



MTO Transportation Client Guide

Eligibility

- Between the ages of 13 and 59 without a disability/travel independently
- Between the ages of 8 to 12 without a disability/ travel with parent/guardian not requiring a car seat
- Must reside in Caledon
- Travel without a mobility aid

CCS transportation is committed to provide the correct level of service to all our clients. Changes in a client's mobility may result in a change of transportation service.

Operating Hours

- Transportation is available: Monday to Friday 6:30 am to 5:30 pm
- Office hours: Monday to Friday 8:30 am to 4:30 pm.

Registration

- To register, an application must be completed and returned to the Transportation.
- Applications must be approved by CCS staff requesting the transportation service.

Ride Booking Information

- To book a ride, call the Transportation office at **(905) 951-2300** or **(905) 584-2300 ext 217, 218, 221, 264** during business hours
- Ride requests must be received a minimum of two business days before the ride is required. **Rides can be booked a maximum of seven days in advance.**

Please see chart below:

| DATE OF RIDE | CUT OFF DAY TO BOOK |
|--------------|---------------------|
| MONDAY | WEDNESDAY 4:30 pm |
| TUESDAY | THURSDAY 4:30 pm |
| WEDNESDAY | FRIDAY 4:30 pm |
| THURSDAY | MONDAY 4:30 pm |
| FRIDAY | TUESDAY 4:30 pm |
| SATURDAY | WEDNESDAY 4:30 pm |
| SUNDAY | THURSDAY 4:30 pm |

When booking a ride

Please include the following information:

1. Date you want the ride,
2. Time you need to reach your destination and time of return,
3. Destination address or transfer point (please be specific),
4. If you are travelling with a parent/guardian you must book a seat for them to travel.
5. For medical rides provide the doctor's name and/or department.
6. **Be sure to book enough time for your appointment.**
For example, if you expect to finish your appointment at 3 pm, please ask for a 3:15 or 3:30 return time. It's better to wait a few minutes than to miss your ride.

When confirming a ride

1. You **must** confirm your ride by calling the office at **(905) 584-2300 or (905) 951-2300 ext 217, 218, 221, or 264** the business day before your ride between 2:00 pm and 4:00 pm or email **booking@ccs4u.org**.
2. Please be ready 15 minutes prior to your confirmed pickup time.

When cancelling a ride

1. Cancellations must be made by 2pm the business day before your ride.
2. If rides are cancelled after 2pm the business day before your ride, the ride will be charged to your account. **NO EXCEPTIONS.** Late Trip Cancellations are detrimental to the efficient and effective operations of

CCS transportation and waste resources that could be used to provide transportation to other clients.

3. To cancel, please call **(905) 584-2300** or **(905) 951-2300 ext 822** at anytime and leave a message.

Missed Trip/No Show

1. If you are not at the designated pick-up location at your confirmed pickup time, the driver will leave
2. You will be charged for the trip.
3. Your return trip will be cancelled and you will be responsible to arrange alternative transportation.

Walkways/Driveways

1. Driveways and steps must be accessible to CCS vehicles.
2. Driveways must be free of snow, ice, debris as well as any low hanging tree branches. If the driver is unable to enter the driveway safely, it will be the clients' responsibility to either make their way out to the vehicle at the end of the property or cancel the pick up.
3. If pick up is cancelled due to poor driveway conditions, there will still be a charge for the ride.

Payment:

Transportation is a pre-paid service. Fee for rides are charged to client's account when booked or when ride is generated. It is a client's responsibility to keep track of your transportation balance in order to ensure a positive account balance.

How to make a payment:

1. Personal Cheques.

Cheques are to be made payable to Caledon Community Services and must include your Client Identification number.

Mail to: Caledon Community Services
18 King Street East
Bolton, ON L7E 1E8

Please note: your account will only be credited upon receipt of your cheque at the Transportation office.

2. Credit Card Payment:

Credit card payments can be made at the Transportation office located at Industrial Rd, Bolton or over the phone by calling **(905) 951-2300** or **(905) 584-2300 ext 217, 218, 221 or 264** during office hours.

3. Debit/Interac:

Debit transactions can be made at CCS retail store:
Evolve Clothing, 4 Industrial Road Bolton

You will need to have your Client Identification number in order to make a payment.

4. On-Site Deposit Boxes:

Payments may be made at on-site deposit drop boxes located at:
CCS Main Office, 18 King St E, Bolton Ont.

The Exchange, 55 Healey, Road Bolton Ont.

Each deposit box will have a payment form and envelope located directly under the deposit box. The form should be completed and placed in the sealed envelope.

Caledon Community Services does not pay interest on any balance of monies in clients transportation account.

Transportation Fee Schedule (One Way Fee)

| Ride From | Ride To | Fee |
|-----------------|-------------------------------|---------|
| Town of Caledon | Anywhere within Caledon | \$ 4.00 |
| Town of Caledon | Heart Lake Terminal- Brampton | \$ 4.00 |
| Town of Caledon | Orangeville | \$ 5.00 |

General Policies

- Smoking, eating, or drinking is **NOT** permitted on any CCS vehicle.
- No weapons or firearms on vehicles.
- Only service animals are permitted on any CCS vehicle.

- Loud or abusive behavior or language including profanity/racial or vulgar comments will be cause for immediate removal from the vehicle and possible loss of transportation privileges.
- Clients may only bring carry on items that will fit comfortably on their lap and will not protrude into the next seat. Drivers cannot help load or unload items and clients may not leave personal items on the bus.
- **CCS drivers are not permitted to enter into a home or a facility at any time.**
- Drivers are required to transport clients to the pre-scheduled destination indicated on the driver's manifest. Drivers are not allowed to make any destination changes.
- Audio/music players are not permitted to be played aloud while on any CCS vehicle.
- CCS is not responsible for personal items left on the bus. Clients may call the Transportation office to find out about any personal items they may have left on the vehicle.

Client Responsibilities

- **Please be ready at least 15 minutes before the scheduled pickup time.**
This will minimize inconvenience for all clients. Call the Transportation office if the driver is more than 15 minutes late for confirmed pickup time.
- Seatbelts must be worn at all times.
- If the client appears ill upon pick up, the driver has the right to refuse the ride.
- Clients should refrain from wearing heavy perfumes while traveling on CCS vehicles.
- Clients must inform the transportation office of any changes to their mobility.
- CCS transportation services are not funded as an essential service and therefore, ride provision is not guaranteed. During inclement weather, services may be cancelled when Peel District School board buses are cancelled.
- Clients are not permitted to tip CCS drivers. In lieu of tips, charitable donations are gratefully accepted. A charitable receipt will be issued upon request.

Any Questions?

Please call 905 584 2300 or 905 951 2300 ext 217, 218 or 264

Please visit our web site at www.ccs4u.org

Available in large print upon request