

Guide to Para Transpo Services



**Para
Transpo**



INFO 613-560-5000
octranspo.com



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This guide provides an overview of Para Transpo to help customers understand and use the service. Detailed information and service updates can be found at octranspo.com/para-transpo or you can call us at 613-560-5000.

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Accessible formats and communication supports are available upon request.

What is Para Transpo?

Para Transpo is a shared-ride, book-in-advance, public transit service. The service is open to eligible customers who are unable to take conventional transit (buses and the O-Train) some or all of the time due to a disability. Para Transpo provides service within the City of Ottawa limits as well as a few key locations in Gatineau, Quebec.

Customers are escorted from the first set of accessible doors at the pickup address. When they arrive at their destination, the operator makes sure they have access through the first set of accessible doors. Customers are also helped in and out of vehicles.

Eligibility

Para Transpo is for persons with permanent or temporary disabilities who are unable to safely walk to or board conventional transit. Disability alone does not create eligibility for Para Transpo. Eligibility is based on the applicant's functional ability to use conventional transit. Service is also available to eligible persons with disabilities visiting Ottawa.

Para Transpo offers three categories of eligibility. The categories align with the Integrated Accessibility Standards Regulation (IASR O. Reg. 191/11) and the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

Unconditional: A person with a disability that prevents them from using conventional transit.

Temporary: A person with a temporary disability that prevents them from using conventional transit. An applicant who qualifies for temporary service requires specialized transit for a defined period of time.

Conditional: A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transit. An applicant who qualifies for conditional service may be able to use conventional transit for all or part of their trip but may also qualify for specialized transit under specific circumstances.

Registration

Applications and renewals are reviewed by qualified health care professions at Lifemark Health Group. Lifemark staff review applications and make decisions on eligibility within 14 days of receiving a complete application. Once approved for Para Transpo service, it is the customer's responsibility to inform Para Transpo of any change in their disability, personal/contact information, or assistive or mobility device.

Para Transpo customers are required to renew their eligibility every three years to ensure customer information is up to date and the best service can be provided. Customers will be contacted when they are required to renew.

Availability of service

Service is offered between 6 am and midnight. Sometimes exceptions are made for trips outside these hours. If a vehicle is not available at the time requested, an alternate time will be offered.

Para Transpo offers trips within the urban transit area of Ottawa at regular fare, as well as one-way trips from an urban to rural, or rural to urban address in Ottawa at a higher flat-rate fare. Refer to octranspo.com for fare information.

Holiday service

Para Transpo operates a holiday service on the following dates:

**New Year's Eve • New Year's Day • Family Day
Good Friday • Easter Sunday • Easter Monday
Victoria Day • Canada Day • Colonel By Day
Labour Day • National Day for Truth and
Reconciliation • Thanksgiving • Remembrance Day
• Christmas Eve • Christmas Day • Boxing Day**

Subscription bookings are automatically cancelled on these holidays with the exception of Easter Sunday, National Day for Truth and Reconciliation, Christmas Eve and New Year's Eve. Customers may book a trip for a holiday date up to seven days in advance.

Reservations

Casual bookings

Para Transpo trips must be reserved in advance. Please contact us before 5 pm on the day before you plan to travel. Casual bookings can be scheduled every 15 minutes, starting at the top of the hour.

Subscription (regular) bookings

If you have to be at a destination on the same days at the same time each week (or bi-weekly or monthly) for at least one month, you can arrange subscription bookings. You must use these bookings unchanged at least 75 per cent of the time or you will be contacted, and your bookings may be suspended.

Tips for booking

Reserve your pick-up time for at least one hour before you want to arrive at your destination. Customers will be scheduled for pickup within a 30 minute window from the reserved time.

We require one and a half hours between two bookings. For example, for a 10 am departure, your return cannot be earlier than 11:30 am.

For rural destinations, allow one and a half hours to reach your destination. For rural trips we require two hours between two bookings.

Booking a trip

Choose the option that's best for you.

My Para Transpo

My Para Transpo is a web application that allows customers to book, cancel, manage trips, and track the location of a trip on any device. To get started, visit myparatranspo.octranspo.com.



Call 613-560-5000

When you are booking by phone you will be asked to provide your customer registration number, the details of

your trip request and whether or not you will be travelling with a companion or support person.

Cancelling a trip

You can cancel a booking online with My Para Transpo, by texting 57272 (or 5PARA), or by calling 613-560-5000.

Use My Para Transpo and log in to the application to manage your bookings. You can cancel a casual booking up to an hour before the trip time. Subscription bookings can only be cancelled a day in advance.

Text 57272 to cancel casual bookings any time. Subscription bookings cannot be cancelled by text.



Call 613-560-5000 to cancel casual and subscription bookings. If you speak to a Customer Service Representative, you can cancel any booking at any time. If you use the Interactive Voice Response (IVR) automated system, you can cancel casual bookings an hour in advance and subscription bookings starting the day before, up to an hour in advance.

When using the automated system, you will need your Para Transpo registration number and password. Initially your password is your date of birth (year/month/day). For example: if you were born on May 6, 1945, you would enter 19450506 as your password. The system allows you to change the password after you have successfully logged on.

Fare Payment Options

Each customer and companion must pay the correct fare upon boarding. You can pay your fare with cash, ParaPay or a Presto card. Visit octranspo.com or call 613-560-5000 for current fare prices and more information.

ParaPay

ParaPay is a card-free system that lets you pre-pay your Para Transpo fares. Simply open your account, load money or a monthly pass, then book your trips and ride. Call 613-560-5000 to set up your account.

Presto

Load your Presto card with a monthly pass or load funds to your e-Purse to pay per trip. Pass your card to the operator after boarding. They'll tap your card on the smartcard reader located at the front of the vehicle. Tip: register your Presto card at prestocard.ca to protect your balance in case you lose your card.

Presto smartcards are available at prestocard.ca, by phone at 1-877-378-6123, at ticket machines, or in person at an OC Transpo Customer Service Centre, select City of Ottawa Client Service Centres or Shoppers Drug Mart locations. A minimum purchase may be required, plus \$6 for the card. If you're eligible for a discounted fare, call 613-560-5000 or visit octranspo.com to see how to qualify and where to get the discount set.

Discounted Fares

Discounted fares and passes are available for eligible customers, including:

- Seniors 65+**
- Students (U-Pass)**
- Youth 13-19**
- Children 8-12**
- Children 7 and under (free)**
- Persons receiving ODSP benefits (Community Pass)**
- Persons on a low income (EquiPass)**

For more information, visit octranspo.com or call 613-560-5000.

Taxi Coupon Program

The Taxi Coupon Program allows Para Transpo customers to take discounted taxi service as an alternative to Para Transpo. Taxi coupons are bought in a book and can be used to pay your taxi fare. You can book your trip, at your convenience, with participating Ottawa taxi companies. Friends and family may travel with you at no extra charge. To find out more, visit octranspo.com or call 613-560-5000

Onboard support

Companions

If a companion will be travelling with you, indicate this when you make your trip reservation.

Only one companion is allowed, and that person will be charged their regular fare.

Support persons

A support person is an individual who accompanies a person with a disability on Para Transpo to help them with communication, mobility, personal care, medical needs, or access to goods and services. The applicant must provide their own support person. Support person application forms may be obtained by calling Lifemark Health Services at 613-218-8417. Once the application form is received, the customer's registration file will be updated to indicate whether a support person is required for some or all Para Transpo trips. The support person travels at no charge.

Mobility devices

Para Transpo buses can hold mobility devices up to 44.5 inches (1,130 mm) wide by 65 inches (1,651 mm) long.

Travel tips

Be ready on time at the pick-up address and entrance indicated when you booked your trip.

Track your ride using My Para Transpo. Text 57272 if your ride has not arrived within the 30 minute timeframe. If your ride is more than 30 minutes late, call us at 613-560-5000.

Operators cannot handle parcels and groceries, so customers should only take what they can keep secure while the vehicle is in motion.

Pets are permitted on all Para Transpo vehicles, including taxis. Pets must be secured in a pet carrier at all times.

Service animals

Service animals are welcome on all Para Transpo vehicles, including taxis. You can indicate your service animal when you make your Para Transpo application or update your customer information.

Contact Lifemark Health Group

For questions on eligibility and the registration process only, please contact:

Lifemark Health Group

2121 Carling Avenue, Unit 12
Ottawa, ON
K2A 1S3

Tel: 613-218-8417 (TTY enabled)

Fax: 613-721-2151

Email: paratranspo.lifemark@lifemark.ca

Contact OC Transpo

Need to book, cancel or review your trip details?

Use My Para Transpo:

myparatranspo.octranspo.com

Customer Service

Call us at **613-560-5000**

- Select your language.
- Choose **option 1** for Para Transpo, then select from the following options:
 - 1. Reservations**
Hours: daily from 7 am to 5 pm
 - 2. Automated trip information and cancellation line**
Hours: 24 hours a day
 - 3. Trip information, cancellation and same-day trip requests**
Hours: Daily from 6 am to 12:30 am
 - 5. Taxi coupons**
Leave a voicemail any time. Please never leave credit card information in the voicemail.
 - 6. ParaPay**
Leave a voicemail any time. Please never leave credit card information in the voicemail.
- Choose **option 2** for general Para Transpo inquiries and customer service.

Text us at **57272**

- For cancellations, trip status, or general questions.

Customers who have difficulty using the automated telephone directory can speak to a Customer Service Representative by calling 613-244-7272 for bookings or 613-244-4636 for information and cancellations. The IVR information and cancellation line can be reached directly at 613-842-3648.

Other ways to contact us

Fax: 613-842-3653

TTY: 613-244-4833

Twitter: @OC_Transpo

Web: octranspo.com

Canada Video Relay Service app