

# Conventional

The Cranbrook Transit System operates low-floor buses, which are designed to make travel on the conventional transit system accessible to people who use mobility aids or who have difficulty with steps. These buses have a kneeling feature that allows the floor of the bus to come within 25 cm (9.8 in) of the road surface. The low-floor buses are equipped with a ramp for wheelchair and scooter access. There are two reserved spaces on each low-floor bus for wheelchairs or scooters.

The low-floor buses operate on a fixed-route schedule. For information about schedules and fares, visit [www.busonline.ca](http://www.busonline.ca), call 417-4636 or refer to the Cranbrook Rider's Guide.

## Mobility Aids on the Low-floor Bus

If you would like to practice boarding the low-floor bus with your wheelchair or scooter, call 417-4636 to set up an appointment. The same applies if you would like to make sure your mobility aid will fit on the bus.



## Frequently Asked Questions

### What will bus drivers do for me on the bus?

Bus drivers will secure your wheelchair or scooter and help you locate a bus stop if you ask when boarding.

### What won't bus drivers do for me?

Bus drivers cannot perform the duties of a personal attendant; leave the bus to assist you with your mobility aid or lift you and/or your mobility aid, except in an emergency.

### What if the chair/scooter position is already occupied on the bus I want to board?

The driver will advise you of the next accessible bus or help you make other travel arrangements if there is no more accessible service that day.

## Hours of Operation: Conventional Service

### Monday to Wednesday

7:15 a.m. to 6:30 p.m.

### Thursday to Saturday

7:15 a.m. to 9:30 p.m.

### Sunday

10:00 a.m. to 5:00 p.m.

## Fares: Conventional Service

For information on conventional transit fares, visit [www.busonline.ca](http://www.busonline.ca), call 417-4636 or pick up a Rider's Guide.

## Travelling Companions

### Attendants Travel Free

Passengers in wheelchairs or passengers registered with handyDART and identified by a handyPASS can travel with an attendant. Please let your transit operator know if the person travelling with you is an attendant to help you travel. Attendants must board and exit at the same stop as the passenger requiring assistance and help to load and secure mobility aids on the bus.

### handyDART Attendant

A handyDART Attendant is a person whose presence is essential to a registered handyDART user (passenger) to enable that passenger to travel on handyDART. The attendant's origin and destination must be the same as the passenger's origin and destination. Passengers who are travelling with an attendant must notify handyDART when making a handyDART reservation. A registered handyDART user may not act as an attendant.

### Escorts

An escort is a person who is travelling with a handyDART passenger, but whose presence is not essential to the passenger. Escorts are required to pay the appropriate fare.

### Assistance Animals

Only certified assistance animals are allowed on transit buses. Owners of assistance animals should be prepared to show the animal's verification of training.

**Taxi Supplement Program** The Taxi Supplement Service enables the handyDART operator to dispatch handyDART trips to taxi companies when handyDART cannot accommodate all trip requests.

**Taxi Saver Program** Registered handyDART customers can purchase a booklet of Taxi Saver coupons worth \$60 at a cost of \$30, once a month. You may use your Taxi Saver coupons when handyDART is unable to transport you, or when you take an unplanned trip.

Taxi Saver coupons come in denominations of \$1.00 and \$2.00. The coupons are used to pay the even dollar amount of the taxi meter fare. You will pay the change in coin because taxi drivers do not make change on Taxi Saver coupons. For example, if your fare comes to \$5.80, you will give \$5.00 in coupons and 80¢ in change. You will need to show the driver your handyPASS when you pay for your trip.

When you book your taxi, tell the dispatcher it is a Taxi Saver trip. The following taxi companies participate in the Taxi Saver Program:

Key City Cabs 426-1111  
Star Taxi 426-5511

**handyPASS** handyDART clients will need a handyPASS to use the Taxi Saver Program. To get your handyPASS, contact Cranbrook Health Council at 489-4751 for an application. When you receive your application, complete it and send it with two passport-size photos to:

Interior Health Authority  
c/o Cranbrook Home Support  
2205 - 2nd Street North  
Cranbrook, BC V1C 3L4

### Purchasing Taxi Saver Coupons

To purchase your Taxi Saver Coupons, send a cheque in the amount of \$30 to the Taxi Saver Program at the address directly above.

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# Transit Options



**The Cranbrook Transit System** offers a full range of transportation options within the City of Cranbrook. This publication describes your transit options, and the procedures for using transit services.

# handyDART



handyDART is a transportation service for persons who have a disability that is sufficiently severe that the person is unable to use conventional transit service without assistance. handyDART service is provided to and from accessible building entrances within the city limits. It is a shared-ride public transit system, which means that other passengers will be picked up and dropped off en route to your destination.

## How to Book a Trip

To book a trip with handyDART, call 489-4751 on Monday to Friday, 8:30 a.m. to 4:30 p.m. If you call outside the office hours, please leave a message and handyDART staff will get back to you as soon as possible.

When you call, please have the following information ready:

- your name and the day and time you wish to travel,
- the exact address where you wish to be picked up and dropped off,
- if you will be accompanied by an attendant or escort,
- if you use a wheelchair or another type of mobility aid, and
- if you wish to book a return trip.

There are two types of trips that may be booked at least 24 hours in advance:

1. regular subscription trips that you take at least once a week, or
2. one-time trips to an appointment, to go shopping, for a social visit or recreational activity.

## Pick-up Window

When you call the handyDART office the dispatcher will tell you your pick-up time. If your pick-up time is 10:00 a.m., please allow fifteen minutes on either side as your pick up window. This means your ride can arrive between 9:45 a.m. and 10:15 a.m. Therefore you need to be ready fifteen minutes before your pick-up time.

If handyDART arrives prior to your pick-up time, the driver will wait five minutes. For instance, if your scheduled pick-up time is 10:00 a.m. and handyDART arrives at 9:45 a.m., the driver will notify you and wait until 9:50 a.m. If the van arrives at 9:55 a.m., the driver will notify you and wait until 10:00 a.m. BUT, if handyDART arrives after your 10:00 a.m. pick-up time the driver will notify you but will not wait.

The drivers cannot bend this rule for any reason, so you must be ready fifteen minutes prior to your pick-up time.

## Medical Appointments

If you book a return trip from a doctor's office, and the doctor is running behind, please call handyDART as soon as possible to let the dispatcher know you won't be ready for your scheduled pick up. You can reschedule your pick-up time when you call. We suggest you ask the receptionist if the doctor is on schedule as soon as you get to the doctor's office.

## Cancelling a Trip

Please call handyDART at 489-4751 as soon as you know you must cancel a trip. This will help us arrange our schedules efficiently, and provide better service to all our passengers.

If you cancel your trip less than 30 minutes before your pick-up time, we will record this as a "no show".

## No Shows

If the handyDART driver shows up at the scheduled time and pick-up location, and you are not there, you are considered a no show. Or, if you cancel your ride less than 30 minutes before pick-up time, you are considered a no show.

Each of your no shows will be recorded on your file in the handyDART office. If you have two no shows on file, handyDART will contact you to discuss the situation. After four no shows, handyDART will advise you that any more no shows may result in a suspension of your service.

## Suspension of Service

handyDART reserves the right to suspend any passenger for consistently not meeting handyDART guidelines, for repeated no shows or for abusive behaviour.

## Children Using handyDART

Children under age six who are using the handyDART service must be accompanied by an adult. The accompanying adult must sit beside and be able to clearly see the child. Children weighing less than 18 kg (40 lbs) must be secured in a CSA-approved car seat supplied by the accompanying adult.

## Passengers with Cognitive Disabilities

Passengers with a cognitive disability must be met by a responsible adult at the trip destination unless handyDART has a letter of release on file. If the pas-

senger is not met at the destination, the passenger will be transported to the emergency address provided on the registration application, or to a respite home designated by the Ministry of Human Resources. The passenger's caregiver will be responsible for a \$10 transportation charge, and for costs incurred if the driver leaves the passenger at a respite facility.

## Driver's Responsibilities

### Drivers will:

- secure your wheelchair/scooter safely in the vehicle,
- assist you with your seat belt, and
- assist you to and from accessible building entrances on each end of the trip.

### Drivers will not:

- search for you if you are not present at your pick-up time,
- carry your belongings onto the bus,
- return empty wheelchairs to the hospital or other facility, or
- manoeuvre wheelchairs on more than one step or unsafe ramps.

## Mobility Aids on the handyDART bus

Following are some guidelines for mobility aids that can be safely carried on handyDART:

- A mobility aid cannot be larger than the hoist platform.
- Mobility aids should be equipped with a lap restraint belts.
- Tie-down securements must be fastened to the frame of the mobility aid.
- All mobility aids must have functioning brakes.

- Mobility aids with flags, whip-type antenna and oversized baskets may not be transported on the handyDART bus.

## Bad Weather

Bad weather may interfere with the handyDART and the conventional bus schedules. Please keep this in mind when the weather causes less-than-ideal driving conditions.

## Fares: handyDART

### One-way Trip

Passenger and escort \$2.00

Attendants no charge

## Hours of Operation: handyDART

### Monday to Friday

8:00 a.m. to 5:00 p.m.

## Busy Periods

The busy times of day for handyDART is between 8:00-10:00 a.m. and between 2:00-4:00 p.m. Requests for travel at these times are more difficult to accommodate than at other times of day.

If you have any suggestions or comments regarding your transit system, please contact:

City of Cranbrook  
#40 -10th Avenue South  
Cranbrook, BC V1C 2M8