

Accessible Transportation Services User Guide



Accessible Transportation Services (ATS) is part of the City of Hamilton. ATS determines eligibility and registers passengers for door-to-door, shared ride transit service (specialized transit). ATS also provides ongoing customer care. ATS contracts its shared-ride service to DARTS. Information about DARTS begins on page 3 of this guide. Please keep this guide for your records.

Contact Accessible transportation services (ATS)

Contact ATS Customer Service to apply for service, to update your customer information, for fare information, to ask questions about the service, to give feedback, or if you need this information in an alternative, accessible format.

Phone : 905-529-1212

Mail: Accessible Transportation Services
c/o 71 Main Street West
Hamilton, ON L8P 4Y5

Fax: 905-679-7305

Email: ATS@hamilton.ca

Website: www.hamilton.ca/ATS

ATS office hours: 8:30 to 4:30 PM, Monday to Friday.

ATS is closed on statutory holidays (New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Thanksgiving Day, Christmas Day, Boxing Day), Easter Monday and the August Civic Holiday. If you don't reach us, please leave a message and ATS will return your call.

Eligibility for Accessible Transportation Services (ATS)

Accessible Transportation Services are available to persons who, due to physical or functional limitations, are unable to use fixed-route public transit (HSR). Based on information obtained from the ATS Application Form and/or from an in-person functional assessment, eligibility is determined as follows:

- **Unconditional eligibility:** passenger is unable to use HSR and is therefore eligible for all trips on DARTS.
- **Conditional eligibility:** passenger is able to use HSR under certain conditions and is therefore eligible for some trips on DARTS as follows:
 - **Seasonal eligibility** – travel on DARTS during winter months only (November 1 to April 30).
 - **Trip by trip planning** – travel on DARTS to approved locations only.

- **Temporary eligibility:** passenger is unable to use HSR due to a temporary condition and is therefore eligible for all trips for a specific period only.
- **The Taxi Scrip Program** is offered to ATS registrants **who are residents of the City of Hamilton**. For further information, please refer to the **Taxi Scrip Program User Guide** available from ATS staff.
- **HSR Support Person ID** card identifies a passenger who, due to physical or functional limitations, requires assistance from a support person while traveling on HSR buses. For more information, call 905-529-1212 or go to hamilton.ca/hsr.

Visitor eligibility is provided for anyone who is already eligible for specialized transit in their home municipality. Visitors can also apply for service in Hamilton using the ATS Application form. Contact ATS for more information: 905-529-1212.

Change of Personal Information

Call ATS Customer Service at **905-529-1212** to report changes to your personal information, including your address, telephone number emergency contact information, mobility status (including changes in your mobility device), or any changes in your support needs while travelling. For ATS and DARTS to provide a safe and reliable service, your personal information must be kept current and up to date.

Important Information Regarding Special Travel Requirements from Accessible Transportation Services (ATS)

Special Travel Requirements may have been added by ATS to your profile based on medical and support need information entered on your application form:

Special Travel Requirements: None

This means the information you provided to us says that you do not have any special travel requirements to be safe on board or at your destination. Please note:

- You must be capable of travelling in the vehicle independently: drivers do not provide behaviour support; drivers do not load, manage, or keep track of personal items; and drivers do not monitor medical devices or administer medication.
- You must be capable of entering and exiting your home independently: drivers do not carry your keys, unlock the door of your home, or enter apartment buzz codes.
- If ATS finds that you are unable to travel safely without support on board the vehicle, ATS may require you to travel with a support person.

Special Travel Requirements: Do Not Leave Unattended

This means the information you provided to us says that you do not need any help on board the vehicle, but that a responsible person will be at your departure and your destination to assist you upon arrival. Please note:

- You must be capable of travelling in the vehicle independently: drivers do not provide behaviour support; drivers do not load, manage, or keep track of personal items; and drivers do not load or monitor medical devices or administer medication.

- You must be able: to follow the operator's directions when entering and exiting the vehicle; to remain seated in the vehicle for the duration of the trip; and to remain unattended in a vehicle when the operator is escorting other customers.
- You must not present a safety risk to yourself or others.
- Updated information from your healthcare professional must be provided if you wish to remove this special travel requirement.
- If a responsible person is not present to meet you at your destination, the DARTS driver will keep you on board the vehicle and continue with the rest of their trips until your emergency contact person can be reached. If this happens repeatedly, ATS may require you to travel with a support person.
- If ATS finds that you are unable to travel safely without support on board the vehicle, ATS may require you to travel with a support person.

Special Travel Requirements: Must Travel with Support Person

This means the information you provided to us says that you need to always travel with a support person on board. Please note:

- Your support person will travel for free.
- Your support person must be capable of providing the support you need.
- Your client profile will say that you must travel with a support person, so if you attempt to board a DARTS vehicle without a support person, you will not be picked up and you will have to re-schedule your trip.
- Updated information from your healthcare professional must be provided if you wish to remove this special travel requirement.

Special Travel Requirements: May Travel with Support Person

This means the information you provided to us says that you do not always need to travel with a support person, but you **sometimes** need support on board or at your destination. Please note:

- Your support person will travel for free.
- Your support person must be capable of providing the support you need.
- You must inform the reservationist if you are bringing a support person with you **when you are booking your trip**. This will ensure there is enough space reserved on the vehicle.

NOTE: Any behaviour that constitutes violence, harassment, or is otherwise inappropriate behaviour will not be tolerated while using City services. ATS reserves the right in its prudent judgement to require a mandatory support person while travelling, or to suspend services as necessary, to ensure the safety of passengers, as well as contractors, subcontractors, and their employees.

DARTS Service

DARTS is the non-profit organization contracted to the City of Hamilton to provide shared-ride, wheelchair accessible, door-to-door service throughout Hamilton, and to three (3) transfer destinations in Burlington: Joseph Brant Hospital, Aldershot GO and Burlington GO Stations.



DARTS contact: 905-529-1717 Toll-free: 1-855-831-5418 www.dartstransit.com

DARTS Hours of Service: 365 days a year

WEEKDAYS

Reservations: 8:30 AM - 2 AM **On Street:** 5 AM - 2 AM

SATURDAYS

Reservations: 8:30 AM - 2 AM **On Street:** 6 AM - 2 AM

SUNDAYS AND HOLIDAYS

Reservations: 8:30 AM - 12:30 AM **On Street:** 6:30 AM - 12:30 AM

Please remember that the last scheduled return time for any trip will be earlier than the end of on-street service, depending on the destination.

DARTS Reservations

Reservations may be made up to seven (7) days in advance. You may want to write your passenger number below and keep this guide handy. Please have the following information ready when you call:

1. Passenger number
2. Name
3. Date you need a ride
4. Time you wish to be picked up
5. Your appointment time, if you have one
6. Your pickup address and accessible entrance location
7. Your destination address
8. Your return time
9. If you are traveling with a mobility device, support animal, companion, or support person.

Please **confirm all information** at the end of your call. Reservations may also be made online (see page 6 of this guide).

DARTS Waiting List

For trips that DARTS Reservations is unable to schedule at the time of your call, a waiting list will be offered. **DARTS will only contact you if they can accommodate your trip.** You are advised to call DARTS frequently at **905-529-1717** to ask about your waiting list trip. **Important: the waiting list is not a guarantee of a trip.** If DARTS is unable to accommodate your waiting list trip, you are advised to make alternate travel plans.

DARTS Call Returns

If you are attending an appointment and you cannot give DARTS a specific time for your trip home, you may request a “Call Return”. When your appointment is finished, call DARTS at **905-529-1717** for call returns. Depending on vehicle availability, you may have an extended wait for your trip.

DARTS Cancellations

For advance and same day cancellations, call DARTS at **905-529-1717**.

Cancellations may also be made through DARTS Web at www.dartstransit.com.

Please cancel as early as possible so DARTS can accommodate other trip requests. Trips can be cancelled as early as fourteen (14) days in advance for subscription trips and seven (7) days in advance for casual trips. **To avoid a late cancellation record, please cancel your trip no later than 4:30 PM the day before.** However, if you must cancel late, please do. It is better than cancelling at your door.

Accessible Transportations Late Cancellation and No-Show Policy

A late cancellation occurs when a customer cancels later than 4:30 PM the day before the trip was booked.

A no show occurs when a customer is not present at their pickup location during the pickup window (15 minutes before and 15 minutes after your scheduled pickup time).

A cancellation at door occurs when a trip is cancelled by the customer after the vehicle has already arrived at the pickup location.

ATS has a policy to prevent people from misusing the service by frequently cancelling late or not being available at time of pickup. Under this policy, points are assigned:

- No Show: two (2) points;
- Cancellation at Door: two (2) points; and
- Late Cancellation: one (1) point.

If you accumulate a total of seven (7) points in a calendar month, you will be in violation of the policy:

- After the first violation in a twelve (12) month period, you will be mailed an education letter.
- After the second violation in a twelve (12) month period, you will be mailed a warning letter.
- After the third violation in a twelve (12) month period, your service will be suspended for three (3) days.
- After the fourth violation in a twelve (12) month period, your service will be suspended for ten (10) days.
- After five or more violations in a twelve (12) month period, your service will be suspended for thirty (30) days.

There is an appeal process available for policy violations and for suspensions, and information on how to appeal is included in any letter of notice that is sent to a customer under the policy. Any no shows, cancellations at door, or late cancellations due to circumstances beyond the reasonable control of the customer may not be counted as a policy violation. These include unplanned medical emergencies or illness, or breakdown of a personal mobility device.

Other circumstances beyond customer control will not be counted as part of a policy violation, including the arrival of DARTS more than 15 minutes past the scheduled pickup time, the failure of DARTS to provide a scheduled trip, or cancellation of service due to weather conditions or other service disruption.

DARTS Subscriptions

If you make routine trips for the same time and destination each week, DARTS may be able to arrange a “subscription” trip. DARTS will arrive automatically, eliminating the need to call weekly to make reservations. Call DARTS at **905-529-1717** to place a subscription request. Subscriptions are approved only if space is available. You will need to reserve rides day by day if your subscription trips cannot be accommodated.

Subscription trips, except for trips to dialysis, are automatically cancelled on statutory holidays, **Easter Monday, and the August Civic Holiday**. If you still need to travel on these dates, you must call DARTS reservations to book your trips.

DARTS Web and “Where is My Ride?”

DARTS Web is an online system that allows you to **make reservations, check and cancel your own trips**. To register for DARTS Web and to set your DARTS Web password, please call DARTS at **905-529-1717**. Once registered, go to www.dartstransit.com to sign on to Web Booking and “Where is My Ride?”. You can also download the “Where Is My Ride?” app for IOS or Android.

DARTS Service Interruptions

In the interest of safety, DARTS will cancel service due to snow, ice, or dangerous road conditions. Service interruptions are announced on local television and radio, on the internet at www.dartstransit.com, and in the DARTS opening message when you call **905-529-1717**.

Travelling on DARTS

DARTS is a shared-ride service, and you will not always be the only person on board. Please allow for adequate time to reach your destination, as you may be on board for up to one hour.

- **Passengers must be ready and waiting at the start of the 30-minute pick up window:** DARTS may arrive between 15 minutes before or 15 minutes after the pickup time you request (your negotiated pickup time).
- If drivers arrive early, they must wait until the start of the passenger’s 15-minute pick up window. If a vehicle has not arrived by the end of your pickup window, call DARTS at **905-529-1717** to report a late vehicle.

- Your driver will address you by name or ask for your name to ensure they are picking up the correct person.
- Drivers are only permitted to wait for five (5) minutes. If the passenger is not ready to leave, a cancellation will be recorded. For information about allowable cancellation limits, please refer to the ATS Trip No Shows and Late Cancellations Policy on pages 5 and 6 of this guide.
- DARTS may send a minivan or regular size sedan for passengers who do not use a wheelchair or scooter. During busy times, if you are not exempt from using a taxi and you are able to travel in a minivan or regular-sized sedan, DARTS may send a taxi from Hamilton Cab to pick you up.
- **Passengers may board with up to four (4) carry-on items**, which must always be under the control of the passenger during their trip. DARTS drivers do not assist with carry-on items.

Support Persons/ Companions

DARTS drivers assist passengers from door-to-door, but they do not provide any on-board care or assist passengers beyond the accessible entrance of their destination. A support person may be required for further assistance. One (1) **support person** may travel on DARTS vehicles for free with a registered passenger. Approval for a support person must be registered in advance with ATS. The support person must be capable of meeting the needs of the individual with a disability during travel and/or at their destination. A **companion** is a person who is travelling with you but is not needed for your support. Please refer to pages 2 to 3 of this guide.

- Passengers who travel **occasionally** with a support person must inform DARTS Reservations if a support person is required for each trip.
- Passengers who register as always requiring a support person **MUST** be accompanied for all trips and may not travel alone on DARTS vehicles.
- ATS approval is not necessary to travel with a companion, but companions are required to pay the applicable HSR/ ATS fare.
- If there is a safety risk to the passenger being left alone at their destination, ATS may register the passenger as **“Do Not Leave Unattended”**. The passenger may travel independently on DARTS; however, a caregiver **MUST** be at every destination to receive the passenger.

For more information about travelling with a support person or about the “Do Not Leave Unattended” designation, please speak to ATS staff at 905-529-1212. See also pages 2 to 4 of this user guide.

Wheelchairs and Scooters

DARTS drivers will assist passengers with wheelchairs up or down one step only, to and from an accessible entrance. If you need greater assistance at your pick-up or drop-off points, please arrange for a support person to help you. DARTS vehicles accommodate mobility devices up to 30 inches (76 cm) wide and 48 inches (122 cm) long. DARTS vehicles accommodate a maximum weight of 800 pounds (363 kg).

Passengers using wheelchairs must have both a lap belt and footrests installed. Passengers using power scooters must have a lap belt. Any exceptions to this rule require medical documentation to be provided to ATS. Passengers using scooters should transfer to a seat on the vehicle. Please call ATS at **905-529-1212** if you have any questions about travelling with your wheelchair or power scooter.

Fares

HSR fares apply. If you have any questions about fares, please call **905-529-1212**, or visit hamilton.ca/hsr for up-to-date fares information. PRESTO cards can be purchased at:

- the HSR Customer Service Centre at 36 Hunter St. E., Hamilton GO Centre
- all Shoppers Drug Mart and Fortinos locations
- City Hall and Municipal Service Centres in Dundas, Ancaster, and Stoney Creek.

Some additional fares information:

- **Golden Age (Age 80+):** FREE to residents of Greater Hamilton only with proof of residency. The Golden Age Pass can only be obtained from the HSR Customer Care Centre at 36 Hunter St. E., Hamilton GO Centre.
- **Companions:** Fares apply according to the age of the companion. See hamilton.ca/hsr for more information.
- **Support Person:** A support person rides for free when preapproved by ATS.
- **Visitors:** Fares apply according to age. **The Golden Age rate is not available to visitors.**

Video Cameras on DARTS vehicles

DARTS vehicles are equipped with automated video surveillance cameras. Personal information is being collected under the authority of Section 11.11 of the City of Hamilton Act, 1999 and Section 227 of the Municipal Act, 2001 for the purpose of protecting employees, operators, and the public, protecting the assets of the City and its contractors, and assisting with risk management and insurance matters such as investigations related to a claim or incident. Questions about this collection should be directed to:

Manager of Accessible Transportation Services
c/o 71 Main St. West
Hamilton, ON L8P 4Y5
Phone: 905-529-1212
Fax: 905-679-7305
Email: ats@hamilton.ca.