

Purchase tickets from:

Town of Ingersoll Town Hall
130 Oxford St, 2nd floor
Ingersoll, ON N5C 2V5

or

Olde Tyme Taxi
163 Thames St. South
Ingersoll, ON N5C 2T6

Tickets are \$3.00

To book a ride, call:

Olde Tyme Taxi

519-425-0110
clerks@ingersoll.ca*

*see welcome letter to book by email

For questions, call:

Town of Ingersoll

519-425-0120



Travelling with an Assistant

If you require an Assistant, it **MUST** be stated on your initial application form.

An Assistant is an individual required to assist the applicant for mobility or cognitive reasons. Assistance may be required to carry articles and overcome obstacles.

This person would not need to pay fare, however, the taxi company will need to be informed that your Assistant will be traveling with you.

Please be advised that the Town of Ingersoll **DOES NOT** provide this service. It is the applicant's responsibility to have an Assistant in place for their travels.



**For more information, contact
the Town Hall Office at
519-485-0120 x 0
or visit our website at
www.ingersoll.ca**



Town of Ingersoll Paratransit Service

in cooperation with
Olde Tyme Taxi

Hours for booking rides

24 hours 7 days a week

Service Hours

24 hours 7 days a week

About Paratransit Services

What is Paratransit?

The Ingersoll Paratransit Service is a door-to-door transportation service offered to assist people who live with disabilities in getting to various appointments, grocery shopping, and other essential places.

Service Area

The Paratransit Service operates anywhere within the boundaries of the Town of Ingersoll. All pick-ups and drop-offs must be made within the Town limits.

Am I eligible to use the Paratransit Service?

This service helps people living with a disability that prevents them from taking a bus and hinders their ability to make a trip safely. To qualify for eligibility, you must meet the following criteria.

- Persons who are physically unable to climb or descend steps used on conventional public transit facilities
- Persons who are unable to walk a distance of 175 meters (575 feet)
- Visually impaired persons

How do I apply and how much does this service cost?

Application forms are available from your doctor's office, Town Hall, Olde Tyme Taxi and online at <https://www.ingersoll.ca>.

Once you have finished your application form, you can submit it back to us. We can now accept email and faxed copies with our new and improved forms (with the physician's stamp).

The fare is \$3.00 per one-way trip. Payable by a pink Paratransit ticket upon entering the taxi. Paratransit tickets hold *NO CASH VALUE* and are *NON-REFUNDABLE*. The Town of Ingersoll subsidizes the remainder of the cost to the contracted service provider.

How do I book a ride?

You may book a ride any day or night by calling Olde Tyme Taxi at 519-425-0110. Rides may also be booked by emailing clerks@ingersoll.ca provided that 48 hours advance notice is given. You will need to provide the following information:

- Your name and state that you're a Paratransit rider
- Time, date and address of pick up and drop off
- If you do require a return ride, you may let your driver know or call when you're ready to be picked up

You don't need to call 24 hours to pre-book your ride. However, if you'd like to book in advance, you can do so whenever possible.

If you require a wheelchair, booking with as much notice as possible is highly recommended. This is to verify that the vehicle will be available. Reservations will be accepted up to **2 weeks** in advance.

On rare occasions, demand may exceed capacity. Olde Tyme Taxi will do its best to accommodate all requests. If the call line is busy, please continue to call back.

Pick-up may occur 15 minutes ahead or behind schedule during hectic times. Olde Tyme Taxi apologizes for these unforeseen circumstances and does its best to accommodate all our customers.

Cancelations & Changes

If you have a scheduled ride and need to make any changes, please get in touch with Olde Tyme Taxi directly at 519-425-0110.

If you need to change the day of your scheduled ride, please call Olde Tyme Taxi a **MINIMUM of 1 hour** before your scheduled ride. Failure to give adequate notice will result in the fare being labelled as a "no-show." You will also be responsible for the fare payment.

Persistent "no-shows" could result in discontinuation of service.