Application for Lift+ Specialized Transit Service

Operated by:
Transit Services Division
Community Services Department - City of Thunder Bay

Service and Application Overview

Lift+ is a door-to-door, shared-ride public transit service for people with disabilities or limitations, who are unable to use Thunder Bay Transit's conventional bus service for all or part of a trip. Lift+ operates during the same hours and charges the same fares as Thunder Bay Transit. Lift+ trips must be booked in advance.

This application helps Lift+ determine your eligibility. Your answers will help us understand your transportation needs and any disability-related barriers that affect your ability to use Thunder Bay Transit. Eligibility is based on whether a disability prevents you from using Thunder Bay Transit for all or part of a trip. Eligibility is not based only on preference, convenience or difficulty using public transit.

The applicant should complete this application. Another person may help if needed. **Please complete all questions.** If a question does not apply, write "not applicable" or "N/A." If information is missing or unclear, Lift+ may contact you for more information. This may delay the processing of your application. The completion of this application does not guarantee eligibility.

You **are not** required to take this form to a health care provider.

Individuals may be required to attend an individualized Transit Skills Assessment. When applicable, the assessment may help determine:

- Whether you are eligible for Lift+;
- Whether you can safely use Thunder Bay Transit independently or under certain conditions; and
- Whether your mobility device can be safely accommodated on a Lift+ vehicle.

If it is determined that an assessment is required, an independent assessor completes the assessment. There is no charge for the assessment or for Lift+ transportation to and from the assessment.

Lift+ will make an eligibility decision within 14 calendar days after receiving your complete application. If a decision is not made within 14 calendar days, you will receive temporary eligibility until a final decision is made.

If a registrant does not use Lift+ for 12 consecutive months, their account will be made inactive, and the registrant will have to reapply for the service.

Eligibility for Service

Eligibility will be assessed based on the information provided on this application form and any interview and/or assessment results. Eligibility is:

- Determined on a case-by-case basis;
- Not based on a specific diagnosis or type of disability;
- Not based on age or income; and
- Not based only on the absence of conventional transit service in the area where a person lives.

Lift+ will determine whether you qualify for one of the following eligibility categories:

1. Unconditional
2. Temporary
3. Conditional

A registrant's eligibility will be reviewed a minimum of every three (3) years. Eligibility may also be reviewed if the registrant's circumstances or transportation needs change.

If you disagree with an eligibility decision, you may appeal it. Information about how to appeal will be included with your eligibility decision.

Return the completed application and any attachments to:

Lift+ Specialized Transit
Thunder Bay Transit
570 Fort William Road
Thunder Bay ON P7B 2Z8
liftplus@thunderbay.ca

Customer Service

Thunder Bay Transit Customer Service

Telephone: 807-684-3744, then press 0
TTY: 807-684-2997

Email: transit@thunderbay.ca

Website: www.thunderbay.ca/transit



All personal information, including personal health information, collected is collected under the authority of the Municipal Act, 2001. Personal information is collected in compliance with the Municipal Freedom of Information and Protection of Privacy Act. Personal health information is collected in compliance with the Personal Health Information Protection Act. The personal and personal health information collected is solely for the purpose of determining eligibility for Specialized Transit. None of your personal or personal health information will be shared, rented, sold or otherwise released to any third party without your consent.

Application for Lift+ Specialized Transit Service

What type of application are you submitting?

☐ Current Registrant ☐ New Registrant ☐ Visitor Application

First Name: _____

Last Name: _____

Name you use or preferred name, if different: _____

Address: _____

City/Town: _____ Postal Code: _____

Cell Phone Number: _____ Other Number: _____

Mailing Address (if different): _____

Date of Birth: _____ _____ _____ Email: _____
(month) **(day)** **(year)**

How would you like to receive messages and notifications about your rides (select one)?

☐ Call ☐ SMS (Text Message) ☐ Both

Local Emergency Contact Information

Required in the event of an emergency while registrant is on a Lift+ Bus.

Emergency Contact: _____ **(primary contact)**

Relationship: _____ Telephone: _____



1 I am applying for: (please check one)

☐ **Unconditional Eligibility**
For a person whose disability prevents them from using Thunder Bay Transit for any trip.

☐ **Conditional Eligibility**
For a person who can use Thunder Bay Transit for some trips but cannot use it under certain conditions. For example, seasonal or accessible bus stops.

☐ **Temporary Eligibility**
For a person whose disability temporarily prevents them from using Thunder Bay Transit for all or part of a trip, such as during recovery from surgery or an injury.

If temporary, expected to last:

☐ 3 months ☐ 6 months ☐ 12 months

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2 How do you currently travel around the city? (check all that apply)

☐ Drive self
☐ Family or friends drive me
☐ Thunder Bay Transit
☐ Private (eg. assisted living program bus)
☐ Taxi or rideshare
☐ Other _____

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3 Please describe the barriers that prevent you from using Thunder Bay Transit for all or part of a trip.

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4 How does the above condition(s) impact your mobility and ability to access bus stops, ride on the bus, and get on or off the bus?

5 Approximately how far can you travel on your own or using your usual mobility device?

☐ Less than 50 metres ☐ 50 to 100 metres ☐ 101 to 200 metres

☐ More than 200 metres ☐ Distance varies

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6 Which mobility aid(s) (if any) do you use? (check all that apply)

☐ Manual Wheelchair ☐ Service Animal ☐ Powered Wheelchair

☐ Powered Scooter ☐ Cane ☐ White Cane

☐ 2 or 4 wheeled Walker Does your walker have a seat? ☐ Yes ☐ No

☐ Oxygen If you travel with portable oxygen, how many cylinders or units do you carry, and how are they secured? _____

Which mobility device will you regularly use on the Lift+ bus? _____

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7 Does your mobility device have a lap belt?

☐ Yes ☐ No

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8 Does your mobility device have tie down brackets or an area to secure the restraints?

☐ Yes ☐ No

- Lift+ is **unable** to transport you if your wheelchair/scooter **does not** have tie down brackets or a lap belt in place.

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9 Can you travel in a standard taxi, or do you need a wheelchair-accessible vehicle?

☐ I can travel in a standard taxi
☐ I require a wheelchair-accessible vehicle

10 What are the overall measurements of the mobility device you will use when travelling with Lift+?

Type of device:

☐ Manual wheelchair ☐ Power wheelchair ☐ Mobility scooter

Overall width: _____ inches/cm

Overall width: *Measure across the widest part of the device, including wheels, hand rims, armrests or accessories.*

Overall length: _____ inches/cm

Overall length: *Measure from the furthest point at the back to the furthest point at the front, including footrests, your feet if they extend beyond the footrests, and any bags or attachments.*

Combined weight of you and your mobility device, if known: _____ pounds/kg

Combined weight: *Add your weight to the weight of your mobility device, including any accessories, if known.*

- Please indicate whether your measurements are in inches or centimetres and your weight is in pounds or kilograms.
- Lift+ vehicle lifts can accommodate mobility devices up to 30 inches (76 centimetres) wide and 48 inches (122 centimetres) long.
- The combined weight of the passenger and mobility device must not exceed 750 pounds (340 kilograms).

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11 Does your mobility device meet the size, weight and securement requirements listed above?

☐ Yes ☐ No

For safety reasons, Lift+ cannot transport a mobility device that exceeds the vehicle's size or weight limits or cannot be safely secured.

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12 Does your home have a ramp or platform lift?

☐ Yes ☐ No

Lift+ operators may assist you on a ramp when it is safe to do so. Operators cannot operate privately owned platform lifts or lift or carry a registrant or their mobility device up or down stairs. Lift+ operators also do not provide assistance with transfers.

13 Are there steps outside the entrance used for Lift+ pickups and drop-offs?

☐ Yes - Number of steps: _____

☐ No

Lift+ operators may assist you on up to two steps when it is safe to do so. If there are more than two steps, you must arrange for someone to assist you.

You are responsible for ensuring there is a clear and safe path between the Lift+ vehicle and the entrance. Please remove snow, ice, debris and other hazards before your scheduled pickup or drop-off. If the path is not safe, the operator may be unable to provide the trip. Drivers may enter the main entrance of a building, but cannot go beyond the entrance area.

You may travel with another person on Lift+. Depending on your needs, that person may be a required support person, a hand-to-hand attendant at your destination or an optional companion. Please read the definitions below.

Support Person

A support person assists a registrant during the trip with communication, mobility, personal care, medical needs or personal safety. A support person may be required when a registrant cannot safely travel independently. Lift+ operators provide door-to-door assistance but do not provide personal care or continuous supervision. Lift+ must approve a request to designate a support person. Additional information may be required to confirm the need for a support person. If a support person is a condition of the registrant's eligibility, they must be accompanied by a support person on **every Lift+ trip, for the entire trip.** The support person travels free of charge.

Hand to Hand Attendant

Some registrants can travel without a support person but cannot be left alone at their destination. In these cases, a responsible person must meet the Lift+ vehicle when it arrives. The registrant or person booking the trip is responsible for making sure the attendant is available. If no one is present, the operator cannot leave the registrant alone. Lift+ will follow the registrant's contingency plan, which may include returning the registrant to their pickup location.

Companion

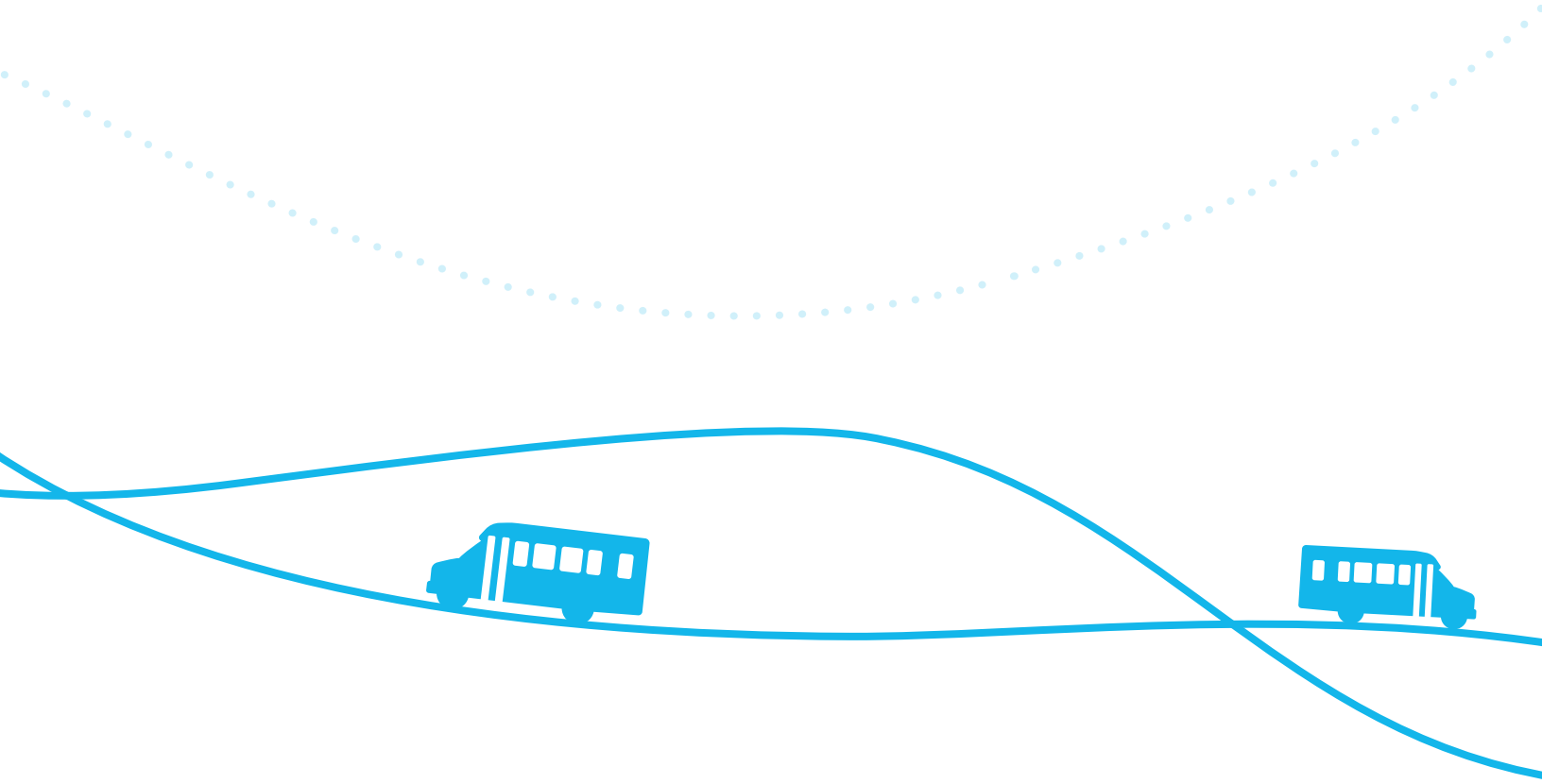
A companion is an optional guest who travels with a registrant. Tell Lift+ that a companion will be travelling when you book the trip. Space for companions is subject to availability, and companions must pay the applicable fare.



14 Do you require or expect to travel with any of the following? (check all that apply)

- ☐ Required support person
- ☐ Hand-to-hand attendant (please complete the Hand-to-Hand Information on the next page)
- ☐ Occasional companion
- ☐ None

Please describe the assistance your support person provides during the trip.
Do not include more medical information than necessary.



Hand-to-Hand Attendant

If your hand-to-hand attendant is not available when you arrive, Lift+ will contact the person listed below. This contact must be able to assist with making alternate arrangements for you.

Contact: _____ Relationship: _____

Home Telephone: _____ Work: _____ Cell: _____

Alternative Contact: _____ Relationship: _____

Home Telephone: _____ Work: _____ Cell: _____

Certification Of Application

I understand that the purpose of this application form is to assist in determining whether I am eligible to be an unconditional, conditional or temporary registrant of Lift+ Specialized Transit Services. I understand that the information on this form will be shared with designated employees of the Transit Services Divison for the purpose of processing this application. I understand also that this information may be shared with an assessment advisor, if required, to assist in determining my eligibility or an appeals panel if my eligibility is denied.

I understand that all information obtained will be kept CONFIDENTIAL between the City of Thunder Bay and the parties specified above.

I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE, THE INFORMATION PROVIDED ON THIS APPLICATION IS CORRECT.

_____ _____

(signature of applicant) **(date)**

If you have completed this application for the applicant, you must have authority to sign on behalf of the applicant. Please provide the following information:

Name: _____ Relationship: _____

Home Telephone: _____ Work: _____ Cell: _____

I CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE INFORMATION PROVIDED IN THIS APPLICATION IS CORRECT AND THAT I HAVE THE AUTHORITY TO SIGN ON BEHALF OF THIS APPLICANT.

_____ _____

(signature of applicant) **(date)**

Office use only - section required for tracking purposes

Date Received _____

Comments

Date Approved _____ Orientation Date _____ Expiry Date _____