



## Four Counties Transit Procedures

### 1.0 Overview

Four Counties specialized transit service is a shared ride, door-to-door service for residents with disabilities that prevent them from using conventional transit. The service operates Monday to Friday from 8:00 a.m. to 5:00 p.m.

Trips are pre-booked, not guaranteed, and subject to policy and procedure amendments.

### 2.0 Registration Requirements

Application Submission:

Available at Four Counties Health Services  
1824 Concession Drive  
RR#3 Newbury, ON. N0L 1Z0  
Phone: 519-693-8604 or 1-800-724-3401  
Fax: 519-693-7084

### 3.0 Trip Booking

#### 3.1 Booking Procedure:

- Clients are required to book a trip up to 2 weeks in advance.
- Trips are scheduled on a "first come, first served" basis.

Personal trips should be scheduled during non-peak days – Mondays, Tuesdays and Fridays.

#### 3.2 Service Limits:

- Each trip is limited to up to 2 destinations and not to exceed 2 hours of wait time. Return trips must be arranged for no later than 4 p.m.
- Any pick-ups scheduled after 5 p.m. will be considered special trips and will incur additional fees in accordance with fees and charges by-law.



## 3.0 Cancellations

### 3.3.1 Advance Cancellation

- Trips must be cancelled as far in advance as possible.
- Trips cancelled less than 3 hours before the scheduled pick-up will be recorded as a late cancellation.
- Trips cancelled less than one-half hour before the scheduled pick-up will be recorded as a no-show and fee will be charged.

### 3.3.2 Consequences of Late Cancellations/No-Shows:

- Excessive late cancellations or no-shows may result in suspension of registration.

## 4.0 Companions and Support Persons

### 4.1 Companions:

- Allowed if space is available.
- Must pay the same fare as the customer.
- Limit the number of companions to a reasonable number.

### 4.2 Support Person

- Travels for free with confirmed eligibility.
- Complete the application form and follow submission instructions.

## 5.0 Groceries and Parcels

- Allowed on the transit service.
- Drivers do not assist in carrying groceries or similar packages.
- Arrange for assistance if needed.

These procedures ensure that specialized transportation services are provided effectively and safely to residents in need.