



Handi Transit System Proposed Recommendations

Mission/Vision Statement

“ THE GOAL OF HANDI TRANSIT IS TO PROVIDE TRANSPORTATION TO PERSONS WHO HAVE PHYSICAL DISABILITIES AND ARE UNABLE TO USE THE REGULAR TRANSIT SYSTEM”



Working Group

- Linda Whiteside, Chair of Accessibility Advisory Panel
- Roger Sauve, Director of Transit and Fleet Services
- Robert Gauthier, Manager of Transit Operations
- Maureen Blanchard, Manager of Transit and Fleet Administration
- Cindy Jalbert, AA to Director of Transit and Fleet Services
- Pat McCauley, Corporate Communications Officer
- Danielle Derochie, Legislative Compliance Co-ordinator

Steps taken to date

- Working group
- Public input sessions
- Stakeholder input sessions
- Discussions with Accessibility Advisory Panel
- Oracle Poll user survey
- Input from current service provider
- Update to operations Committee
- Consultations with other municipalities who offer specialized transit

Oracle Poll Results

- 98% agree with the mission statement
- 89% satisfied with the service
- 96% book trips by telephone
- 33% in favor of curbside drop off
- 80% satisfied with confirmation the night before
- 52% in favor of fare parity

AODA Mandate

Examples of past requirements

- Stop announcement system 2011
- General responsibilities to provide assistance. 2012
- Courtesy Seating 2012
- Vehicle accessibility features 2013
- Fares Support Persons 2014

Current and future requirements

- Fare Parity 2013
- Eligibility application process 2014
- Booking 2014
- Electronic pre-boarding announcement 2017

Recommendations

- New Eligibility criteria in line with the Mission/Vision statement
- Assessments and approval through City staff and/or contracted services
- Fare parity be implemented
- Booking time extension



Questions ??