

Conventional

Low-floor buses were designed to make travel on the conventional transit system accessible to people who use mobility aids, or who have difficulties stepping up to the older-style buses.

These buses have a kneeling feature that allows the floor of the bus to come within 25 cm (9.8") of the road surface. The low-floor buses are equipped with a ramp for wheelchair and scooter access, and can accommodate two wheelchairs or one scooter at once.

All routes on the Penticton Transit System are accessible.

The low-floor buses operate on a fixed-route schedule. For information about schedules and fares, visit www.busonline.ca, call Transit Information at 492-5602 or refer to the Penticton Riders' Guide.

Boarding the Low-floor Bus: Wheelchair and Scooter

If you would like to practice boarding the low-floor bus with your mobility aid, call 492-5602.



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.

Conventional Service Hours of Operation

Monday to Friday

6:30 a.m. to 10:00 p.m.

Saturday

8:30 a.m. to 10:00 p.m.

Sunday

9:42 a.m. to 6:00 p.m. (extended hours in the summer)

Conventional Service Fares

For information on fares, visit www.busonline.ca, call 492-5602 or pick up a Riders' Guide.

Travelling Companions

Accessible Transit Attendant

An Accessible Transit Attendant (ATA) is a person who travels with a transit passenger to enable that passenger to use public transit. An ATA assists the passenger by securing the passenger's wheelchair or scooter. An ATA must get on and off the bus at the same stop as the passenger. An ATA does not pay bus fare, but the passenger pays the appropriate fare.

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 the buses. Owners of assistance animals should be prepared to show the animal's verification of training.

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, \$2.00 and \$3.00. 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.

Participating Taxi Companies

Cassidy Cab	492-5441
Penticton Taxi	492-5555

handyPASS handyDART clients will need a handyPASS to use the Taxi Saver Program. To get your handyPASS, contact the Penticton and District Community Resources Society at 492-5814 for an application. When you receive your application, complete it and send it with two passport-size photos to:

Taxi Saver Program
Penticton and District Community
Resources Society
60 Calgary Avenue
Penticton, BC V2A 2T6

Purchasing Taxi Saver Coupons

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

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Transit Options



The Penticton Transit System offers a full range of transportation options within the City of Penticton. 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. handyDART isn't a taxi service, but a shared-ride public transit system. 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 492-5814 on Monday to Friday, 8:00 a.m. to 4:30 p.m. 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 into 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 scheduled pick-up time.

If handyDART arrives prior to the scheduled 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, you must call handyDART at least 30 minutes in advance and let the dispatcher know you won't be ready for your scheduled pick up, and reschedule your pick-up time. We suggest you ask the reception-

ist if the doctor is on schedule as soon as you get to the doctor's office. If the doctor is behind, you should call the handyDART office immediately.

Cancelling a Trip

Please call handyDART at 492-5814 as soon as you know you must cancel a trip. This will help us arrange our schedules efficiently, and give good 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 under 18 kg (40 lbs) must be secured in a CSA-approved car seat supplied by the accompanying adult.

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.

Drivers' 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, or
- manoeuvre wheelchairs on more than one step or unsafe ramps.

handyDART Fares

One-way Trip

Passenger and escort \$1.50

Five tickets \$7.50

Attendants no charge

handyDART Hours of Operation

Monday to Friday

8:00 a.m. to 4:00 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:
Transit Committee
City of Penticton
171 Main Street
Penticton, BC V2A 5A9
Tel: 490-2400