



Orillia Wheelchair Limousine Service (OWLS) Accessible Transit Eligibility Application

This application is for City of Orillia residents who wish to apply for the OWLS specialized transit service. This service is a door-to-door accessible transit service intended for persons unable to use Conventional Transit due to a disability. To maximize the efficiency of OWLS, your ride may be shared with other passengers.

The information obtained in this application will be used by the City of Orillia to assess the applicant's eligibility for OWLS. Minimal information is shared with our transit operator TOK Transit. Failure to complete this application in full may delay the application process or result in a denial of service.

ELIGIBILITY

Eligibility is considered on a case-by-case basis for persons with a disability that are unable to use conventional transit. It is not based on a particular disability, use of an assistive device, age, unable to drive, income or lack of available public transit. OWLS is not for those who find it difficult or are unwilling to use conventional transit.

Unconditional: A person with a permanent disability that prevents them from using conventional transportation services.

Temporary: A person with a temporary disability that prevents an applicant from using transportation services (ex: knee replacement surgery, broken ankle, etc.).

Conditional/Seasonal: A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transit (ex: weather, travel to a non-accessible location).

Please note: All approved OWLS memberships are valid for **four years** from the date the application is approved. All members must reapply prior to their expiry date, failure to do so may result in disruption of service.

HOW TO SUBMIT AN APPLICATION

Once the application is completed in full, mail, hand-deliver, fax, or email to:

| | |
|--|---|
| <p>City of Orillia Transit Division 50 Andrew Street South, Suite 300 Orillia, ON L3V 7T5</p> <p>Phone: 705-325-3975</p> <p>Fax: 705-329-2670</p> <p>Email: transit@orillia.ca</p> | <p>Orillia Transit will review all applications within 14 calendar days of receipt. If your application is incomplete, it will be returned to you and the application process will be delayed. Eligibility determinations will be sent by mail or email. Orillia Transit has the right to audit current OWLS members and revoke registration if it is determined that the member is no longer eligible for the service.</p> |
|--|---|

**Part B: To Be Completed by your treating Registered Health-Care Professional**

The OWLS specialized transit service is intended for persons with disabilities, either permanent or temporary, which prevents them from being able to access Orillia Transit's conventional transit service. Eligibility is determined on a case-by-case basis. You may be contacted if any questions remain.

Name and Official Capacity of Health-Care Professional: _____

Address: _____

Street

Suite

City

Postal Code

Telephone: _____ Fax: _____

1. Applicants must have at least one of the following physical or functional limitations (please check all that apply):

Cognitive: disability that impacts functional or physical ability to use conventional transit, including (but not limited to): emotional disabilities, brain injury, intellectual or learning disabilities

Physical: unable to walk a distance of 175 metres (600 feet) with or without an assistive device

Sensory: sensory motor area conditions, such as Parkinson's disease, which impact physical ability to use conventional public transit

Visual: applicants who are legally blind and cannot use conventional transit. Applicant must provide supporting documentation from Canadian National Institute for the Blind (CNIB)

2. Please check the assistive device(s) the applicant normal travels with:

Manual Wheelchair

Walker

White Cane

Powered Wheelchair

Scooter*

Oxygen Bottle

Service Animal

Crutches

Cane

Other: _____

*OWLS members who use a scooter must transfer to a seat.

Operators do not push/pull mobility devices.



The OWLS vehicle ramp can accommodate a wheelchair or scooter that is no larger than 34" width. The combined weight of a wheelchair and passenger must not exceed 600lbs. All mobility aids must be kept clean, in good repair (tires, brakes, footrests, lap belts, etc.) and able to be properly secured or they cannot be accommodated.

Combined weight of wheelchair & passenger: Less than 600lbs more than 600lbs

Width of wheelchair/scooter (in): _____ Length of wheelchair/scooter (in): _____

3. Please answer all questions to ensure timely processing of this application. Please base your answers solely on the applicant's ability/inability to use conventional (regular) accessible public transit. All conventional transit buses are equipped with ramps, audio and visual next stop announcements, hand rails, priority and courtesy seating.

| | | |
|--|-----|----|
| a) Does the applicant's disability <u>prevent</u> (not make difficult) them from using conventional accessible transit safely and independently? | Yes | No |
|--|-----|----|

Is the applicant able to:

- | | | |
|---|-----|----|
| b) Travel to designated Orillia Transit bus stops safely and independently? | Yes | No |
| c) Get on/off Orillia Transit's conventional accessible buses unaided? (all buses have a ramp, no stairs and handrails for accessibility) | Yes | No |
| d) Recognize and understand when and where to board the bus, their destination and when to safely leave the bus? | Yes | No |
| e) Present a fare, take a transfer and/or tap a pass upon boarding? | Yes | No |
| f) Communicate with the transit operator? | Yes | No |
| g) Maneuver their mobility aid and/or assistive device to travel to and from the vehicle independently and while at their destination? | Yes | No |
| h) Independently able to recognize their destination and leave the vehicle safely? | Yes | No |
| i) Is the application at risk of falls or have balance concerns? | Yes | No |

4. Attendant Requirement:

Specialized Transit Operators are not personal attendants – if an applicant requires extra support getting on and off a bus, they must provide their own attendant.

- Transit operators do not push or pull wheelchairs or other assistive devices.
- Applicants unable to present a fare upon boarding, communicate with the operators, safely remain unattended on the bus, maneuver their mobility aid, recognize their destination, or are at risk of falls should travel with a mandatory attendant. Registered OWLS members cannot be attendants. Clients must provide their own attendants and those attendants must be present on all trips to ride with the members. The attendant will ride free if registered with OWLS.



a) Does the applicant require an attendant while traveling? Yes No

If yes, an attendant must accompany the applicant on all trips with OWLS.

5. Eligibility: Based on the applicant's disability, how long will OWLS be required?

Unconditional/Permanent – all trips require specialized services, no expectation of improvement. Please note:

Temporary (up to one year) or termination date ____/____/____ (mm/dd/yyyy) - all trips require specialized services for a limited time

Conditional/Seasonal – under certain circumstances, trips require specialized services. Please indicate which months are required:

Winter (October to April)

Summer (May to September)

Other (please specify) _____

In accordance with Part B of this application, I hereby confirm that the information within this document is true.

Health-Care Professional Signature: _____

Date: _____

Stamp, License or Certification #:

Notice of Collection/Use/Disclosure: Personal information is being collected on this form pursuant to the *Municipal Act*, S.O. 2001 and the *Accessibility for Ontarians with Disabilities Act (AODA)* O. Reg. 191/11 and will be used for the purpose of this application in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* R.S.O. 1990 C.M.56. Questions regarding the collection of this information should be directed to the City of Orillia, Transit Division, 50 Andrew Street., Suite 300, Orillia, ON L3V 7T5, 705-325-3975 or transit@orillia.ca



Part C: Attendant (Support Person) Application - to be completed only if an attendant/ support person is required

New Applicant

Existing Attendant (OWLS #) _____

Name: _____
 First Last

Address: _____
 Street Apt/Suite #

 City Postal Code

Telephone - Primary: _____ Alternate: _____

Email: _____

Would you like to receive your correspondence by email? Yes No

The Support Person Card will be issued with the same expiry date as the approved OWLS member.

Attendant Signature: _____ Date: _____

Please Note:

Attendant/Support Person – Apply to both conventional and specialized transportation services and neither can charge fares. People who need assistance from an attendant/ support person when traveling must demonstrate this need. People travelling with an attendant/support person may need assistance with mobility, communication, accessibility, personal or medical care during trips. A registered OWLS client cannot act as an attendant/support person.

Companion – Companions apply to specialized transportation providers. The option to travel with a companion ensures that people are not required to travel alone. A companion can come with them as long as another person with a disability does not need the seat that the companion would occupy. Companions must pay the fares they would pay if they were traveling on conventional transit.



For Office Use Only

Application Received: _____

Application Reviewed: _____

Completed by: _____

OWLS Member

Renewal: Yes No

 Approved Denied

Card # Issued: _____ Expiry: _____ Date Mailed: _____

Attendant/Support Person (if applicable)

Renewal: Yes No

 Approved Denied

Card # Issued: _____ Expiry: _____ Date Mailed: _____

Date Transit Contractor Notified: _____

Comments:
