Sarnia Care-A-Van

SARNIA'S SPECIALIZED TRANSIT SERVICE

Care-A-Van Service Guide

CARE-A-VAN SERVICE HOURS:

Monday to Friday
6:30am to 10:30pm

Saturday
7:50am to 10:30pm

Sunday
7:50am - 6:30pm



Table of Contents

Sarnia Care-A-Van: A Specialized Transit Service 3
Background: Sarnia Care-A-Van Service 3
Eligibility Criteria/Guidelines 3
Guidelines: What We Do vs. What We Don't Do 4
Passenger Responsibilities & Booking Information 5
Booking your Trip 5
During your Trip 5
Cancelling a Trip 6
Support Persons & Companions 7
Fares 7
Transit Fare Smart Cards 8
Booking Trips - Request for Service (in advance) 8
Your Registration Card 10
Passenger Portal Guide 11
- How to Register 12
- Booking Rides on the Portal 16
- Review Your Booked Trips 21
- Cancelling A Booked Trip 22
- Updating Profile 24
- Bulletins 25

Rides on Demand 27
- Download the App 29
- Create an Account 29
- Using the App 33
- Booking Rides on the App 38
- Checking Trips You've Booked 42
- Cancelling a Trip You've Booked 43
- FAQs for Clients 44

Contact Information 45

Sarnia Care-A-Van: A Specialized Transit Service

Background: Sarnia Care-A-Van Service

Sarnia Care-A-Van is a registered service that provides transportation services from accessible door to accessible door.

> ***Did you know… that all of Sarnia Transit's Conventional/Fixed Route buses are fully accessible.***

Eligibility Criteria/Guidelines

Sarnia Care-A-Van provides specialized transportation to eligible residents of Sarnia and surrounding areas who, because of a disability, are unable to use conventional transit some or all of the time, as per the Integrated Regulations of the AODA.

A completed Care-A-Van application is required and must be signed by a medical professional who can confirm your need for the service. The application must be renewed every three years.

Eligibility is assessed on a case-by-case basis and is dependent upon how a medical condition affects your mobility and ability to use conventional transit, rather than on the specific diagnosis.

Registering for Care-a-van does not affect your ability to use Sarnia Transit's conventional bus service. You may travel on Care-a-van or on regular fixed-route buses, depending on your needs and the trip you are taking.

Service Guidelines: What We Do vs. What We Don’t Do

✅ We **Do**

Provide transportation and boarding assistance (only). This includes:

- Assisting passengers between accessible exterior doors at their pickup and drop-off locations, including passengers who use wheelchairs or other mobility devices.
- Helping ambulatory passengers who cannot manage the vehicle steps by using an onboard wheelchair and the vehicle lift to board and exit.
- Assisting passengers and their mobility devices on and off the vehicle at their destinations.

❌ We **Do Not**

Care-A-Van provides transportation and boarding assistance only. Drivers do not:

- Provide personal support or medical services.
- Enter buildings to look for passengers, pick them up, or escort them to appointments.
- Carry or assist with passengers’ personal belongings.

Passengers must be able to manage their own belongings. If you need help, please travel with a support person or companion who can assist you.

Passenger Responsibilities & Booking Information

Booking your Trip

1) Book up to 14 days ahead. You can book a trip for any reason.

2) Pickup times are on the hour or half-hour. For example: 9:00 a.m. or 9:30 a.m.

3) Be ready for pickup. The Care-A-Van may arrive up to 5 minutes before or 5 minutes after your booked time. This is your 10-minute pickup window.

   Example: If your booked time is 9:00 a.m., the Care-A-Van may arrive between 8:55 and 9:05 a.m.

   Your booking confirmation by phone, text or email will tell you the earliest time the Care-A-Van may arrive.

4) Be outside and ready to board when the Care-A-Van arrives. The driver can wait for up to 5 minutes. If you are not there within 5 minutes, the driver will cancel your trip and continue to the next pickup. Your return trip will also be cancelled.

   Drivers have other passengers to pick up and cannot wait longer without delaying them.

During your Trip

5) **Care-A-Van is a shared ride service.** You may ride with other passengers. This can make your trip longer than a direct trip. A trip can take up to 40 minutes, depending on the distance and other pickups or drop-offs.

6) **Drivers cannot make extra stops that are not on their schedule.** To ask for an extra stop or change your pickup or drop-off location, contact the booking office or use the Passenger Portal.

   Location changes are not guaranteed. The booking system must have enough time and distance to fit the change into the schedule.

Cancelling a Trip

7) **Cancel as soon as you know you will not be travelling**. Call the Care-A-Van dispatch office or use the Passenger Portal.

Carry-on items and companions

8) **You must be able to safely carry, load and unload your own bags and other items.** The driver cannot help with them.

Bring only what you can manage safely. Your items must not take up another passenger's seat or block their space.

If you have items on your walker, remove them before the driver lifts or stores it.

The driver may refuse an item that could create a safety risk. The City of Sarnia (Care-A-Van) are not responsible for damage to your items.

If you are bringing a companion or travelling with a dependent, tell the dispatcher when you book. This helps us reserve enough seats.

Keeping your information up to date

9) Tell the dispatch office when your information changes. This includes your address, phone number, support person or mobility device. Updated mobility-device information may help us choose a suitable Care-A-Van vehicle.

Safety and accessibility

10) **In winter, clear snow and ice from your driveway, walkway and steps.** This helps keep you and the driver safe.

11) **Smoking and vaping are not allowed on City vehicles**.

12) **Check that your destination is accessible**. You are responsible for knowing whether the location you are travelling to can be accessed.

Additional Support - Support Persons & Companions

During your application, your health care professional will indicate whether you need a support person always, sometimes or never. Your Care-A-Van registration card will show this information.

Sarnia Care-A-Van may require a support person for a passenger's safety or the driver's safety. This may apply to passengers who cannot communicate, have a cognitive impairment or dementia, or have a significant mobility impairment.

Support person required always (Mandatory)

A support person must be with you when the Care-A-Van arrives and must travel with you for the whole trip. If they are not there, the trip cannot go ahead. There are no exceptions.

A required support person travels free when accompanying you.

Support person required sometimes (Occasionally)

Tell dispatch when you book if a support person will be travelling with you. If they are not there at pickup, your trip may go ahead, but the driver cannot provide the support they would have provided.

A support person travels free when accompanying you.

Support person not required (No Support required)

See companions and dependents

Companions and Dependents

Companions and dependents may travel with you if space is available. Tell dispatch when you book. They must travel with you for the full trip, including pickup and drop-off, and pay the applicable fare.

Fares

Fares are the same on Care-A-Van and Sarnia Transit's conventional fixed-route service. Sarnia Transit bus passes can be used on both services.

Pay when you board, using the farebox or smartcard reader at the front of the vehicle. Please bring exact cash; drivers cannot make change.

For our up-to-date fare structure:

1) Visit our website at:
https://www.sarnia.ca/living-here/getting-around/sarnia-transit/transit-fares/

2) Call Sarnia Transit 519-332-0330 x5300

Transit Fare Smart Cards

The SMARTCARD system includes reloadable, contactless cards that allow any transit fare to be loaded including cash, tickets, monthly passes and semester passes; they offer convenience as you can load them from the comfort of your own home.

If lost or stolen, these passes are replaceable.

Smart Cards can be used on conventional/fixed route Sarnia Transit buses and Sarnia Care-A-Van buses.

For more information:

Visit www.sarnia.ca

Email transit@sarnia.ca

Booking Trips - Request for Service (advance booking)

1) Online Passenger Portal at

https://booksarniacareavan.tripsparkhost.com

Refer to the instruction booklet sent in our registration package for instruction on how to register your account and begin booking trips

Bookings can be made through the Passenger Portal 7 days a week, Sunday through Saturday from 9:00am - 12midnight

- Trip requests can be made in advance anywhere from 2 hours up to 14 days (including same day and next day trip requests)

- Allows you to view details of all your upcoming trips at your convenience
- Allows trip cancellations with at least 2 hours notice

2) Telephone Care-A-Van Booking & Dispatch Office

Telephone the Dispatch Office at (519) 332-0330 Ext 5309

Leave a voicemail message with the following information:

- your name
- the date of your request
- your destination location
- desired pickup time
- return destination location
- desired return time

After you submit your request, you will receive an automated message by phone, text or email. The message will tell you whether your trip is confirmed or cancelled/unavailable.

A trip request is not confirmed until you receive a confirmation message.

A Trip Reminder notification will be sent the day before your booking

Our automated notification system cannot process incomplete requests or requests lacking critical information.

Bookings can be made through Care-A-Van Dispatch Office:

Monday-Thursday 9am – 3pm; Friday 9am – 12pm

- Trip requests can be made in advance anywhere from 1 day up to 14 days

*Note: Currently, same day requests can **only** be made through our online Passenger Portal or through our Rides on Demand app

Your Registration Card



Sarnia Care-A-Van

Client Registration Card

Things to Remember:

* Always be ready 5 minutes ahead of scheduled times

Failure to do so may result in you missing your trip

* If a Support Person is required, as indicated below, one **must** be present at the time of pickup **and must** travel with the client for the duration of the trip.

Care-A-Van Client Code# _____

Name: _____

Address: _____

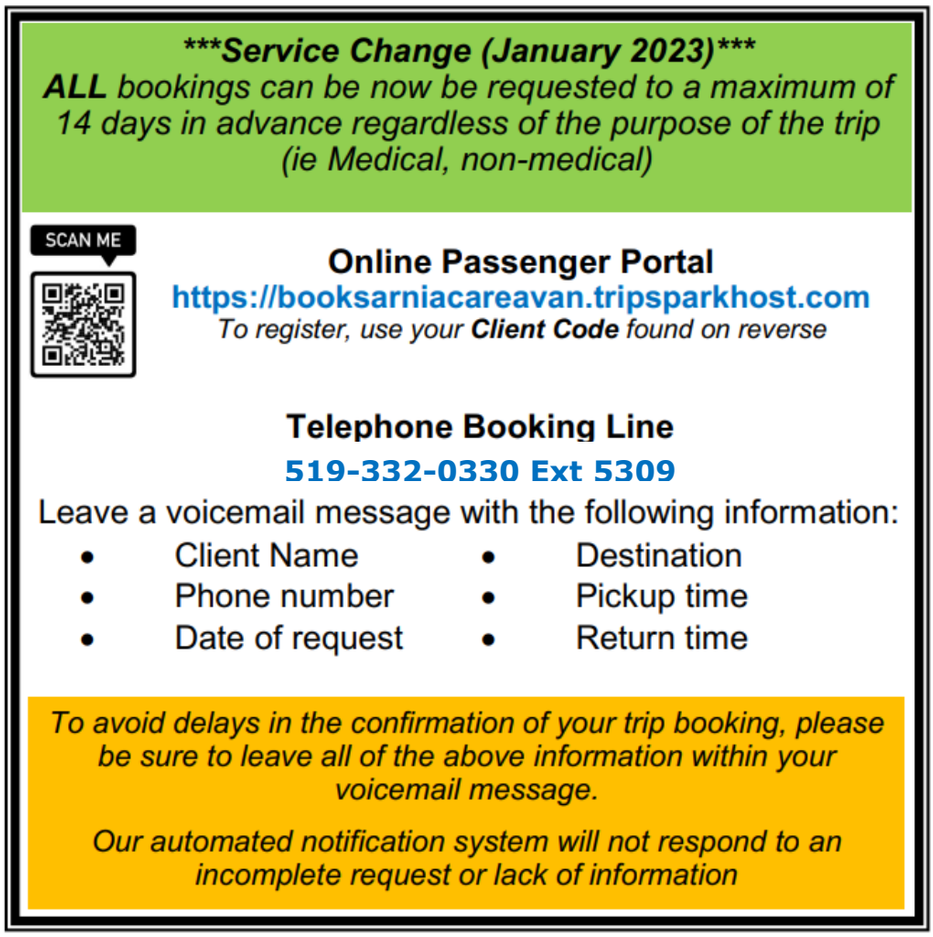
_____

Permanent Client ☐ **or** Expiry Date: _____

Is Support Person Required?

☐ Yes, Always ☐ Occasionally ☐ No, Never

To avoid paying penalties, cancellations must be made at least 24 hours in advance by calling the Care-A-Van booking line or visiting our online passenger portal to cancel your trips



******Service Change (January 2023)******

***ALL** bookings can be now be requested to a maximum of 14 days in advance regardless of the purpose of the trip (ie Medical, non-medical)*

SCAN ME

Online Passenger Portal

https://booksarniacareavan.tripsparkhost.com

*To register, use your **Client Code** found on reverse*

Telephone Booking Line

519-332-0330 Ext 5309

Leave a voicemail message with the following information:

- Client Name
- Phone number
- Date of request
- Destination
- Pickup time
- Return time

To avoid delays in the confirmation of your trip booking, please be sure to leave all of the above information within your voicemail message.

Our automated notification system will not respond to an incomplete request or lack of information

Sarnia Care-A-Van

SARNIA'S SPECIALIZED TRANSIT SERVICE

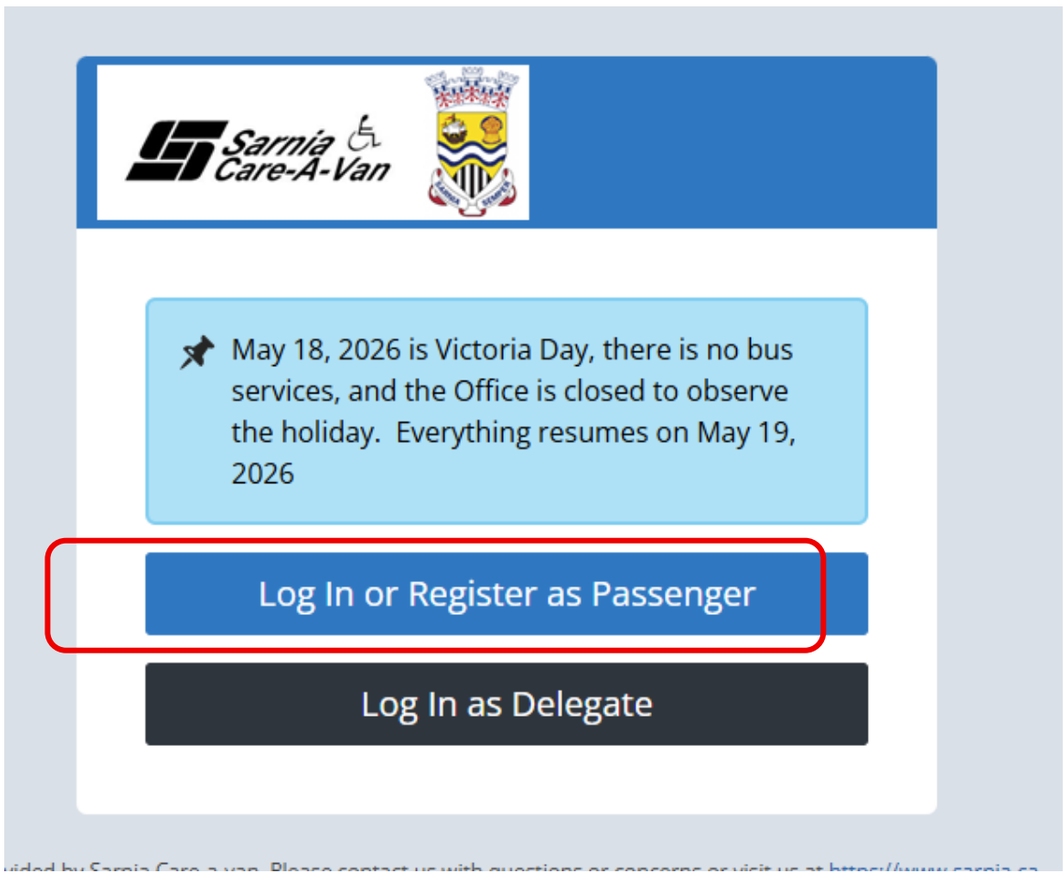
PASSENGER PORTAL GUIDE

✓Access your rides
✓Book, view or manage scheduled trips
✓Update your personal information
✓Stay informed with updated Bulletins

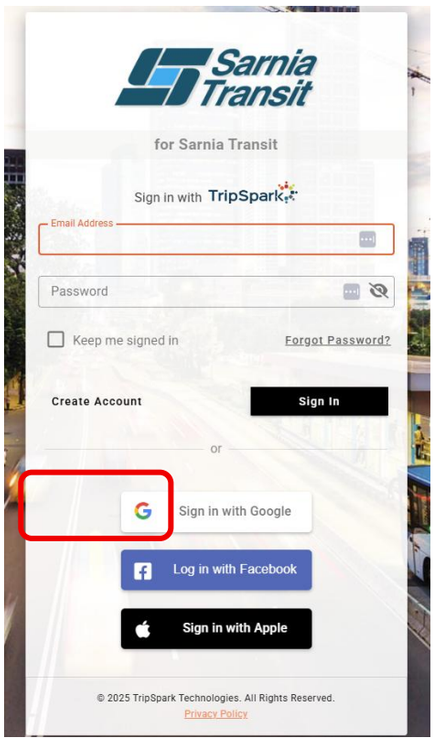
https://booksarniacareavan.tripsparkhost.com

How to Register

Once you go to the website you need to log in as a passenger



Then you need to **create Account**



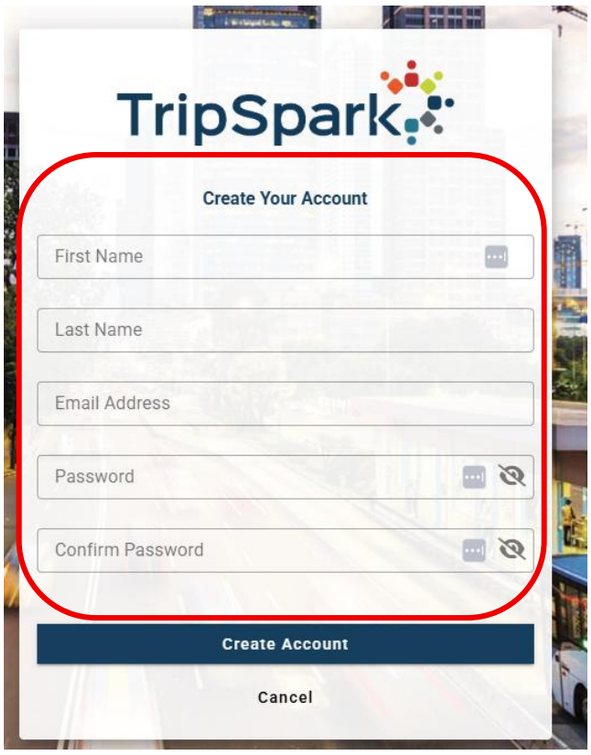
Fill out the required information

- *First Name*
- *Last Name*
- *Email Address*

You will need to create a password and then confirm

Password Criteria

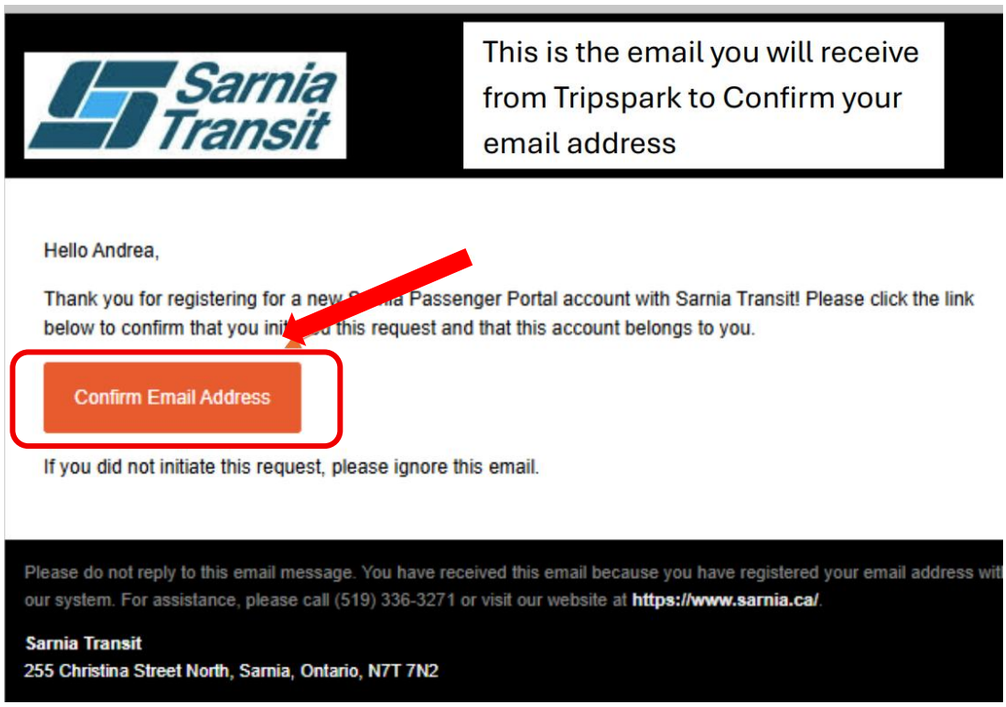
- 1 Capital Letter
- 1 Special Character



Select "**Create Account**"

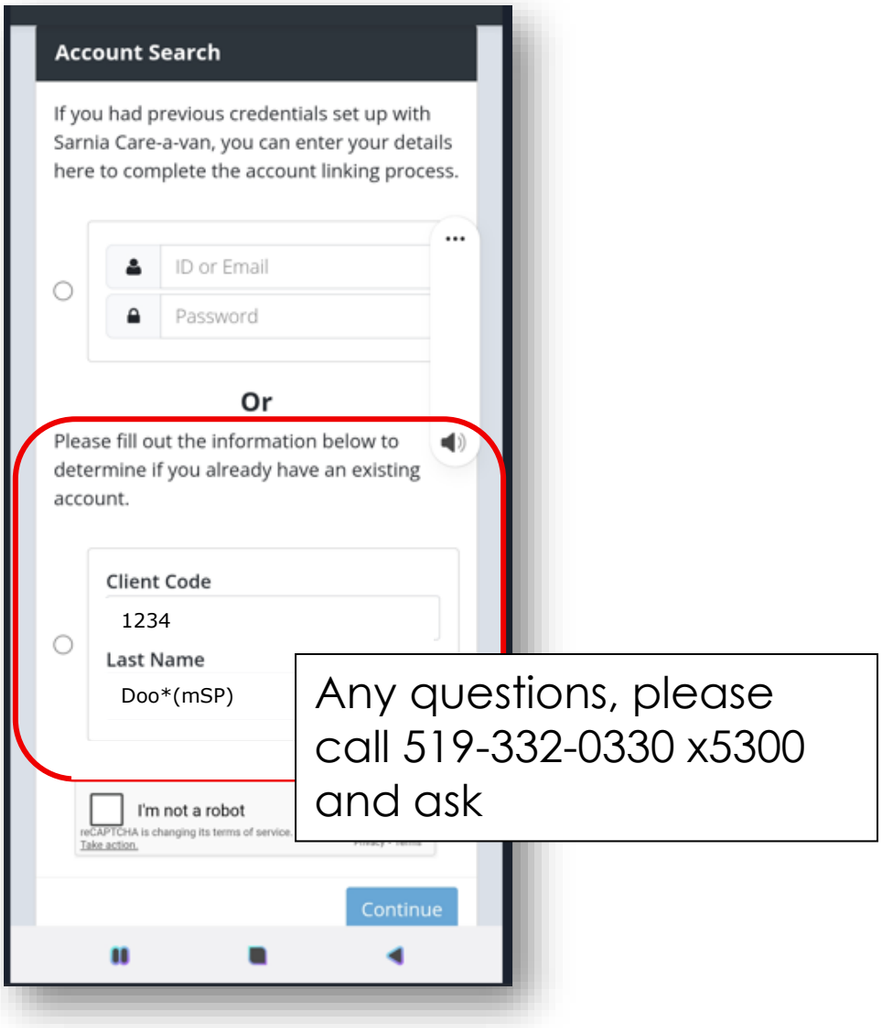
You will receive an email to the address you provided with a link to confirm and finalize the account setup.

Click on the "**Confirm Email Address**"



Once the account has been verified, you will need to link your account to your registered profile with Care-A-Van.

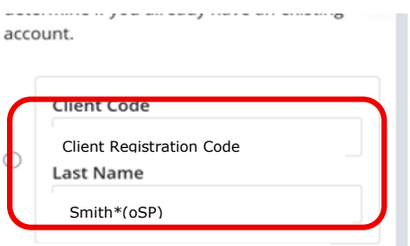
On the account search page, scroll down to the second option where you will add in your client registration code and last name.



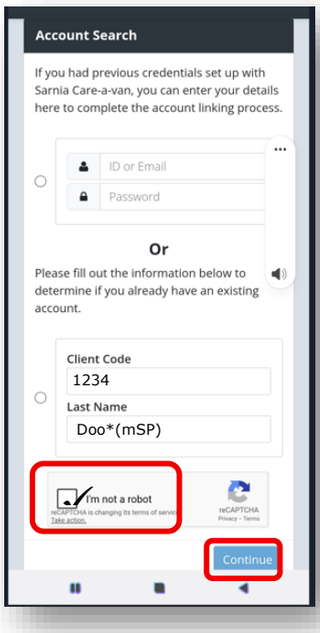
Important!

When entering your last name, you must add the assigned support person designation that appears on your registration card. This will include your last name and then will have a *( )

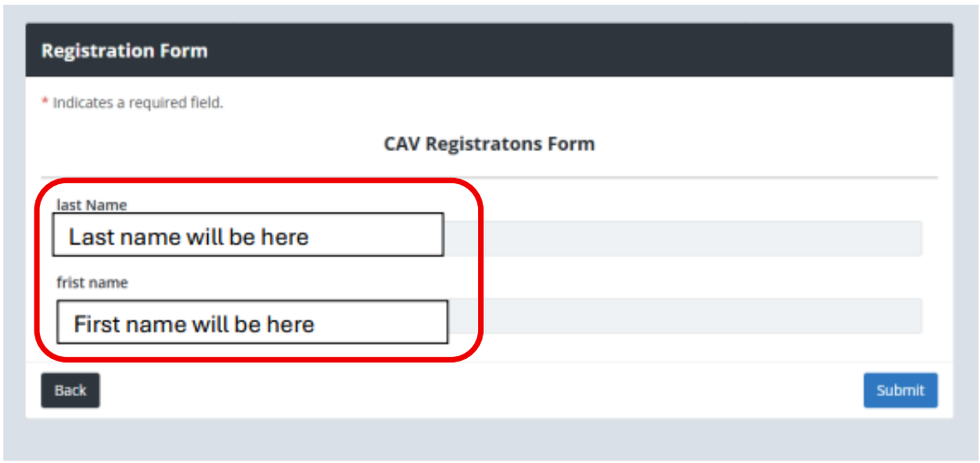
Example: Smith*(oSP) or Smith*(xSP) or Smith*(mSP)



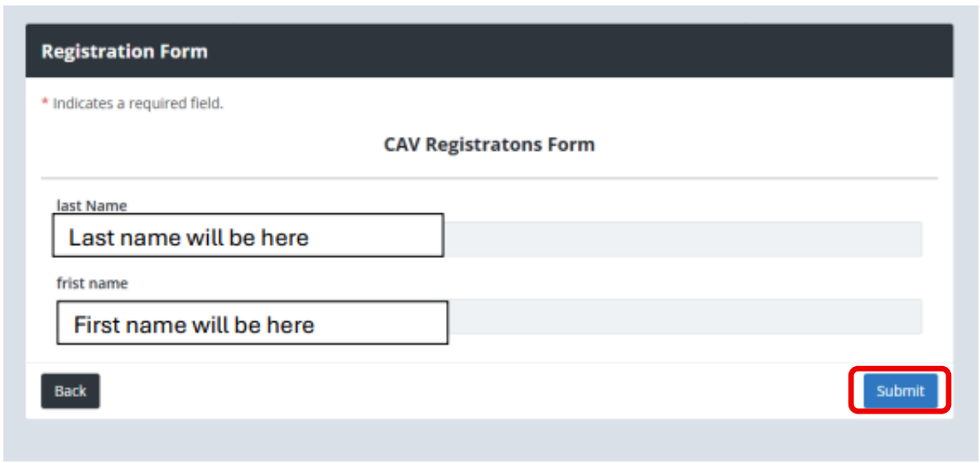
Verify that you are not a robot, by clicking in the box and then select "**Continue**"



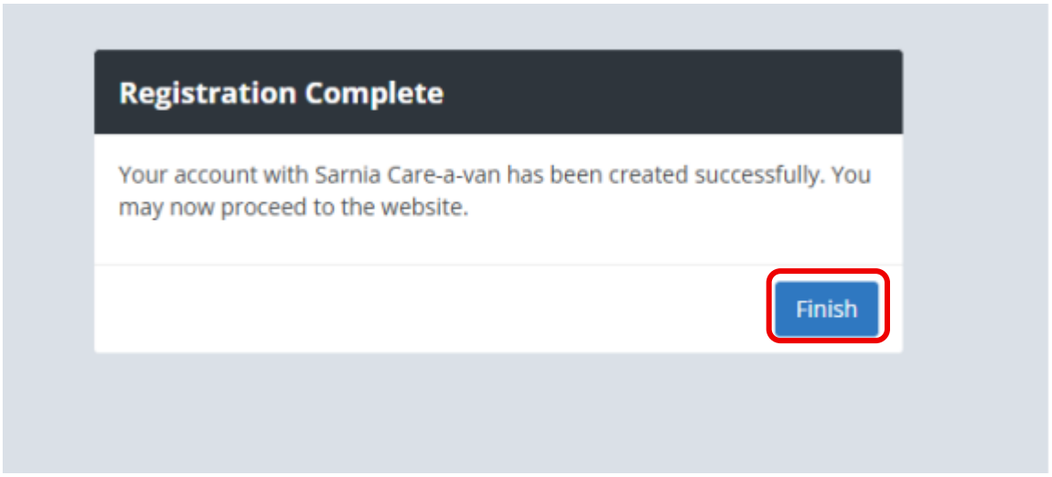
The next screen will take you to the CAV Registration Form where you will enter in your last name and then your first name



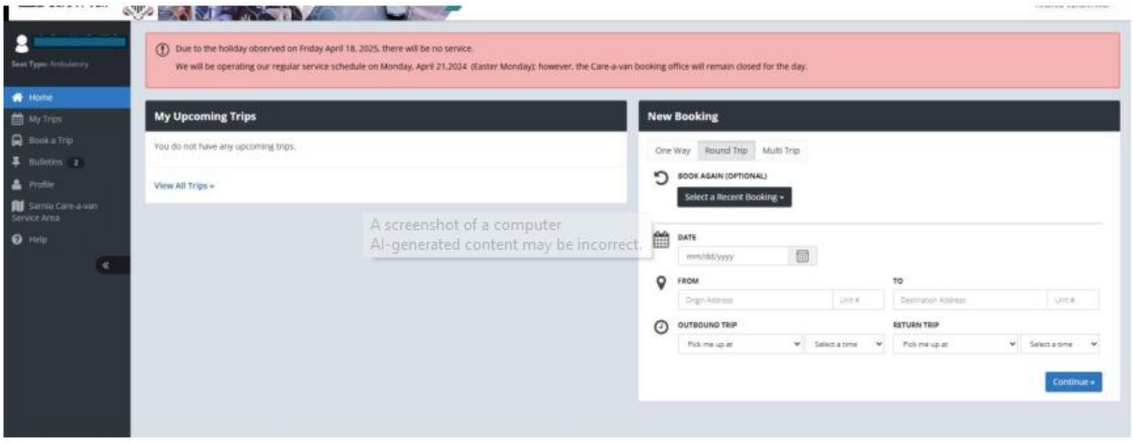
Select "**Submit**"



A complete registration pop up will appear. Select "**Finish**"

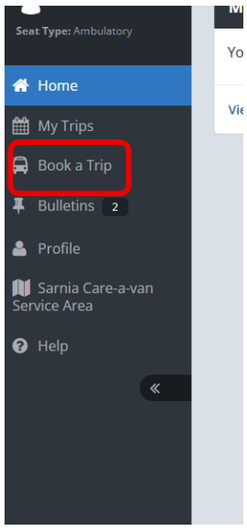


Your account has now been set up and you will be redirected into the portal, where you cam start to book trips.



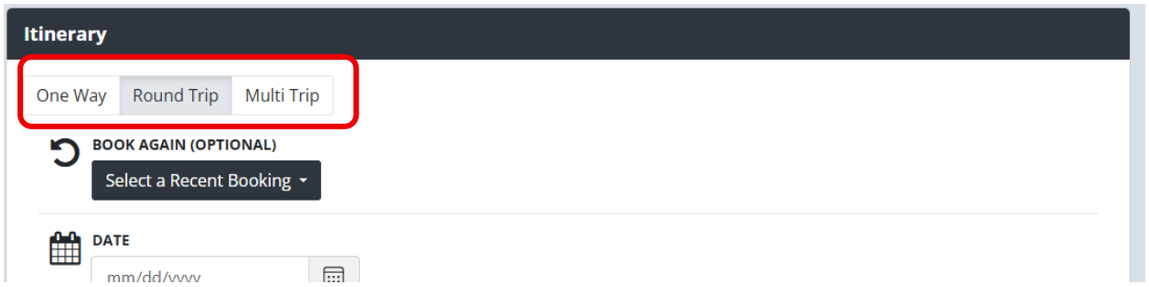
Booking Rides on the Portal

Once you are in the portal, you will find the "Book a Trip" icon on the left menu bar.

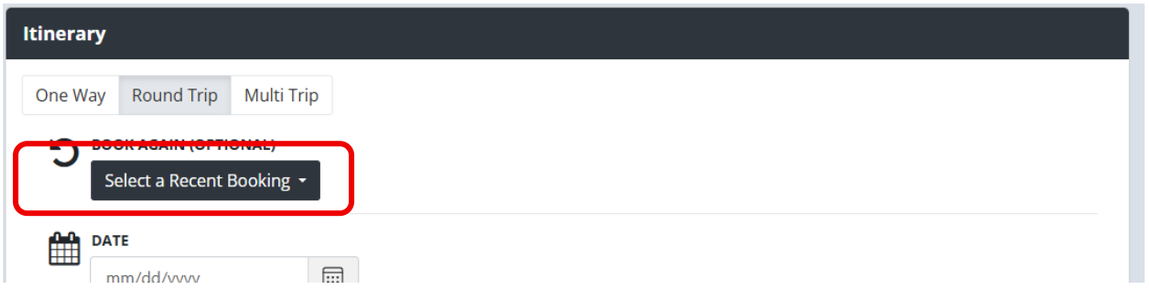


You will first be prompted to choose the following:

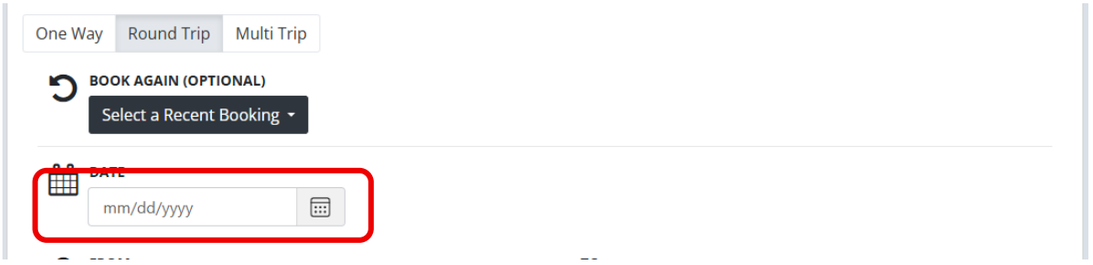
- One Way
- Round Trip
- Multi-Trip



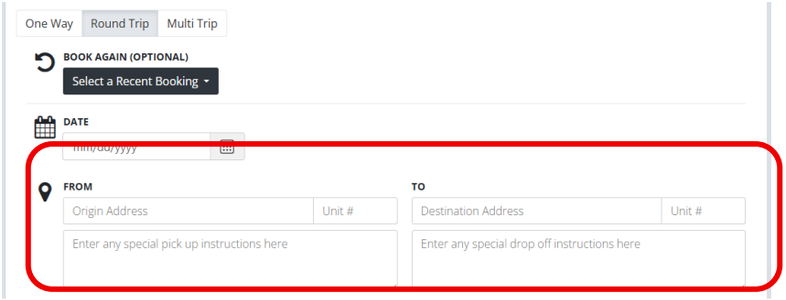
If you frequently travel to the same location, you can use the '**Select a Recent Booking**' option to quickly pull up details from your previous trips



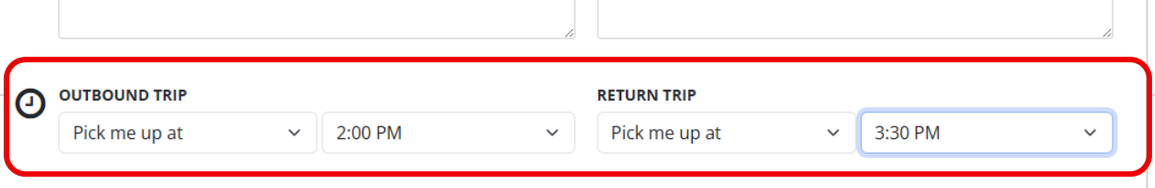
Enter in the date you are requesting a trip for



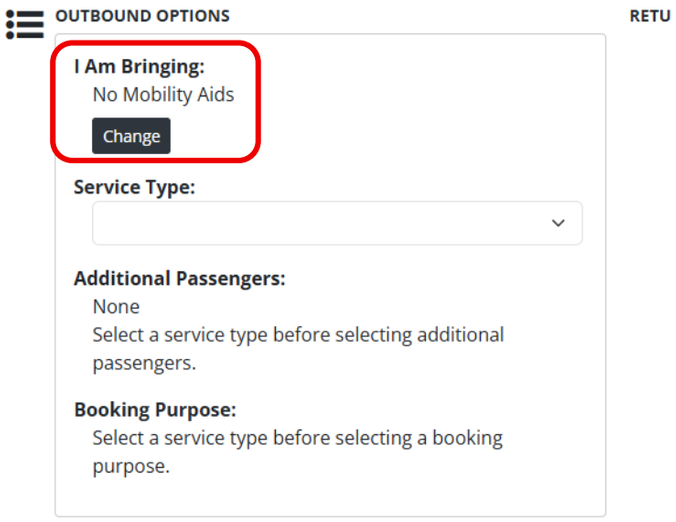
Enter the **"From"** address (your pickup location) and the **"To"** address (your destination).



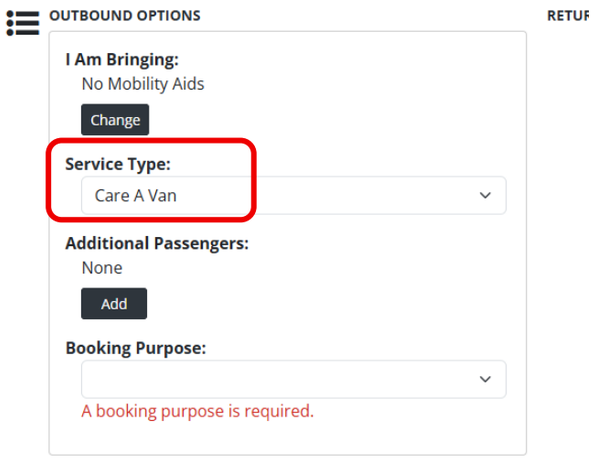
Next, enter the times you need to go and the time you'd like to be picked up for your return trip. Remember—this is your **pick-up time**, not your appointment time. For example, if your appointment is at 2:30 p.m., book your pick-up for 2:00 p.m. to allow enough travel time. **Pick-ups can only be booked on the half hour**



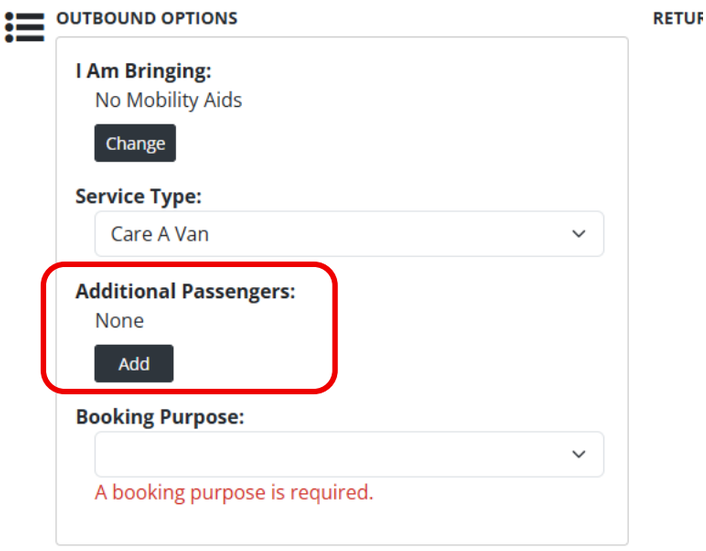
If you are bringing any mobility aids and they do not automatically appear, please add them by clicking the **"Change"** button.



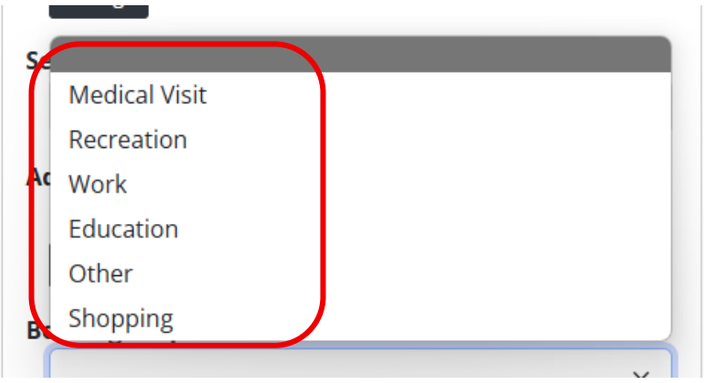
From the drop-down menu under **Service Type**, select "**Care-A-Van**"



Add any additional passengers if you are bringing anyone, even if you always require a support person, please make sure they are added here so we have room for everyone on the bus



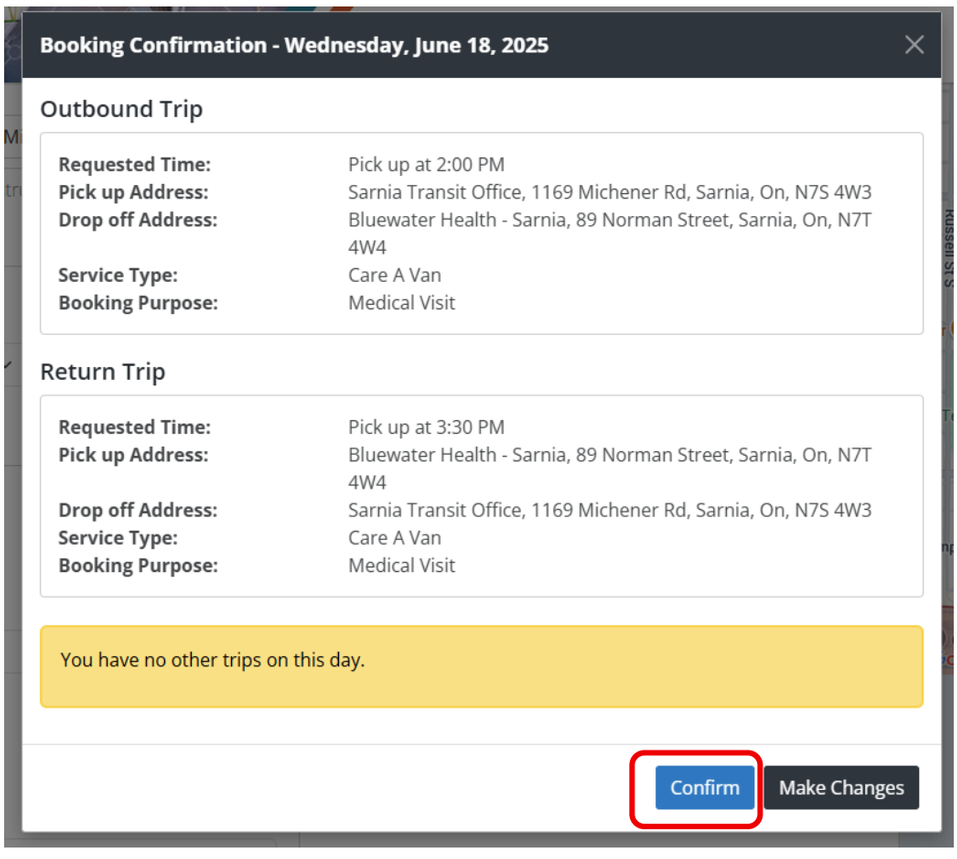
Select from the drop-down menu, under "**Booking Purpose**" the reason of your trip (for example, medical appointment, shopping, or social visit).



You will select "**Book Trip**"



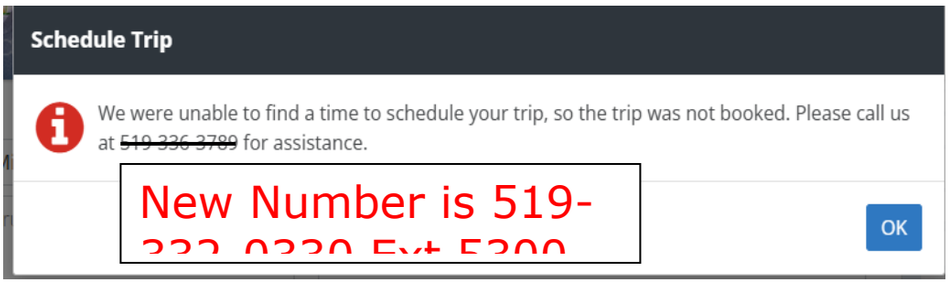
You will receive a confirmation page with all your trip details. Review the information carefully, and if everything looks correct, select **"Confirm".**



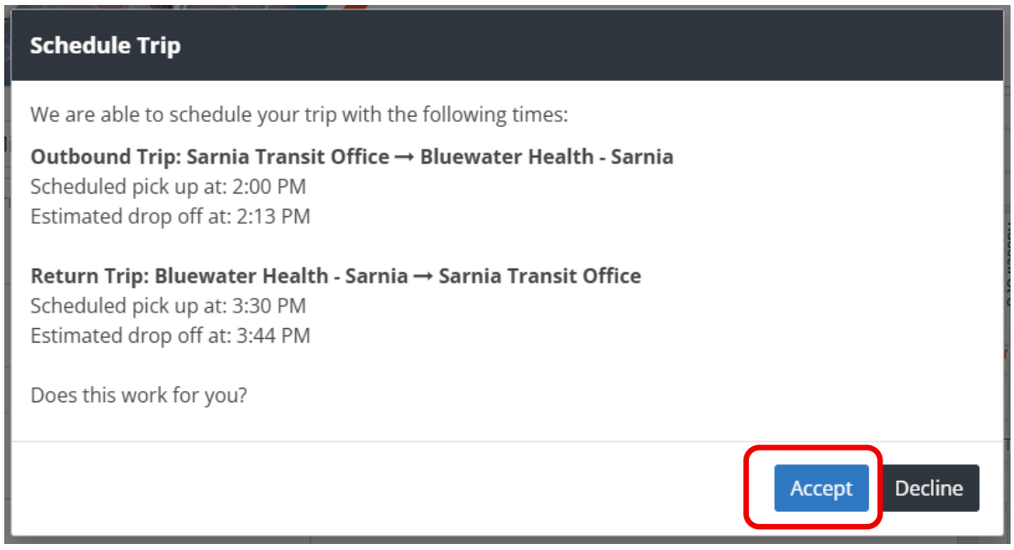
If you need to make any changes, click **"Make Changes."** This will take you back to the previous screen, where you can adjust your information as needed.

Once you click **"Confirm"**, the system will check for available trips.

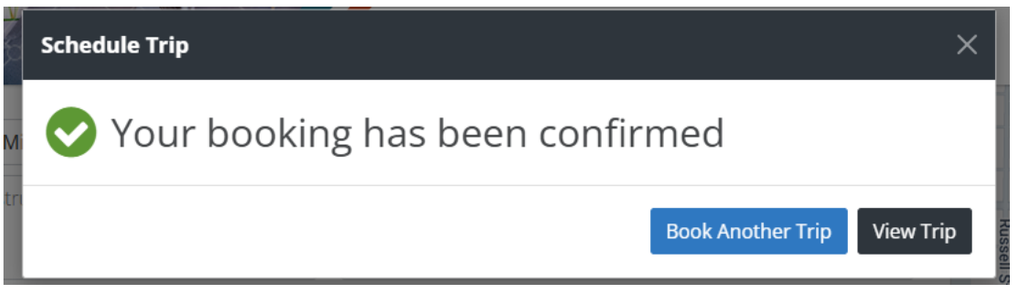
If there are no trips available, a message will appear on your screen advising you that no trips are available at that time. You will then need to try booking again or call the Care-A-Van line for assistance



If a trip is available, it will be offered to you on the next screen, where you can "**Accept**" it.



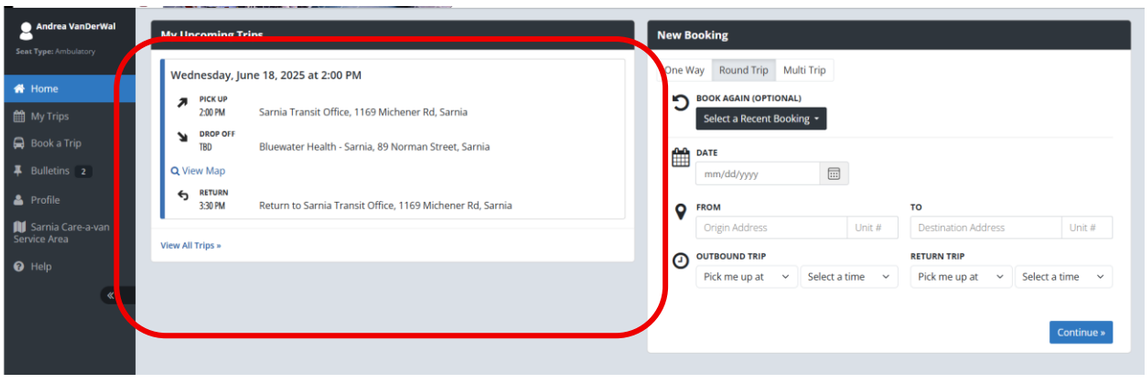
After you click **"Accept,"** the system will process your request for a moment, and then you should see the confirmation screen.



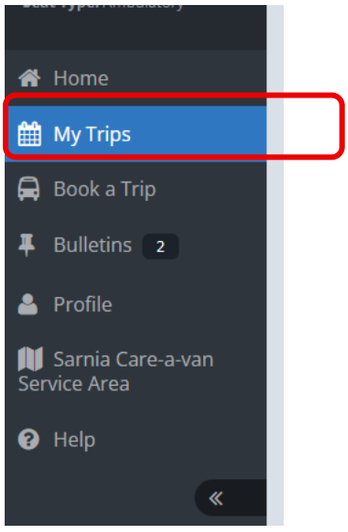
If you click on **View Trip** you will see a screen with your trip details.

Review Your Booked Trips

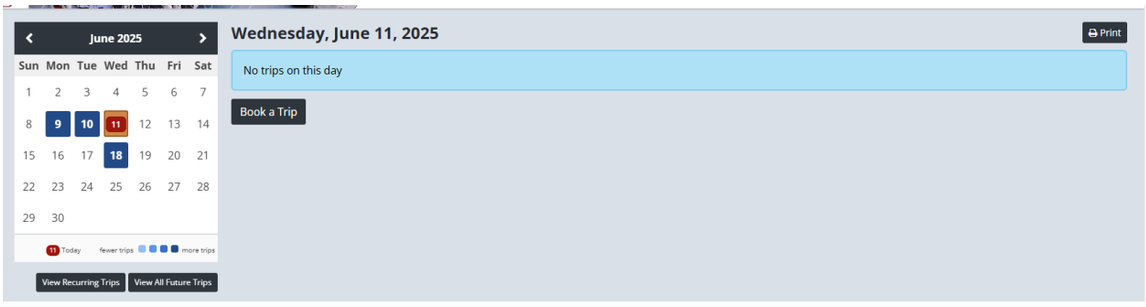
All upcoming trips will be displayed on the home screen



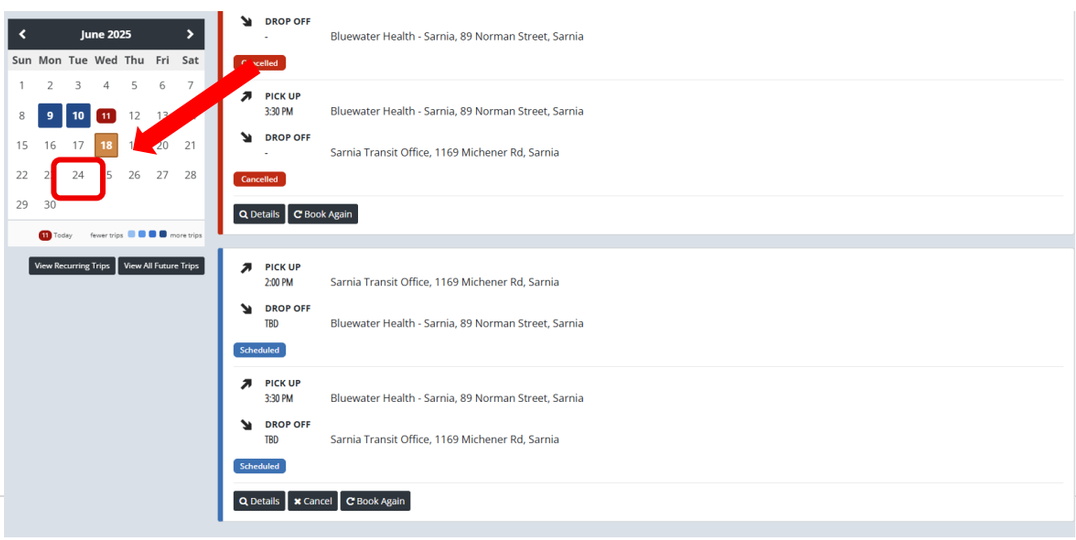
You can also select "My Trips" on the left menu



This section shows your bookings for a specific day. It defaults to today, but you can click on any date to view your scheduled trips.

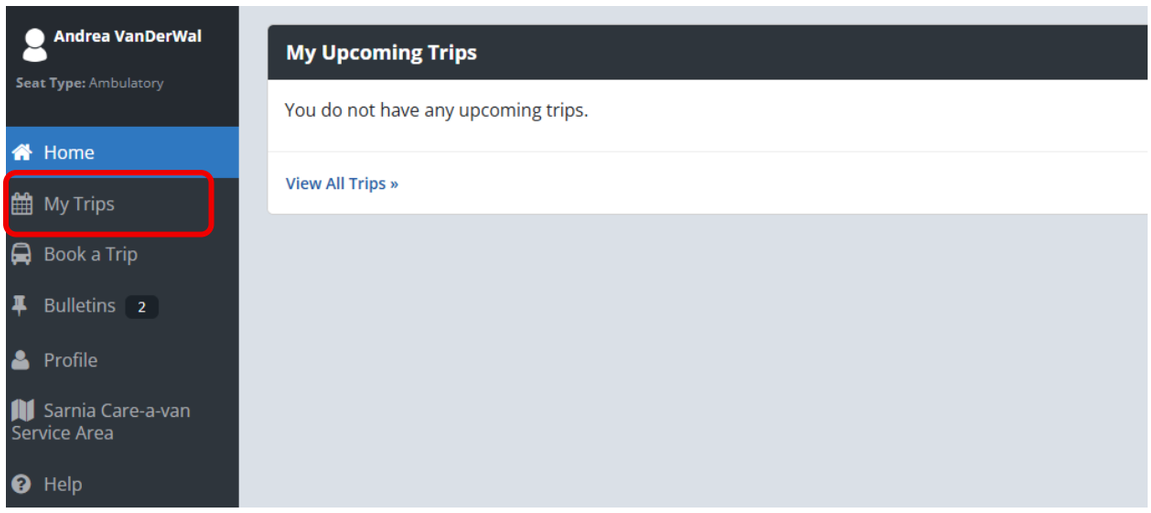


Each day selected that has a scheduled trip will display the following details

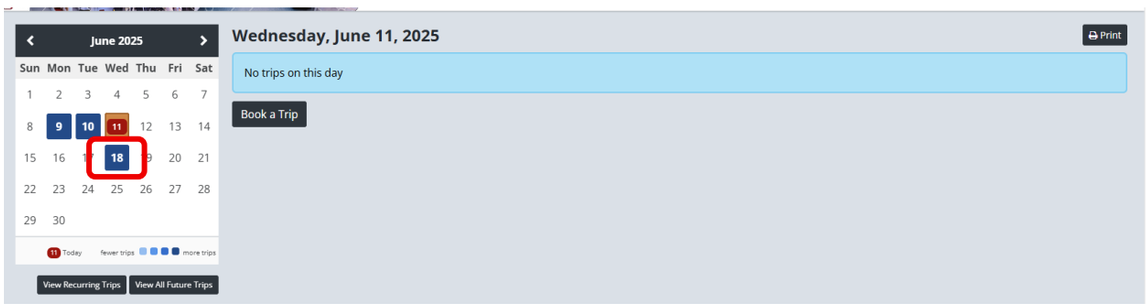


Cancelling A Booked Trip

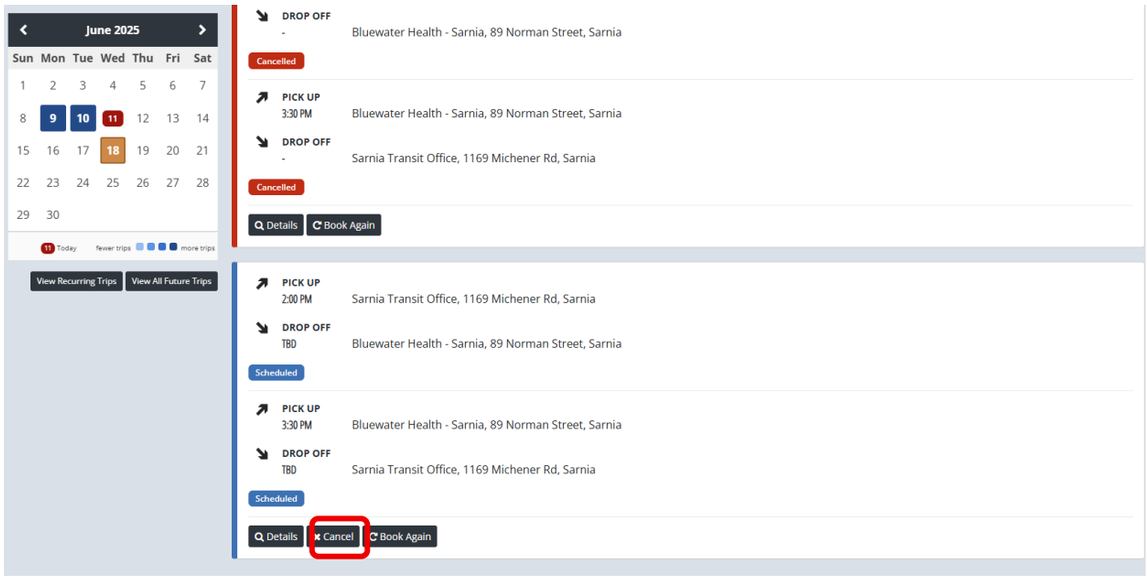
You can click on **"Upcoming Trips"** if it appears on your screen, or go to the **"Trips"** section to view your scheduled rides



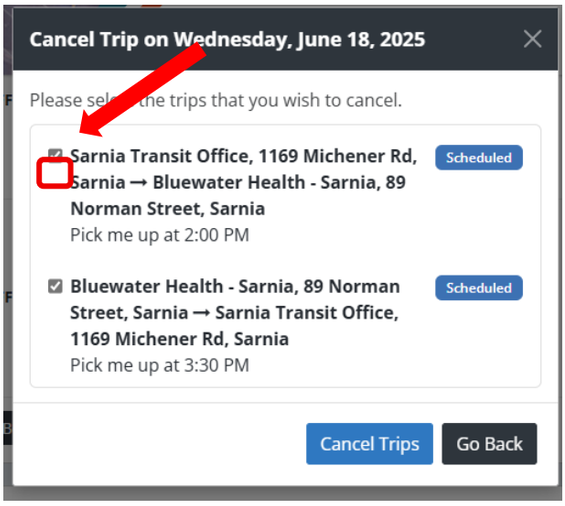
Select the date of the trip you wish to cancel



At the bottom of the trip details, you can select "**Cancel**"

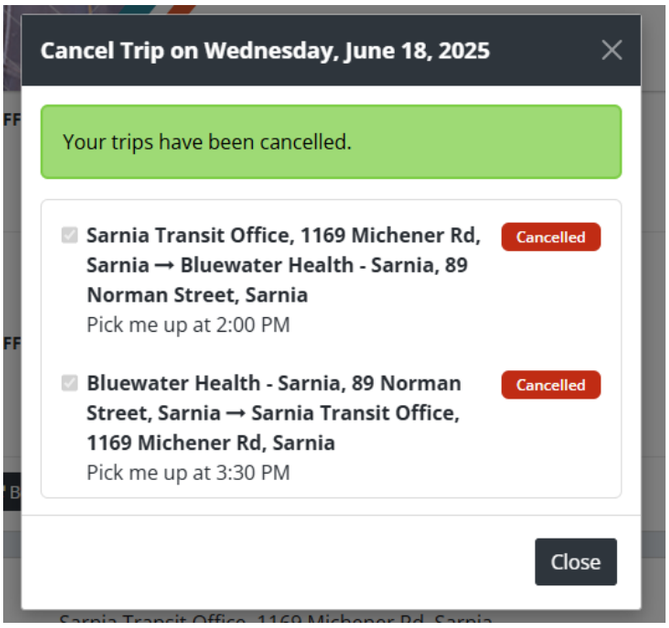


The scheduled trips will display, allowing you to select a portion of the scheduled trips to cancel or all of them. Select the trip but clicking on the box to the left.



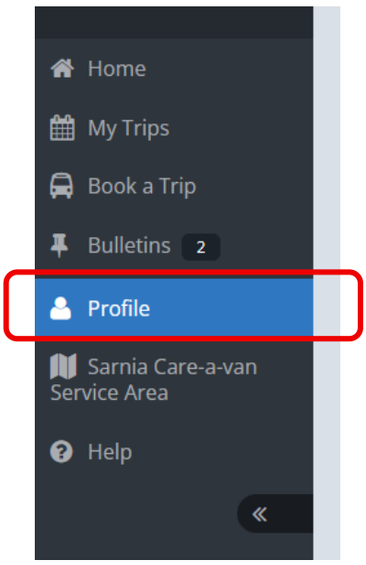
Select "**Cancel Trips**"

A confirmation of the trip cancellation will be displayed.

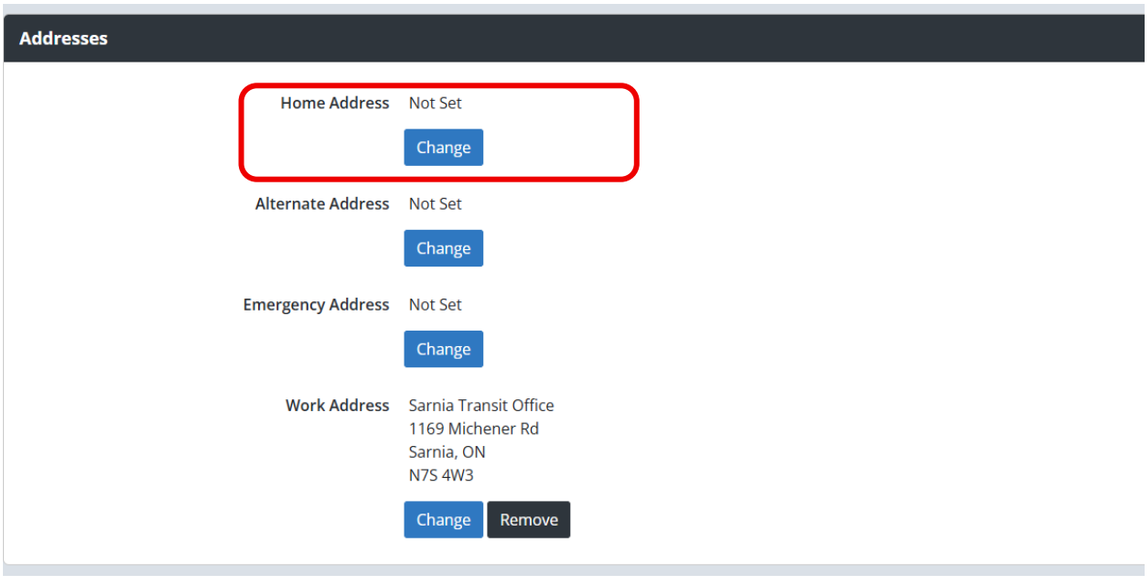


Updating Profile

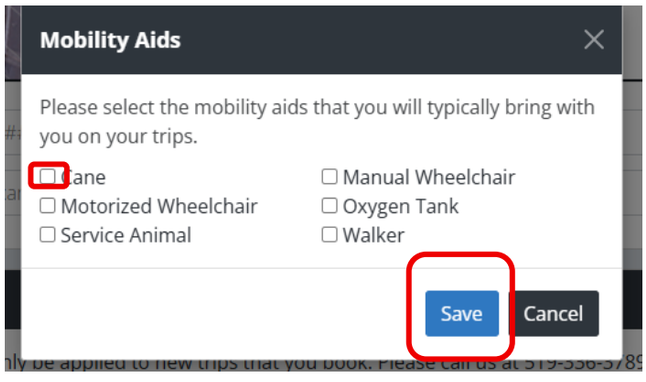
From the portal home screen, select "**Profile**" from the far-left menu



If you need to update an address, chose the type of address you need to update (Home, Alternate, Emergency, Work) by selecting "**Change**" under the appropriate section and select "**Save**"



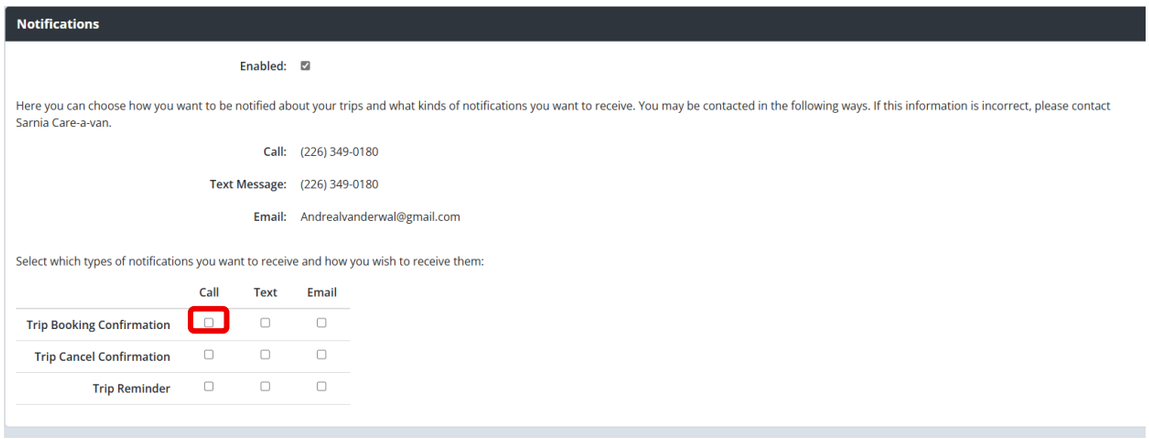
Add any mobility aids that you typically travel with by



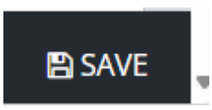
You can choose how you receive notifications from the system. **Please note:** If you book online, you will not receive a notification for that booking since you made it yourself, but you can always

view your trips online. If you call the office to book, you **will** receive a notification, even if you regularly book online

Select the notifications you would like by selecting the appropriate box under the category

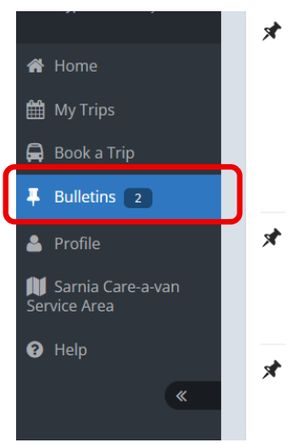


Ensure you select "Save" after your selection



Bulletins

Check the bulletins periodically to stay informed about any changes or important updates. To do this, go to the home screen and click **"Bulletins**



Sarnia Care-A-Van

SARNIA'S SPECIALIZED TRANSIT SERVICE

Rides on Demand

Pilot Project

✓A new same-day service for Care-A-Van clients
✓Request rides in real time from your mobile device
✓No advance booking

Now available during
ALL Regular Care-a-Van Service Hours

Table of Contents

Download the App .... **Error! Bookmark not defined.**

Create an Account ... **Error! Bookmark not defined.**

Using the App ..... **Error! Bookmark not defined.**

Booking Rides on the App.....**Error! Bookmark not defined.**

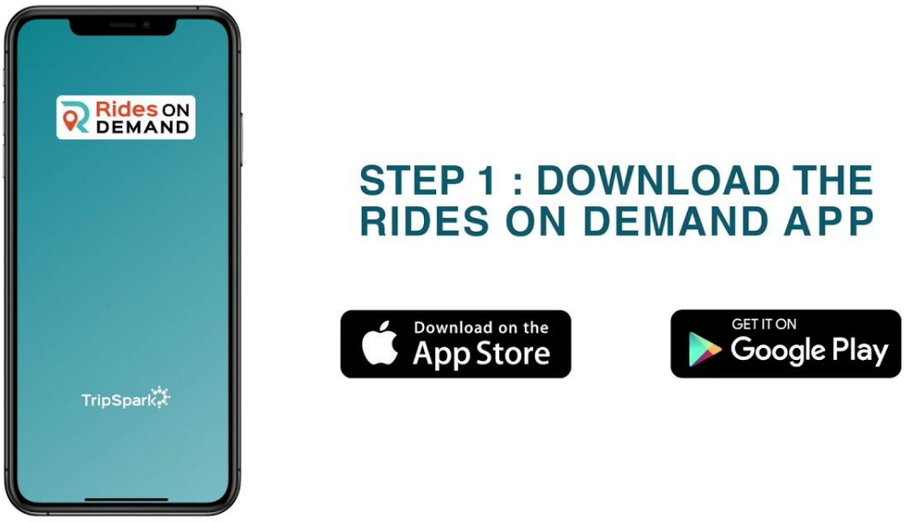
Checking Trips You've Booked .**Error! Bookmark not defined.**

Cancelling a Trip You've Booked**Error! Bookmark not defined.**

FAQs for Clients..... **Error! Bookmark not defined.**

Download the App

Download the '**Rides on Demand**' app from the App Store or Google Play



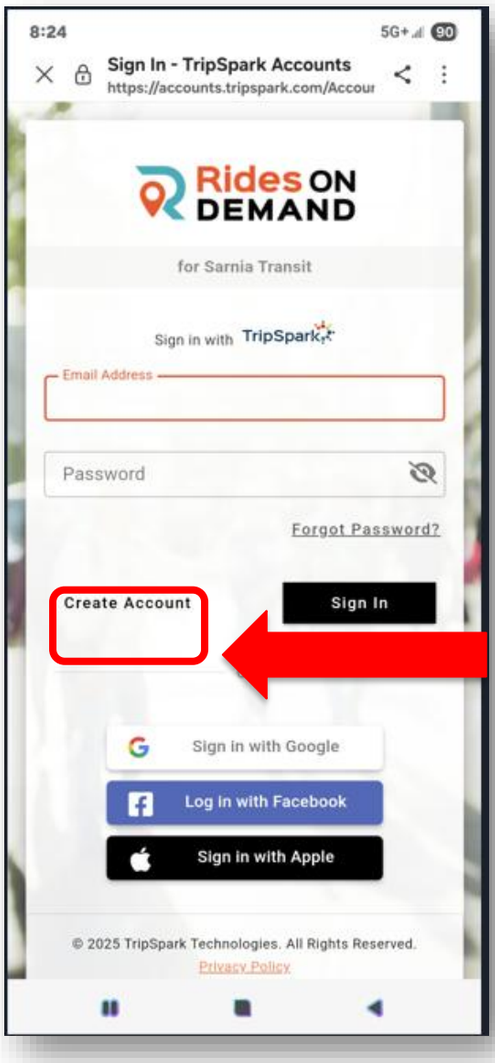
Create an Account

Open the app and log in as a passenger.

If you already use our Passenger Portal, log in with the same account information.

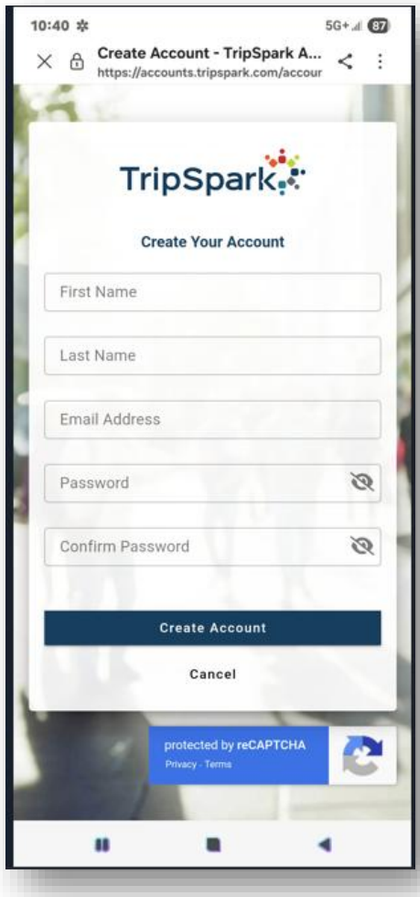


If you do not have an account, select '**Create Account**'



You will be redirected to the page for you to enter all the following

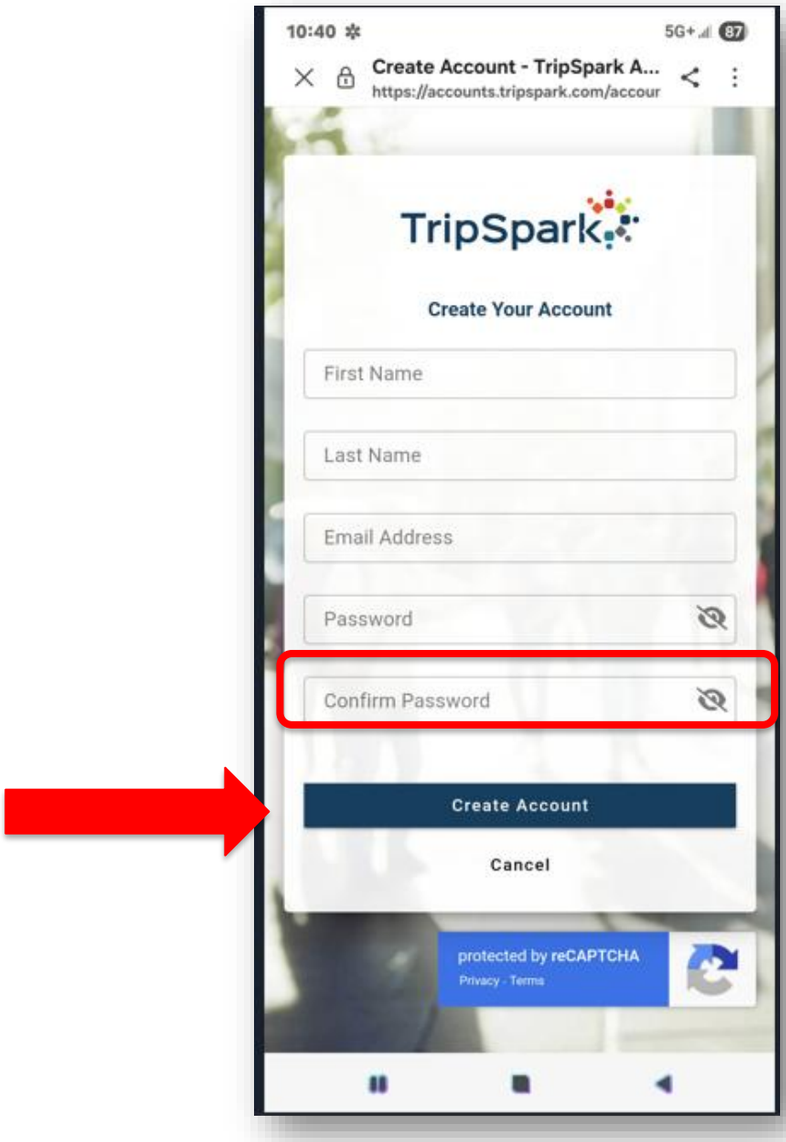
- ✓ **Name**
- ✓ **Telephone**
- ✓ **Email**
- ✓ **Password**



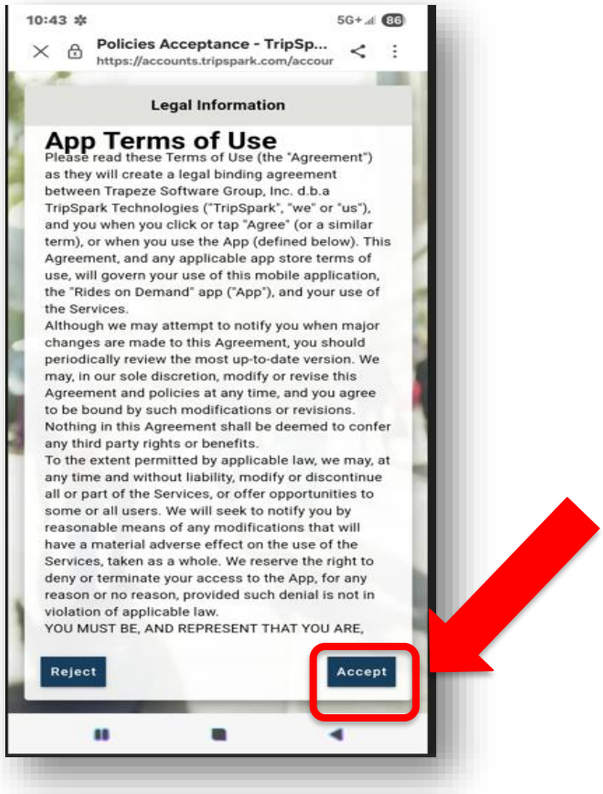
Password Criteria:

- ✓ **At least one (1) special character**
- ✓ **At least one (1) number**

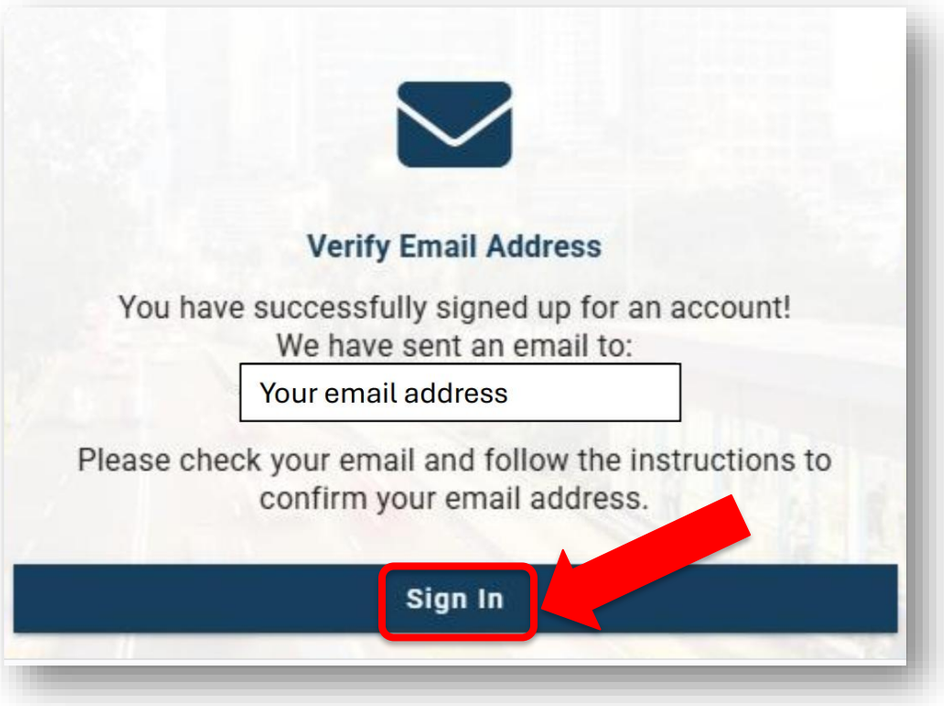
Once all the required information is filled out, select **'Create Account'**.



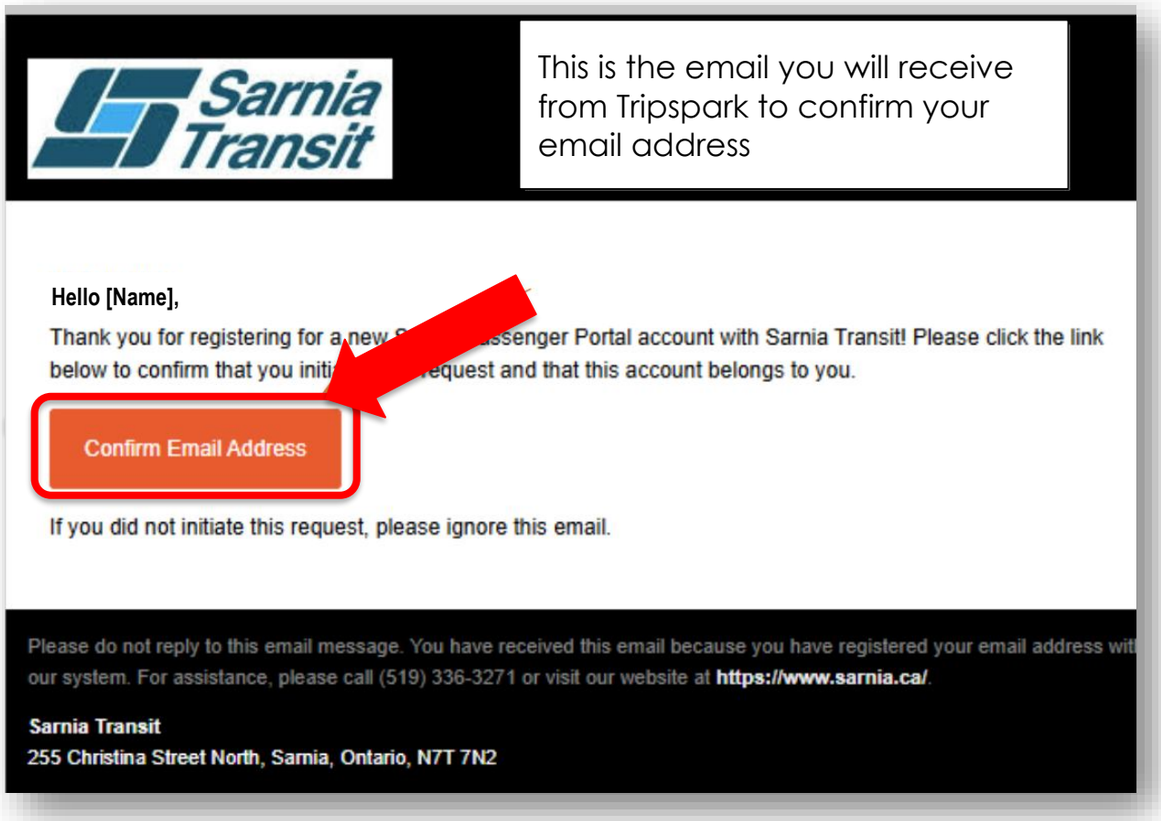
Accept the '**Terms of Use**'



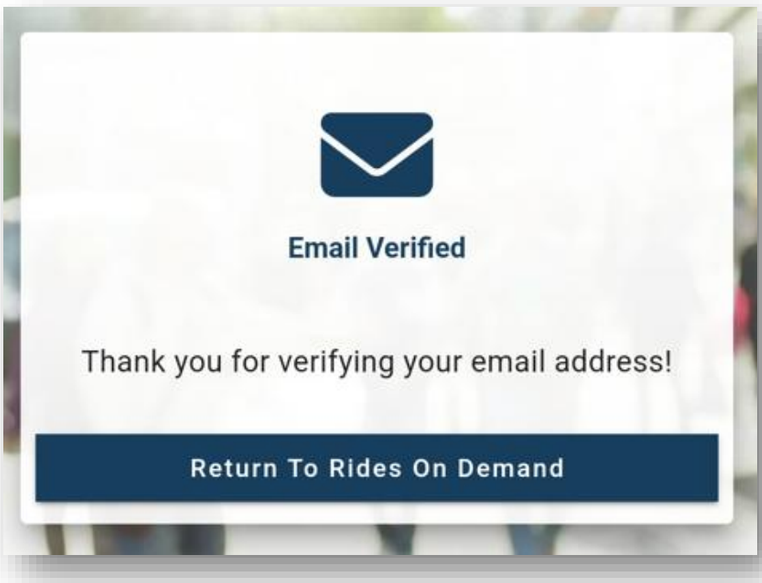
You will receive a notification that you need to confirm your email address



The email you receive will appear as follows:

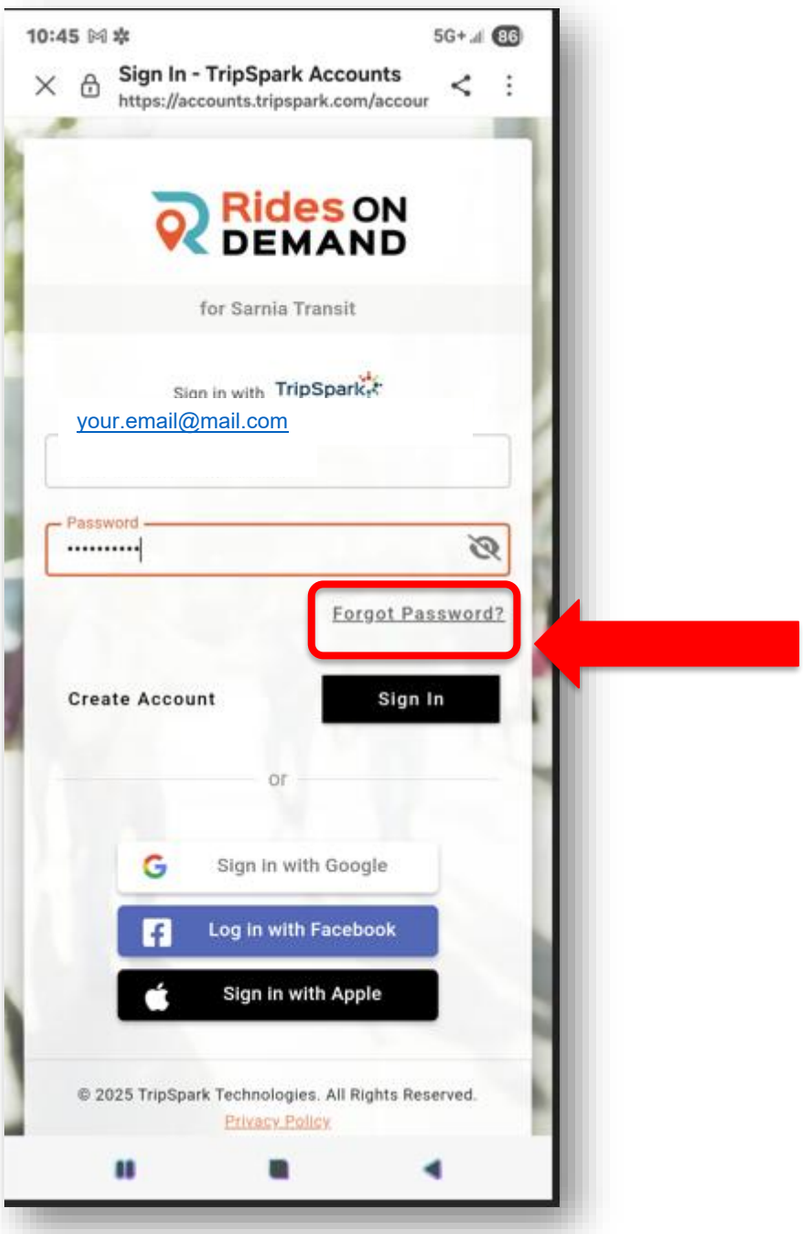


Select '**Confirm Email Address**'

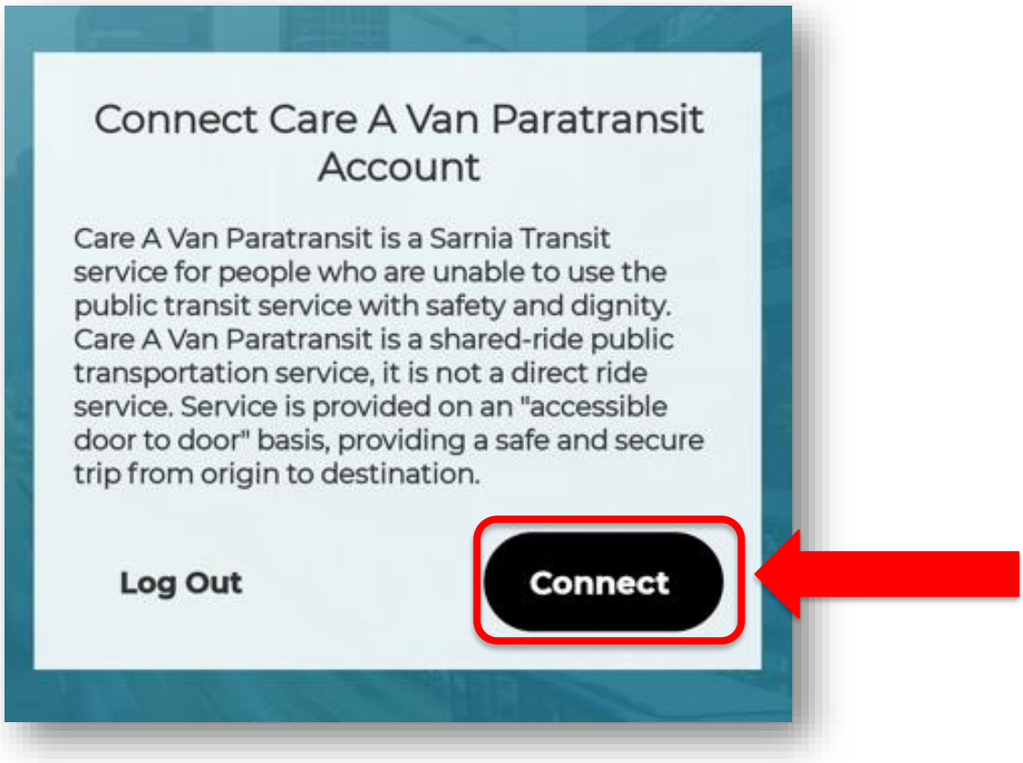


Using the App

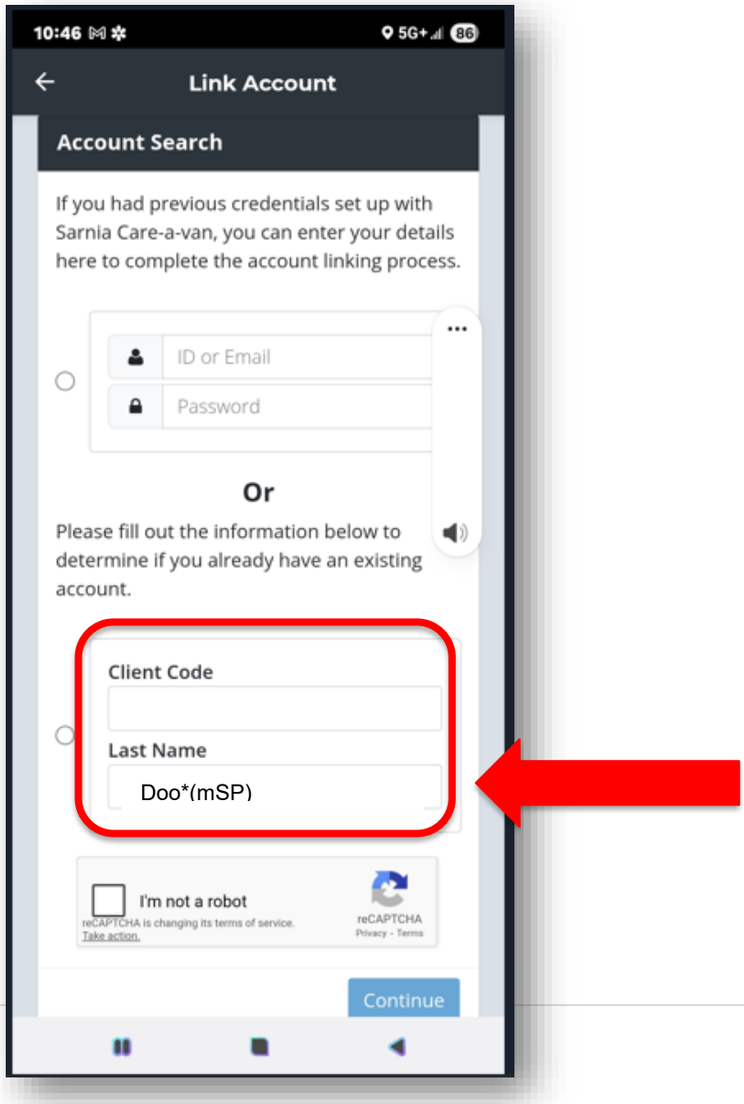
You then need to log into the app using your email address and password created



Once you are in the account, link your Care-A-Van account to the profile

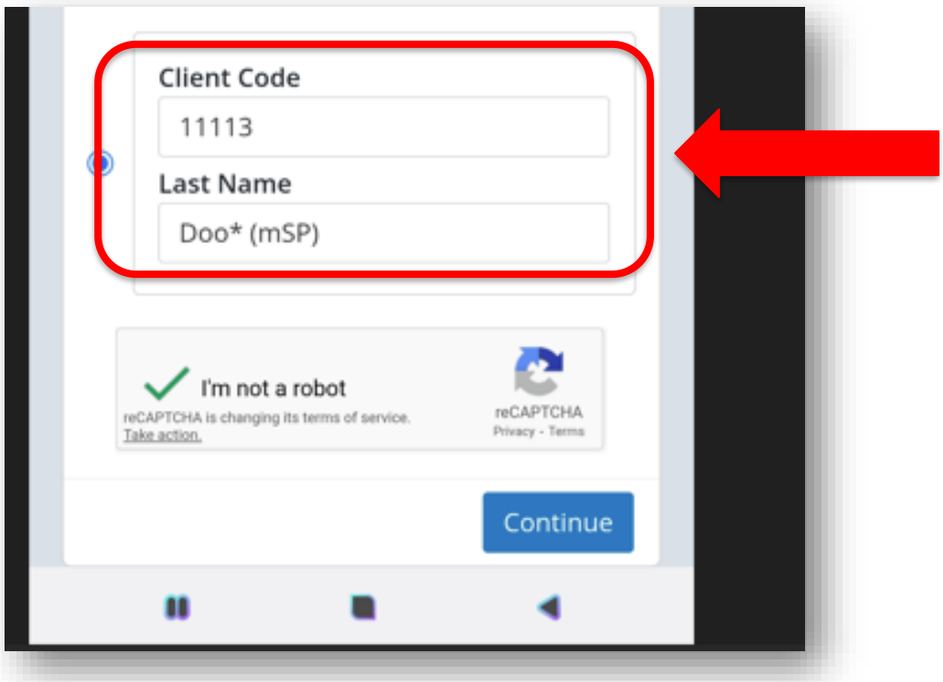


Once the Account Search screen appears, select the second option on the screen '**Client Code**' & '**Last Name**'

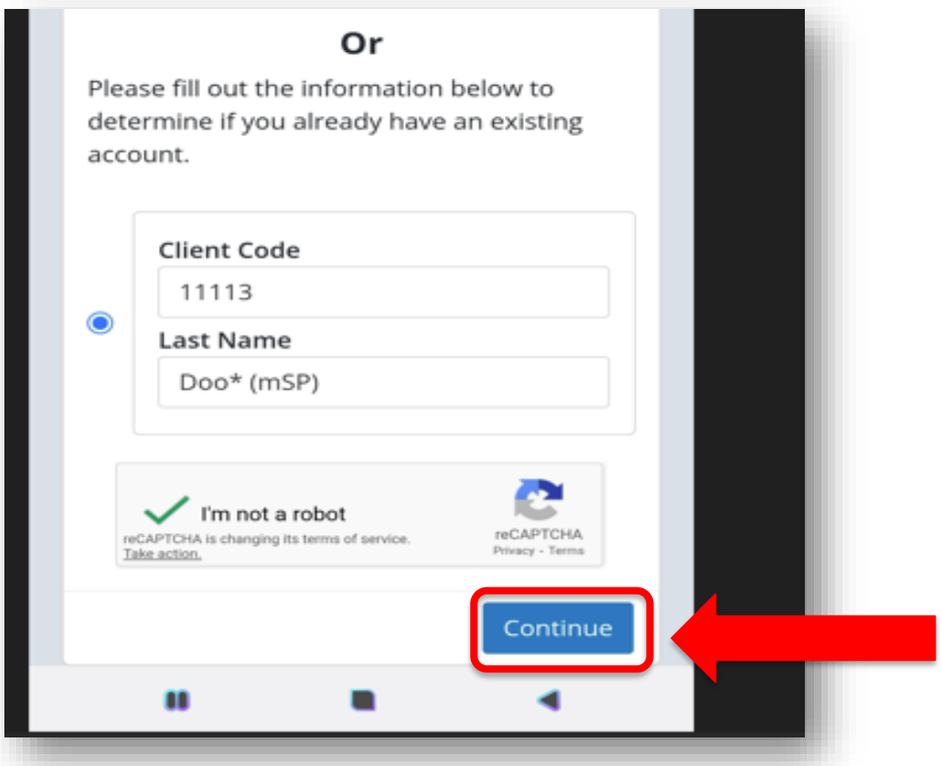


Add your client code & add your support delegation to the last name as it appears on your registration card, which is your last name, then * and your support person delegation (small o, x, or m followed by a capital SP inside brackets)

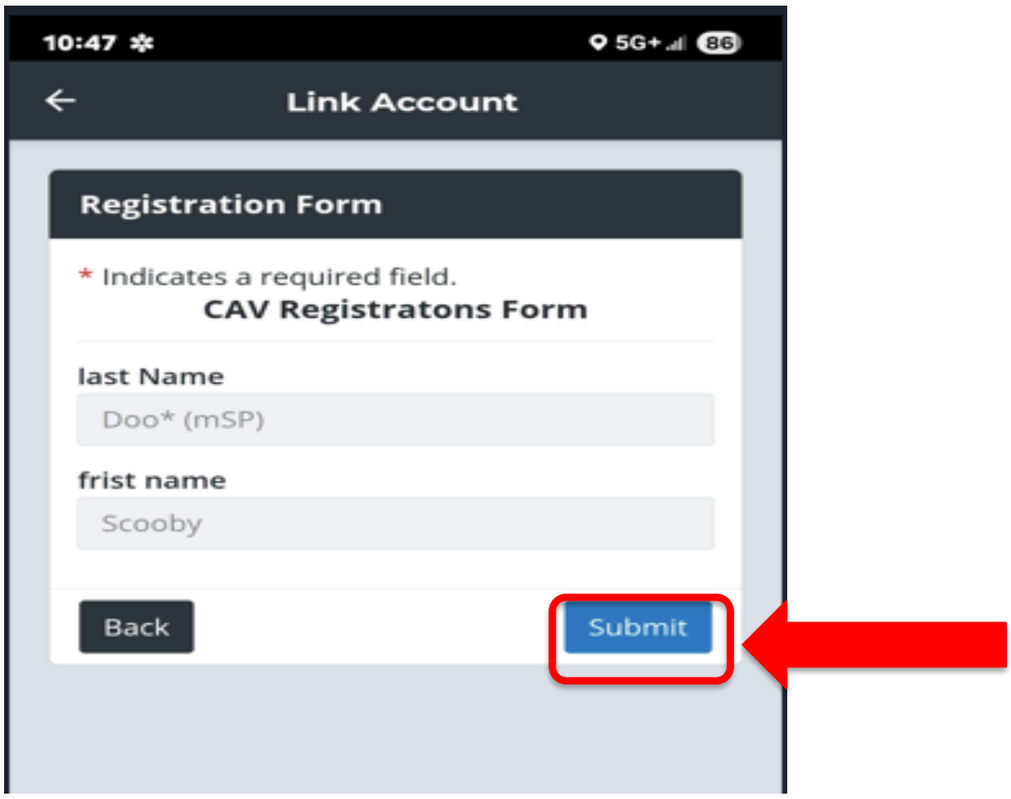
Example:
Smith*(oSP) or Smith*(xSP) or Smith*(mSP)



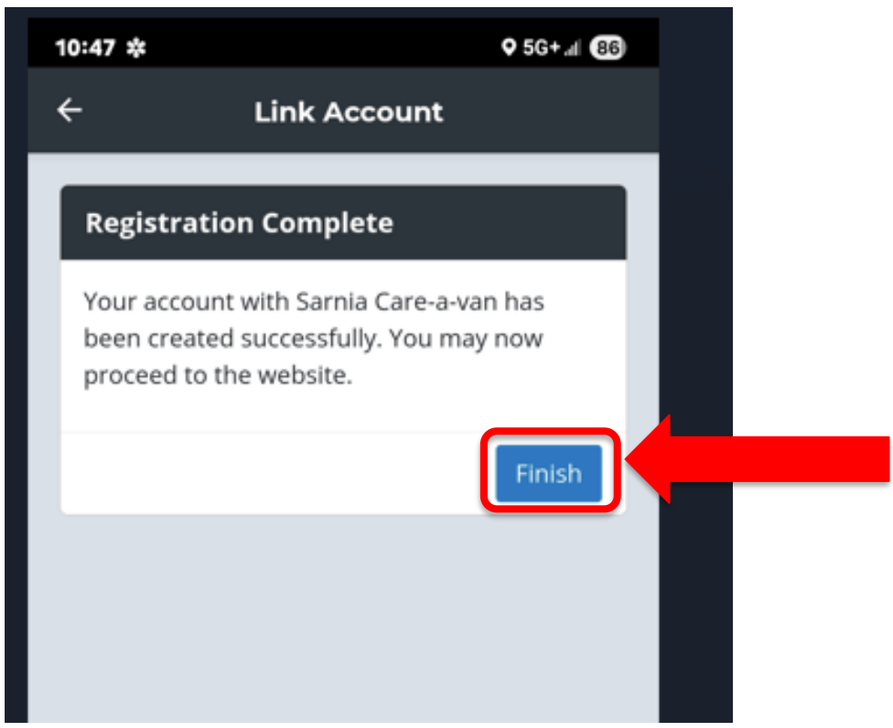
Select '**Continue**'



Pop up to complete the registration will appear, select '**Submit**'



Once submitted, a pop up will appear with a verification to finish the set up. Select '**Finish**'



You will be prompted to enter if you want to enable text alerts, which will allow trip notifications.



You can select '**No Thanks**' if you do not want text alerts, or enter your phone number in the box provided and select "Enable Text Alerts"

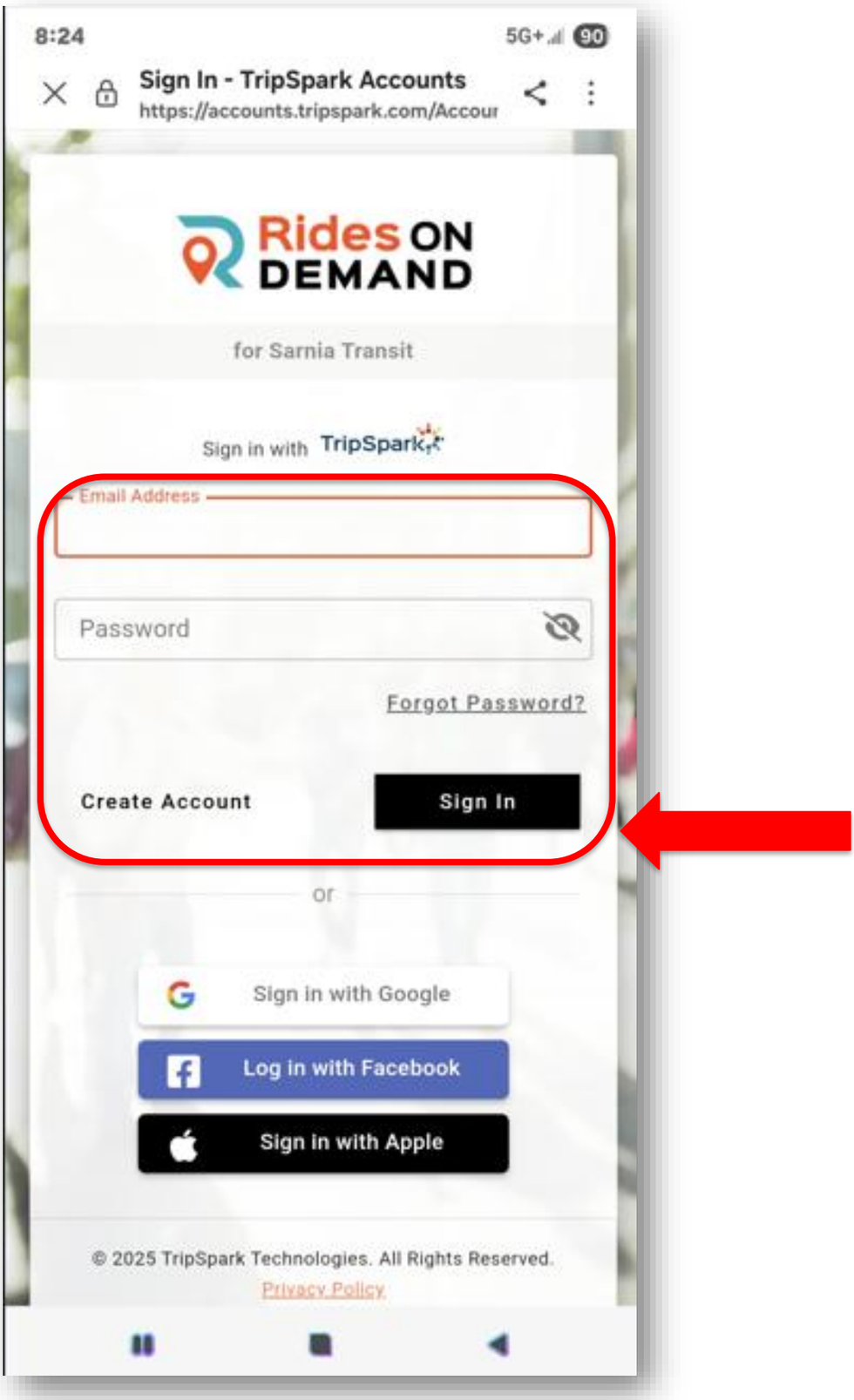
(Note: you will only receive alerts **if** you have opted to receive SMS notifications on your Care-a-Van account. Visit FAQ's for how to make changes)

☑ You've now completed your account setup! Next time, you can log in directly using your credentials.

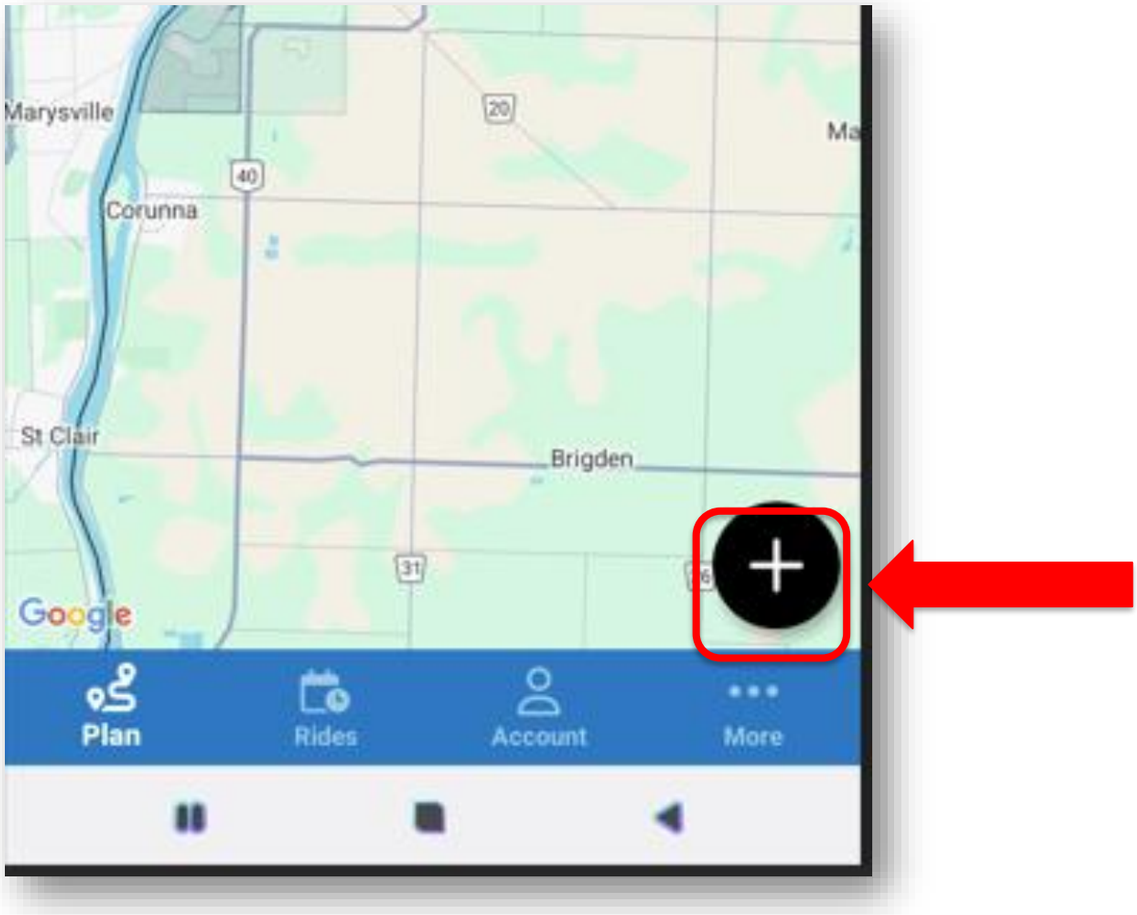
Booking Rides on the App

To book a ride, follow these simple steps:

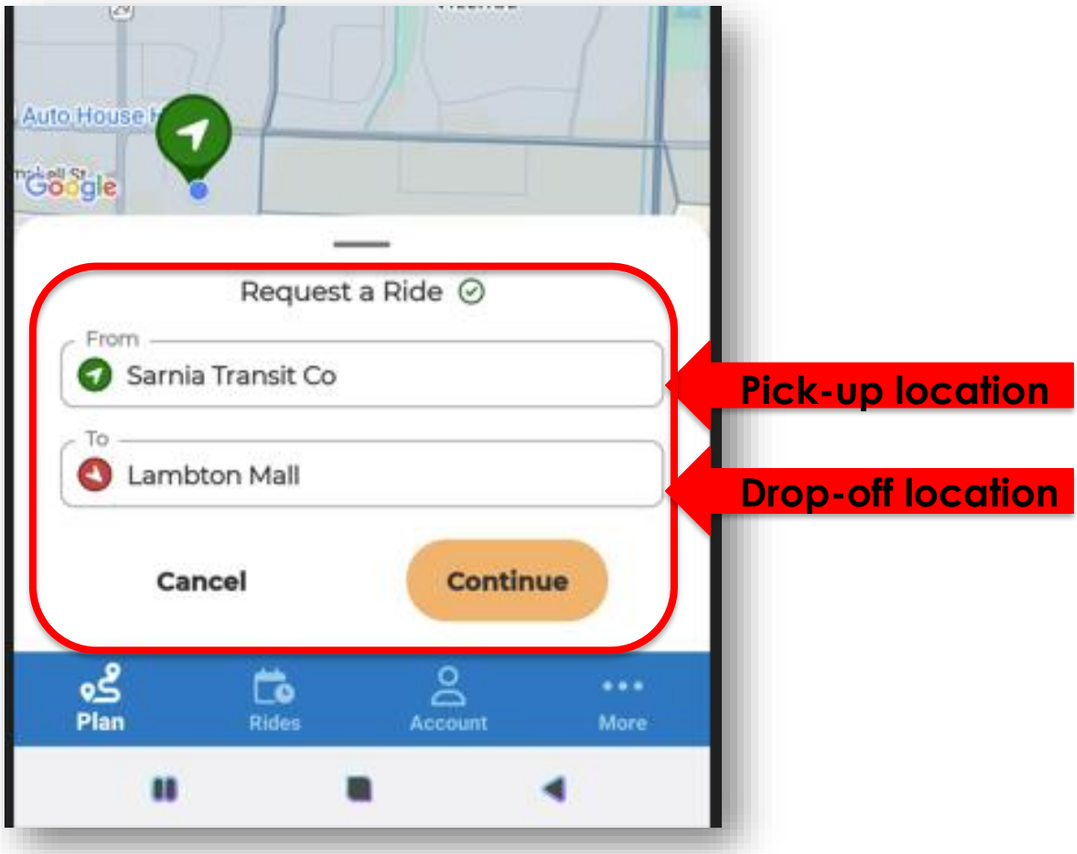
Open the app and log in with your email address and password & select '**Sign In**'



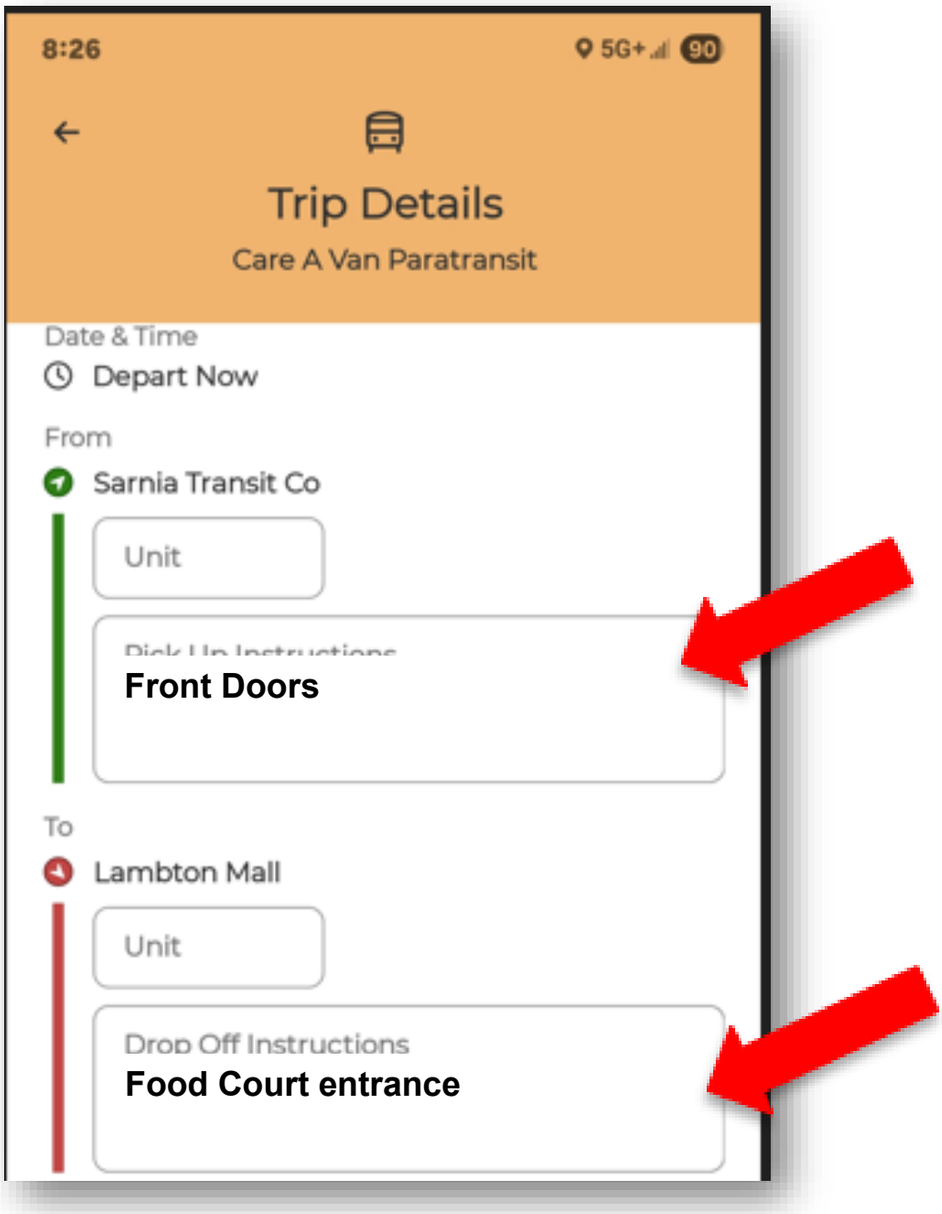
Tap the '+' symbol to start booking.



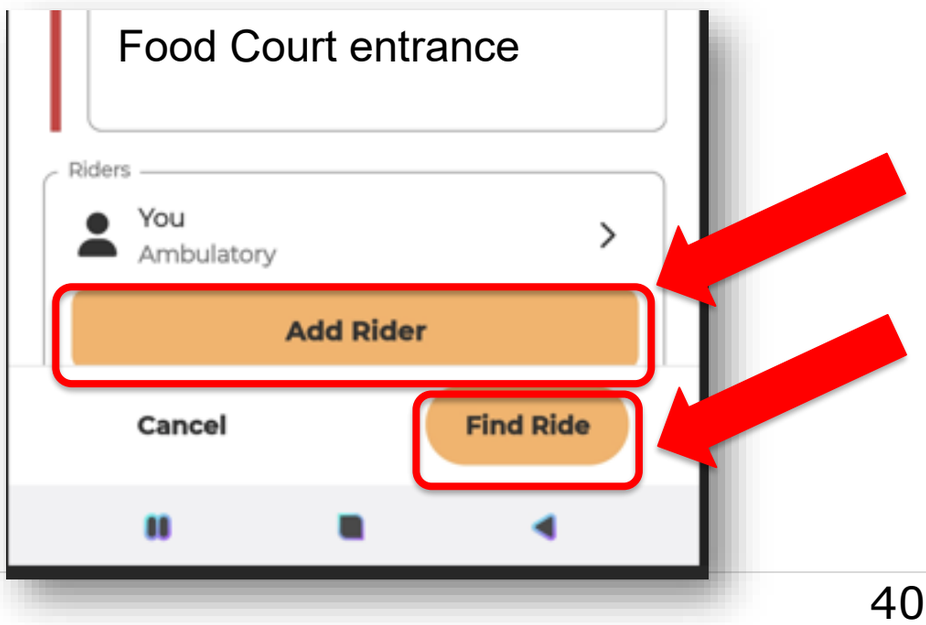
Choose your **pickup** and **drop-off** locations & select '**Continue**'



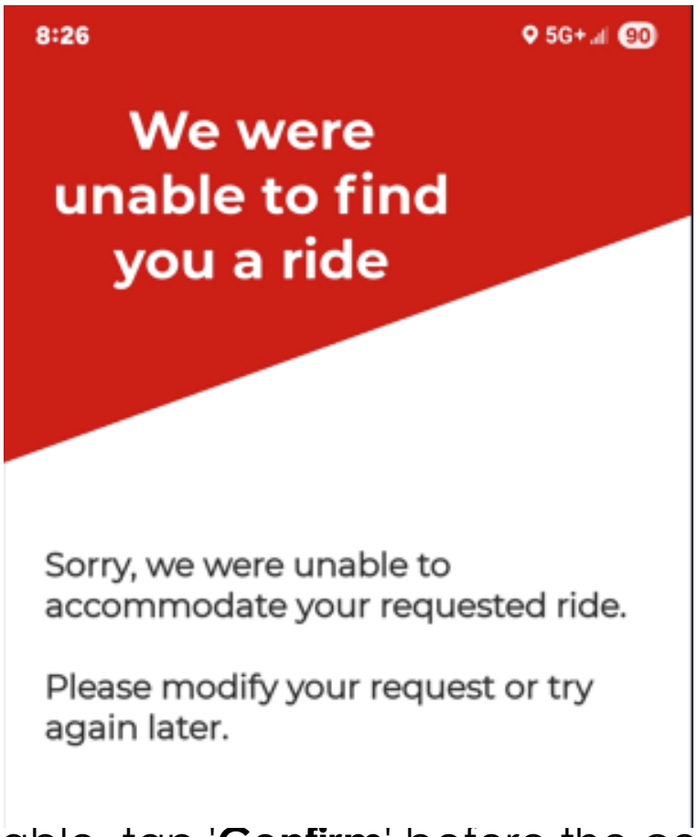
You can add any details regarding your pickup or drop-off location (e.g. I will be at the East Side of the Building)



If travelling with a companion, but add this into the request under '**Add Rider**' & then select '**Find Ride**'



If no rides are available, you'll see a message letting you know

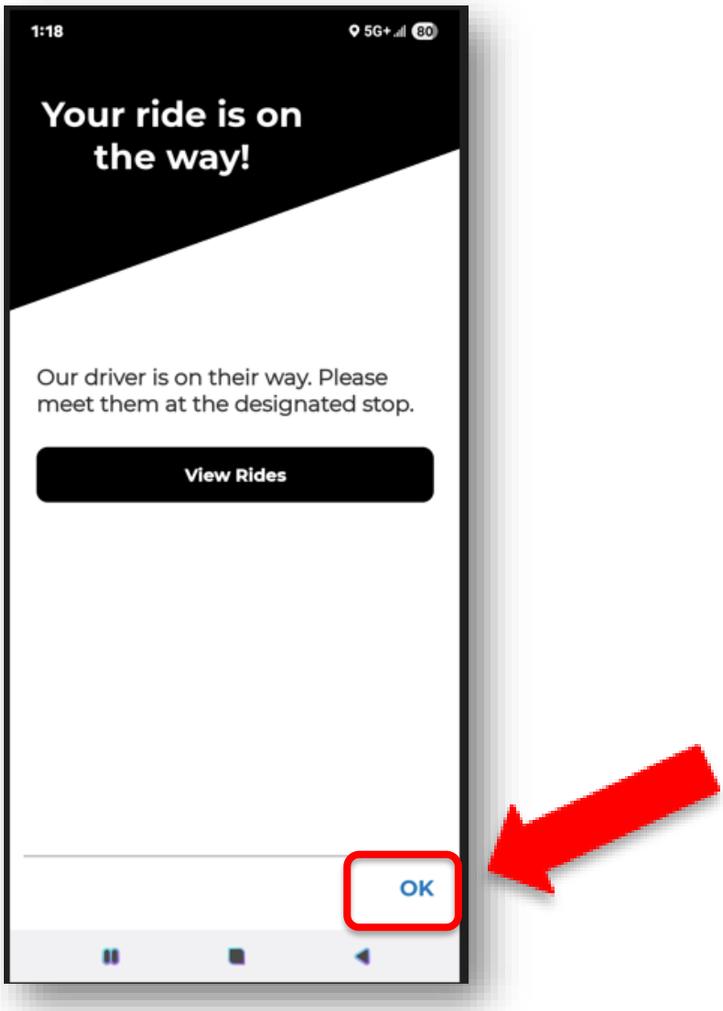


If a ride is available, tap '**Confirm**' before the countdown ends to book it.



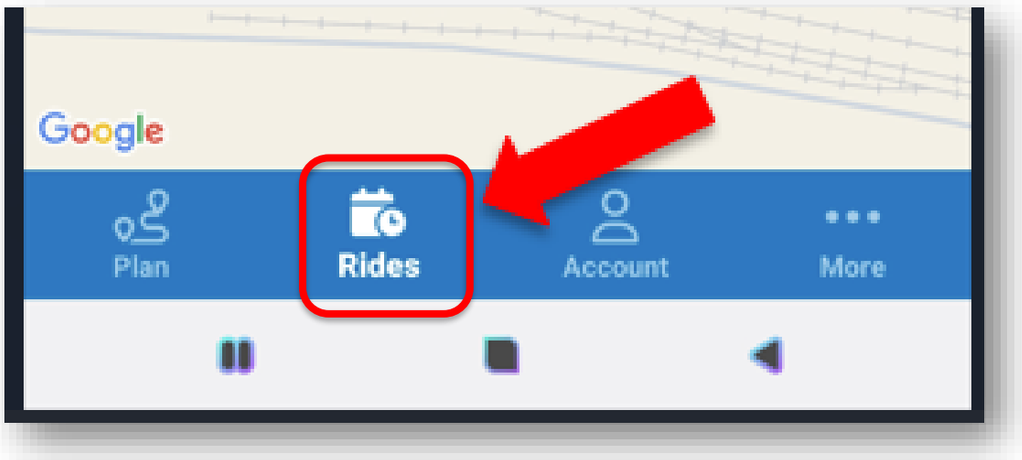
This number indicates the countdown time left to confirm your trip

Once you confirmed the ride before the countdown ends, you will receive a notification that your ride has been booked, select **'OK'**



Checking Trips You've Booked

You can view the upcoming rides on the home page of the app along the bottom by selecting the icon **'Rides'**

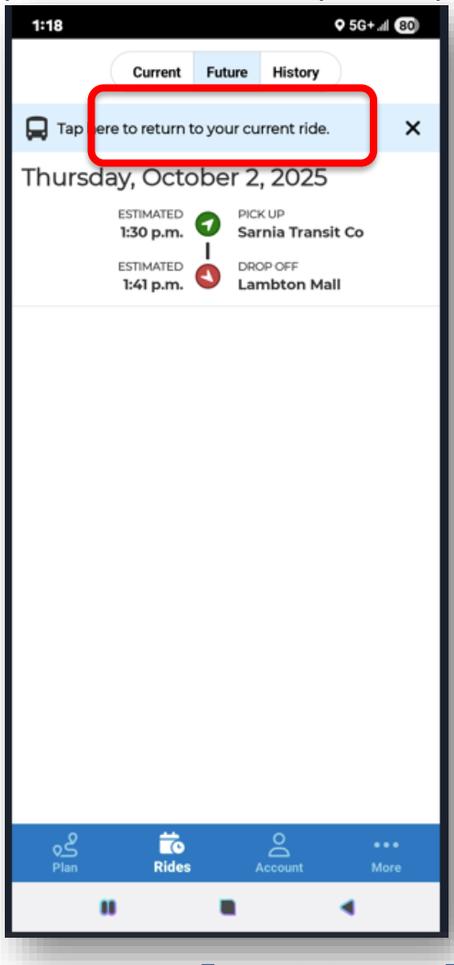


You view your "current", "future" and "history" along the top banner under the Rides category.

Current Tab: Bus is on its way to you, you are the next pick up or when you are riding on the bus

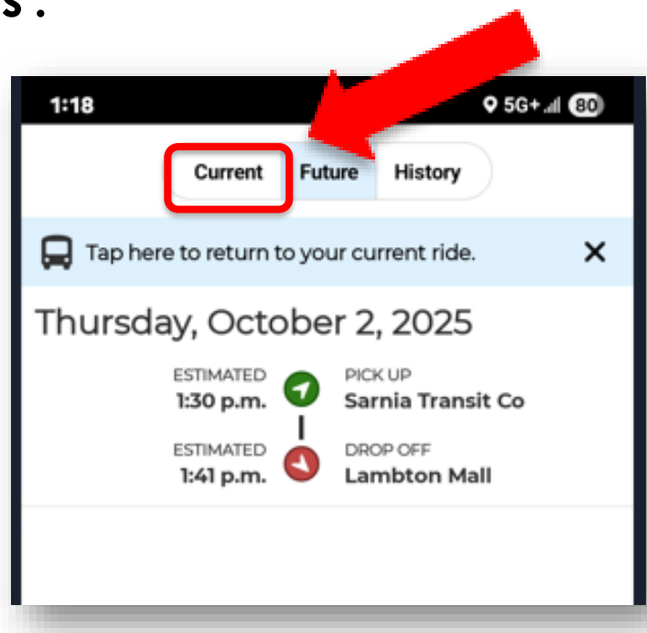
Future Tab: Rides that are booked and you are waiting for.

History Tab: Rides you have already completed.

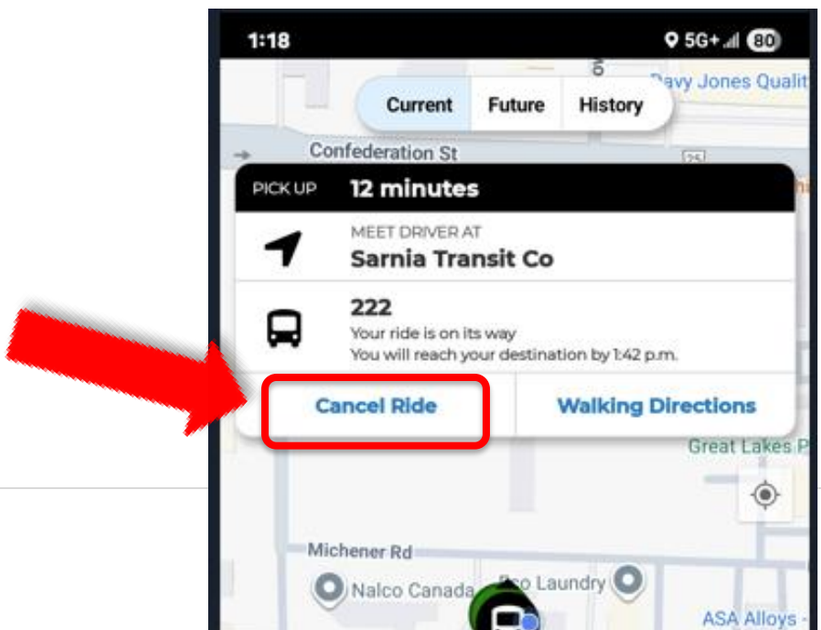


Cancelling a Trip You've Booked

Go to **'Current Rides'.**

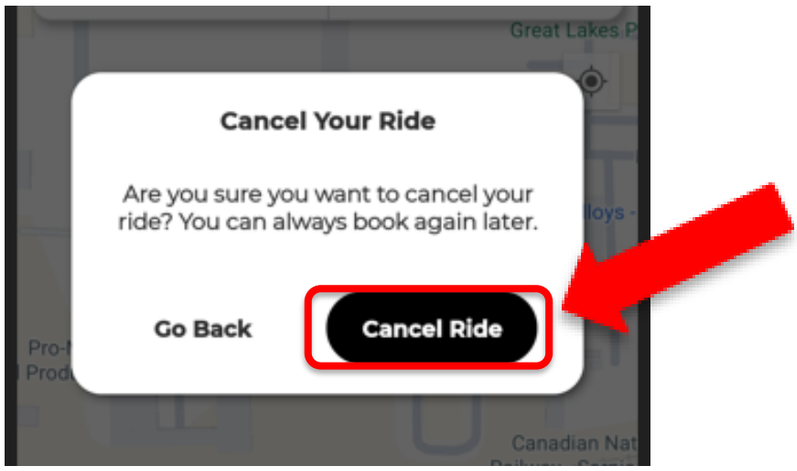


Tap **'Cancel Ride'**



Confirm by tapping '**Cancel Ride**'

You will be prompted to confirm cancellation – select **'Cancel Ride'**



FAQs for Clients

How do I get a ride? Log into the rides on demand app and try and book your ride

What is my login? Your log in is the same as your login to Passenger Portal

What if I don't have Passenger Portal? You will need to sign up for the app and that will also be your sign in for Passenger Portal.

What if there are no rides available? You can try again in a bit, or you will need to find another way to get to your destination.

How do I know when I will get my ride? The app tells you approximately when your ride should be arriving. Ensure you allow a bit of time for traffic or things out of our control.

Will I get a return ride? Only if you book when ready to return and a bus is available. You will need to be prepared to take alternative transportation for your return.

How far in advance can you book? You can only book when you are ready to go, so make sure you are ready when you book your ride. They may be there in 5 mins. The app will tell you when your ride arrives.

How long does the bus wait for me? Same rules apply as pre-booked Care A Van, the bus only waits 5 mins then they will carry on.

I am not receiving notifications, how can I change this? Changes to notifications can only be made by calling into our office or emailing transit@sarnia.ca and making a request to add the imminent arrival notification to your trips.

Can I call into Sarnia Transit/Sarnia Care-a-van and book a ride through the dispatcher? No, Rides on Demand is only available through the app online.

Contact Information

For more information:

Visit the City of Sarnia website at **www.sarnia.ca**

Email: **transit@sarnia.ca**