



MUNICIPALITY OF
GREENSTONE

Municipality of Greenstone Policy Manual

Subject: Specialized Transit	
Number: 23-63	Section: Community Services
Original Effective Date: April 8, 2024	Last Revised/Approved Date: January 15, 2024
Approval Authority:	

Purpose:

The purpose of this policy is to establish a fair and equitable process by which specialized transit is offered to ensure a more accessible Municipality. Specialized transit is a shared ride, door-to-door, pre-booked service where registrants can book trips in advance, and are assigned on a first come, first serve basis. The Municipality of Greenstone operates two transportation programs: Rural Transportation in Geraldton and Longlac; whereby, eligible riders are transported to the grocery store, pharmacy, post office, etc. and Aging at Home Transportation; whereby, eligible riders within the Municipality of Greenstone are transported, within limitations as per the policy, to in town and out of town medical appointments.

Application:

The Municipality of Greenstone is responsible for service and contract management, which includes, but is not limited to:

- Administering registrations, including ensuring eligibility criteria is satisfied;
- Hiring a driver to provide medical transportation;
- Administering/monitoring the Service Provider's performance, if applicable, with respect to all terms and conditions of the contract, including but not limited to, those issues dealing with service hours, vehicle utilization (dedicated and nondedicated), vehicle maintenance, client service and system reporting;
- Administering a system for the processing of all related Client contacts, i.e. complaints, commendations, inquiries, etc.;
- Reporting on service performance;
- Completing all financial reporting, including preparation of annual budget and budget performance reports;

- Making recommendations respecting fare levels and the nature and extent of service to be provided;
- Keeping all personal information of registrants confidential in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFFIPA).

The Municipality of Greenstone may contract a service provider to operate vehicles and the booking system. The service provider shall also be required to provide operational data for reporting purposes.

Policy Statement/s:

The Municipality of Greenstone's Specialized Transit Service is a door-to-door pre-booked shared ride accessible public transit service for seniors (55+) in Greenstone or a person with a disability.

Amendments:

By-law 24-01

Definitions:

"Companion" – In relation to a senior or a person with a disability, another person who accompanies the registrant to help with communication, mobility, personal care, medical needs or with access to programs, services, or facilities;

"Disability" – As per the Ontario Human Rights Code, disability means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.;

"Municipal Driver and/or Driver" – A employee of the Municipality who drives the Aging at Home Vehicle;

"Medical Appointment" – a scheduled appointment with a regulated health professional;

"Municipality" – The Corporation of the Municipality of Greenstone;

“Registrant/Client/Applicant” A Municipality of Greenstone Senior (55+) or a person with a disability;

“Regulated Health Professional” includes the following:

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario
- A member of the College of Chiropractors of Ontario
- A member of the College of Nurses of Ontario.
- A member of the College of Occupational Therapists of Ontario.
- A member of the College of Optometrists of Ontario.
- A member of the College of Physicians and Surgeons of Ontario.
- A member of the College of Physiotherapists of Ontario.
- A member of the College of Psychologists of Ontario.
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario;

“Service Provider” – The contracted external company that provides the operations, maintenance of the Municipality of Greenstone’s rural transportation para-transit buses, including scheduling, driving, vehicle maintenance, and customer service.

Policy:

Eligibility

Residents of the Municipality of Greenstone who are seniors (55+).

Residents of the Municipality with a disability may be eligible for specialized transit. Disabilities may be permanent and/or temporary and are those identified in the Ontario Human Rights Code. Qualification is not based on the applicant’s income or age.

There are two categories of eligibility for which the applicant can apply for:

- Unconditional - A person with a permanent/chronic disability
- Temporary - A person with a temporary disability who requires access for a defined time period

Eligible medical transportation trips are only for an appointment with a regulated health professional.

Eligible medical transportation trips are same day service, on a first come, first service basis with no guarantee for availability. In order to better accommodate out of town medical appointment time requirements, residents may be required to be picked up at a central location.

Service Area

The service area for out-of-town medical transportation is defined as the area within the Municipality of Greenstone with medical trips travelling to the City of Thunder Bay or Hearst.

The service area for in-town medical transportation and rural transportation is defined as the Ward of Geraldton and the Ward of Longlac for eligible residents.

Fares

Fares for specialized transit service shall be charged in accordance with the Fees & Charges By-law.

Eligible riders to out of town medical appointments, seeking medical specialist services or procedures at a ministry funded health care facility as per Northern Health Travel Grant Guidelines, are also permitted to submit the signed Northern Health Travel Grant Application to the Municipality for third party reimbursement. Riders will be expected to pay for the difference between the eligible Northern Health Travel Grant and the full fare prior to the travel. If riders are denied Northern Health Travel Grant reimbursement the full fee will be expected to be paid in full.

Legislative Requirements:

Provincial Gas Tax Program