

## General Information

Lifts on the Paratransit vehicles are capable of accommodating motorized scooters as long as they meet safety standards, size and weight restrictions. If you have an oversized scooter or electric chair please call the office with measurements and weight.

If using a scooter you must transfer to a seat unless a doctor states you can not due to a medical reason. If you need assistance transferring to a seat you must have an attendant accompany you.

The Paratransit System of St. Catharines will accommodate any person visiting St. Catharines who is a registrant of another system which provides transportation services for the physically disabled, subject to availability.

**Paratransit Number  
905-685-9844  
TTY ENABLED SERVICE**

## Passenger Responsibilities

- Have the address ready before you call to book your ride.
- Please be specific with pick-up or dropoff locations (i.e. side door). Be ready at the nearest accessible door 10 minutes before your scheduled pick-up time. Drivers are not required to wait more than five minutes.
- If an attendant or escort will be accompanying you on your trip, please inform the office at the time of booking.
- Please notify the Paratransit Dispatcher of any change in address or phone number.
- Please limit parcels to what you can manage. Drivers are not required to carry parcels or groceries.
- Smoking is strictly prohibited on Paratransit vehicles.

## Operator Responsibilities

- Paratransit Operators will assist you to and from the vehicle and through the closest accessible door, and will fasten all restraints. They are not required to attempt more than one vertical step.

## Eligibility

If you are a physically disabled resident of St. Catharines whose mobility restrictions (temporary or permanent) prevent or severely inhibit you from walking 175 metres, you may apply for the services of the Paratransit System.

Applications are available at the Transit Administration office 2012 First Street Louth or by calling the Paratransit Office at 905-685-9844 or on the Transit Website [www.yourbus.com](http://www.yourbus.com) under the Accessible Service link.

Return your application form completed by yourself and a Health Care Professional to the address shown on the form.

Your application will be reviewed and processed at the regular meeting of The Paratransit Application Review Committee.

# The Paratransit System of St. Catharines



**Serving St. Catharines  
for over 35 years**

**Paratransit Number  
905-685-9844**

Operated by:



# The Paratransit System of St. Catharines

Established in 1979, the Paratransit System of St. Catharines is a specialized bus transportation service operated to assist those

persons with mobility difficulties. The bus service provides transportation from accessible door to accessible door and is available

on an unconditional, temporary or conditional basis depending on the user's eligibility.

## Paravan Services

Paratransit has ParaVans in service. These minivans are equipped with a ramp which accommodates ambulatory passengers only. This service is curb to curb and runs on 15 minute intervals.

## Reservations and Cancellations

All trips are booked in advance. Reservations will be accepted Monday to Friday between the hours of 8:30 a.m. and 4:00 p.m. This service is obtained on a first come - first served basis. Trips are booked within a 14 day time frame. For inflexible appointments it is suggested that reservations be made as far in advance as possible to secure the time you require.

## Cancellation Policy

Cancellations will be accepted up to one hour before your scheduled pick-up time. However, if you fail to cancel your reservation, there is an established "NO SHOW" policy in effect.

## No Show Policy

This policy was established to ensure the most efficient use of the vehicles by the System registrants. Trips which are cancelled without notice cannot be booked to accommodate other passengers.

If you do not cancel your trip with the Paratransit Office one (1) hour or more before your scheduled pick-up time you will be charged with a 'No Show'.

On the occurrence of the first 'No Show', the registrant will be notified by mail with a STEP ONE Letter reminding them of our policy.

On the occurrence of the second 'No Show', in a twelve month period, STEP TWO applies where the registrant will be billed the \$15.00 'No Show' fee.

Registrants may appeal their notice and staff will take into account the nature of the 'No Show'. Examples include; medical appointments that run too long and situations whereby the registrant becomes ill and does not have time to call in for an early morning cancellation.

## Community Buses

Paratransit has a Community Bus in service. This bus runs on a fixed route at specific times, operating Monday to Friday. Rides are booked through the Paratransit office.

## Fares

Current fares are as outlined on our website [www.yourbus.com](http://www.yourbus.com)

## Hours of Service

**MONDAY TO FRIDAY**  
6:00 a.m. - 11:00 p.m.

**SATURDAY**  
6:00 a.m. - 11:00 p.m.

**SUNDAY SERVICE**  
9:00 a.m. - 8:00 p.m.

**HOLIDAYS**  
10:30 a.m. - 6:00 p.m.