



Policy Title: NGtransit Hand-to-Hand Transfer

Policy Number: CS_003_2024

Category: Department

Department: Corporate Services

Related Policies:

Approved By: Karen Dunlop, Chief Administrative Officer

Effective Date: March 21, 2024

Revision Date:

Policy Statement:

The Municipality aims to provide a safe and reliable transit service through NGTransit, including safe and secure service for users with specialized needs.

Purpose:

The NGtransit Hand-to-Hand Transfer Policy specifies a process for providing transit services to identified Community Living clients who cannot be left alone at their destination.

Application:

This policy applies to Designated Passengers.

Definitions:

1. **Companion:** any person that is required to travel with an individual. The Companion does not pay a fare and must have the same origin and destination as the client.
2. **Designated Passenger:** an NGtransit rider designated by Community Living as requiring hand-to-hand transfer.
3. **NGtransit:** the transportation service offered by the Municipality of North Grenville and operated by Mobility Transportation Specialists.
4. **Operator:** the third-party contracted to operate NGtransit on behalf of the Municipality, Mobility Transportation Specialists.
5. **Receiver:** the person who receives the Designated Passenger.

Policy:

1. Hand-to-Hand Transfer

- 1.1. If a Receiver is not present at the destination at the time of drop-off, the Driver will return the passenger to their origin.
- 1.2. The Driver will wait five (5) minutes from the specified drop-off time.
- 1.3. If the destination is the Designated Passenger's home, they will be dropped off if a Receiver is not present.
- 1.4. If a Companion is riding with a Designated Passenger a Receiver is not required.

Responsibilities:

Community Living

- Community Living will provide a list to the Municipality of Designated Passengers that require hand-to-hand transfer.
- Community Living will ensure a Receiver is present at the destination.

NGtransit

- Municipal staff will add a note to Designated Passengers' profiles indicating they require hand-to-hand transfer.

- The Driver will wait five (5) minutes for a Receiver.
- If a Receiver is not present the Driver will return the passenger to their origin.

Compliance:

If there are issues with compliance, Community Living, the Municipality, and the Operator will discuss ways to revise the policy.

Policy Communication:

This policy will be shared with Community Living North Grenville.

Related Documents/Legislation:

None.

Authorization:

This Policy was authorized by the Director of Corporate Service and Chief Administrative Officer.

Revision History

Document Owner	Revised Date	Reason for Changes

Contact:

Any questions or concerns regarding this Policy shall be directed to the Director of Corporate Services.