- Make their presence known at the pick-up location.
- Ensure the vehicle does not depart until you have reached the closest exterior accessible door.
- Verbally guide you with the positioning of your mobility aid on the vehicle ramp and operate the ramp.
- Provide light physical assistance with the act of boarding the vehicle where requested.
- Secure your mobility aids and all belts and/or seatbelts.
- Ensure arrival at the proper accessible entrance at your pick-up location.

*Our Ride CK Operators will not:*

- Push or pull wheelchairs and/or scooters between the vehicle and building entrance.
- Make repairs or adjustments to mobility aids.
- Help go up or down stairs, carry parcels, baggage, personal effects or heavy articles.
- Report to reception, stations or other locations to find you.
- Unlock doors, enter private homes or wait for someone to arrive to open the door.
- Administer medication
- Assist with fare payment by looking into bags, backpacks, coats or other.

## **Passenger Responsibilities**

- Have exact fare or your Smart Card ready.
- Be ready five (5) minutes ahead of your scheduled time at the closest accessible door.
- Board upon arrival of the vehicle. The Operator will wait up to 5 minutes but not if the delay impacts other trips.
- Cancel at least 24 hours in advance.
- Be as flexible as possible in regards to your arrangements for a ride. Allow a twenty (20) minute wait from your scheduled pick-up time, especially in bad weather.
- Independently, or with your Support Person, travel between the vehicle and the closest accessible door. Light physical assistance can be provided by the Operator when boarding the vehicle only.
- Wear a seatbelt where they are provided.
- Keep all personal belongings in your care and control at all times.

## **Recurring Service**

A standing arrangement for recurring service is available to those who are travelling at a regular time to and from the same destination, such as work, post-secondary school or medical facility. Please call 519-436-3233 to discuss the availability of securing a standing arrangement. All standing arrangements are automatically cancelled on holidays. If you cancel a regular morning pickup, your afternoon ride is assumed to be cancelled as well, unless otherwise notified.

## **Onboard Experience**

As with any public transit service you can expect to travel alongside other passengers. After you have been picked up, you may not be taken directly to your destination. Passengers should be prepared to remain on the vehicle up to 60 minutes during peak times.

## **Mobility Devices**

Passengers who use a mobility device – such as wheelchairs, scooters, walkers, and crutches – are welcome on Ride CK transit vehicles. Vehicles have varying methods of device securement. Lap, shoulder belts, and tie-downs must be used per the manufacturer's specification. The Operator will ensure your mobility device is properly secured before departing.

Some mobility devices cannot be accommodated on transit vehicles due to their size.

Ride CK vehicles can accommodate mobility devices that do not exceed 76 cm (30 inches) in width, 106 cm (42 inches) in length, and the combined weight of a passenger and device must not exceed 272 kg (600 lbs).

The turning radius of scooters may also impact your ability to easily access and manoeuvre on transit vehicles. A passenger must be able to maneuver their mobility device independently.

Mobility devices must have:

- Properly inflated tires
- Working brakes and apply brakes while the vehicle is in motion
- Proper securement tie-downs and seatbelts

Passengers travelling on a scooter must transfer to a bus seat before the transit vehicle will depart. Passengers are not permitted to sit in their transport chair – excluding wheelchairs – or their walker while in transit.

The Operator will determine if your mobility device can be permitted on board a transit vehicle without risking safety to you or other passengers. Please remove flags and store parcels away from the securement locations. Do not overload the mobility device with parcels. Please note device customizations may impact the ability of the Operator to properly secure your device according to legislative and manufacturer's specifications.

If you have any questions about the ability for your mobility device to be accommodated on Ride CK transit vehicles please contact 519-436-3233.

### **Eligibility Expiration**

Passengers approved for temporary eligibility will have their approval expire at the end of their temporary approval period. Those approved for unconditional (permanent) eligibility or conditional eligibility will have their approval withdrawn if future conditions allow for them to be accommodated on conventional transit or they are inactive on the service for a period of 24 months.

### **Visitors**

Visitors may access specialized transit in Chatham or Wallaceburg if they are an active registrant of another specialized transit service. A visitor is someone who will be visiting for less than 4 weeks within any 12 month period.

Please email [ck311@chatham-kent.ca](mailto:ck311@chatham-kent.ca) requesting visitor access to either the Chatham Accessible or Wallaceburg Accessible service. In your email please include:

- Full name
- Date of birth
- Permanent Address
- Date and duration of temporary stay
- Address while staying in Chatham or Wallaceburg
- If you are required to bring a mandatory support person by your local specialized transit service
- Letter of eligibility approval from your local specialized transit service

**Applicant Information** (Please Print Clearly)

Applicant Name (Last)		(First)	Date of Birth (YY/MM/DD)
Street Address			
City	Province	Postal Code	
Phone (Home)	Phone (Mobile)	Email Address	
Senior's Residence or Long-Term Care Facility (if applicable)			

**Emergency Contact Information** (Optional – Please Print Clearly)

Name (Primary Contact)	Relationship to Applicant	Phone
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**Disclosure of Information**

By signing below, you give permission to the Municipality of Chatham-Kent to contact the health care professional who completes **Part B** of your application form regarding your provided information in **Part A**.

Signature of Applicant or Designate: \_\_\_\_\_

Designate Name (if applicable): \_\_\_\_\_

Date (YY/MM/DD): \_\_\_\_\_

**\*\*\*Please complete Part A questions on the next page and then have your health care professional complete Part B of this application.**

**Applicant Self Declaration** (Please Print Clearly)

1. I have read the Service Information provided in this Application Package or available at [www.rideck.ca](http://www.rideck.ca) and believe my disability cannot be accommodated on conventional transit but can be accommodated on specialized public transit.  Yes  No

2. Please describe how the symptoms of your disability functionally prevents you from using conventional public transit equipped with accessibility features.

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3. I am able to independently recognize my destination and seek assistance if I am at the wrong location.  Yes  No

4. I am able to independently access my home and other facilities in which I will be requesting transportation (i.e. unlock doors, navigate facility ramps/stairs/reception areas if applicable).  Yes  No

5. I am able to independently present fare for payment.  Yes  No

6. I am able to independently respond to my personal care or medical needs (i.e. administer medication) if it is likely to be required during transport.  Yes  No

**If “No” to #3-6, your application approval will require you to bring a Mandatory Support Person with you on every trip.**

7. I am able to remain on a vehicle for up to one hour and travel alongside other passengers.  Yes  No

8. I am able to be safely transported at regular vehicle speeds.  Yes  No

9. My combined weight with my personal mobility device (i.e. wheelchair) is less than 272 kg (600 lbs) and does not exceed 76 cm (30 inches) in width and 106 cm (42 inches) in length.  Yes  No

**If “No” to #7-9 please contact a non-emergency medical transportation carrier for your transportation needs.**

10. I may bring the following mobility device(s) with me on transit:

Manual Wheelchair  Power Wheelchair  Mobility Scooter  Walker  Other \_\_\_\_\_

**\*Please note users of mobility scooters will be required to transfer to a bus seat after boarding.**

### To be completed by the Health Care Professional

1. I agree with the Applicant's information in <u>Part A</u> and understand <b>this is not an attendant-care transportation service.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the Applicant have any behavioural concerns that pose a safety risk to themselves or others on board the vehicle, or does the Applicant have a risk of exiting the vehicle and wandering?  If "yes" the Applicant will be required to bring a Mandatory Support Person with them on every trip capable of managing these concerns.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. It is my professional opinion the Applicant's disability cannot be accommodated on conventional public transit but can be accommodated on specialized public transit.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. How long is their disability expected to prevent them from effectively using conventional transit?	<input type="checkbox"/> <b>Long-term:</b> No Expectation of improvement  <input type="checkbox"/> <b>Temporary:</b> Expected duration until _____ (YY/MM/DD)  <input type="checkbox"/> <b>Conditional:</b> Applicant's condition only prevents ability to use conventional transit during winter conditions (i.e. snow/ice)

I hereby certify that the information provided in Part B is true for:

**Applicant Name:** \_\_\_\_\_

**Health Care Professional Information:**

<b>Full Name</b>	<b>Profession</b>
<b>Contact Number</b>	<b>Licence/Certification Number</b>
<b>Signature</b>	<b>Date (YY/MM/DD)</b>

**Applicant is responsible for dropping off Part A and Part B at any Municipal Centre or by mail, email, or fax. Please allow 14 calendar days for application review.**

Municipality of Chatham-Kent  
Attn: Engineering & Transportation  
315 King Street West  
Chatham, ON N7M 5K8, PO Box 640

Email:  
[ck311@chatham-kent.ca](mailto:ck311@chatham-kent.ca)  
Subject Line: Specialized Transit  
Application

Fax:  
519-436-3240