SPECIALIZED TRANSPORTATION • PUBLIC AND STAFF REFERENCE

PARABUS POLICY GUIDE

NORTH BAY TRANSIT

Accessible transportation policies, booking guidance and operating procedures for passengers, dispatchers and administrative staff.

CURB-TO-CURB • SHARED RIDE

11 POLICY TOPICS • IASR §§63–74

At a glance

Parabus is a pre-booked, shared-ride, curb-to-curb specialized transportation service for eligible people with disabilities within North Bay's established urban service area.

SERVICE	Curb-to-curb, shared ride
BOOKING	Advance bookings preferred; same-day and no-notice requests considered if capacity allows
ELIGIBILITY	Unconditional, temporary or conditional
COMPANIONS	Fare-paying, subject to capacity
REQUIRED ATTENDANTS	Travel free of charge
CHILDREN	Conventional transit children's fare policies also apply
CONTACT	North Bay Transit Terminal • 190 Wyld Street • 705-476-5530

Find a policy

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Online information

Parabus and accessibility https://northbay.ca/services-payments/north-bay-transit/accessibility/

Transit fares and passes https://northbay.ca/services-payments/north-bay-transit/transit-fares-passes/

North Bay Transit https://northbay.ca/services-payments/north-bay-transit/

Eligibility & applications

1. Purpose and Eligibility Principles

North Bay Transit provides specialized transportation services through its Parabus program for persons with disabilities whose accessibility needs prevent them from using conventional public transit.

Parabus is a pre-booked, shared-ride specialized transportation service operating within the urban boundaries of the City of North Bay. The service is designed to provide accessible transportation to eligible individuals who cannot use conventional transit because of disability-related barriers.

Eligibility is determined on an individual, case-by-case basis, considering the applicant's functional ability to access and use conventional transit and the accessibility features available on conventional transit vehicles.

The presence of a disability or a particular medical diagnosis does not automatically establish eligibility. Consideration is given to the functional limitations and barriers experienced by the applicant.

2. Categories of Eligibility

North Bay Transit recognizes three categories of eligibility for specialized transportation services.

a) Unconditional Eligibility

Unconditional eligibility applies to persons with disabilities whose functional limitations prevent them from using conventional transportation services.

This category is generally appropriate where the applicant's disability-related transportation limitations are ongoing and there is no anticipated improvement that would enable the individual to access conventional transit.

b) Temporary Eligibility

Temporary eligibility applies to persons with temporary disabilities that prevent them from using conventional transportation services.

Eligibility may be granted for a defined period based on the anticipated duration of the disability-related limitations, as supported by the application and healthcare professional's assessment.

A temporary eligibility expiry date may be established, and reassessment may be required at reasonable intervals where appropriate.

c) Conditional Eligibility

Conditional eligibility applies to persons with disabilities whose ability to consistently use conventional transportation services is limited by environmental or physical barriers.

Under this category, an applicant may be able to use conventional transit under certain circumstances but require specialized transportation when disability-related barriers prevent its safe or practical use.

Eligibility is assessed according to the applicant's individual circumstances and documented accessibility needs.

3. Eligibility Application Process

Applications for North Bay Transit Parabus are available through the City's website or in person at the North Bay Transit Terminal, 190 Wyld Street, North Bay.

The application process includes the following:

Applicants complete the personal information section, identifying their contact information, mobility devices and relevant transportation needs.

An attending physician, physiotherapist, treating clinician or occupational therapist completes the professional assessment portion of the application.

The healthcare professional provides information about the applicant's functional limitations, ability to board conventional transit, barriers to safe travel and any assistance required while using specialized transportation.

The healthcare professional identifies the appropriate eligibility category, including any applicable duration or conditions.

The applicant provides consent for North Bay Transit to contact the healthcare professional for clarification of the information submitted, where required.

North Bay Transit reviews the completed application and determines whether the applicant meets the eligibility criteria for specialized transportation.

The eligibility decision is recorded, including the approval or denial, decision date and any applicable temporary eligibility expiry date.

There is no fee for submitting an application or obtaining eligibility for specialized transportation services.

4. Application Review and Decision Timelines

North Bay Transit publishes a standard application response timeframe of a maximum of 14 days following receipt of a completed application.

In accordance with IASR Section 64(1), where an eligibility determination has not been made within 14 calendar days after receipt of a completed application, the applicant is considered temporarily eligible for specialized transportation services until a final eligibility decision is made.

Temporary eligibility granted under this provision remains in effect until the eligibility determination has been completed.

5. Review of Eligibility Decisions and Appeals

North Bay Transit maintains an independent appeal process for applicants who disagree with a determination regarding their eligibility for specialized transportation services.

Applicants wishing to appeal an eligibility decision may submit a written request by letter or email to North Bay Parabus or the Manager of North Bay Transit. The appeal request is reviewed in accordance with the requirements of the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11.

Independent Review Process

Upon receipt of an appeal, the original Parabus eligibility application and the applicant's written appeal request are forwarded to the City of North Bay's designated Accessibility Contact for independent review.

The designated Accessibility Contact operates independently of the Transit Department and serves as a neutral third party who was not involved in the original eligibility determination. This separation ensures that appeals are reviewed objectively and independently of the initial decision-making process.

The independent reviewer examines the information contained in the original application, together with the applicant's written appeal, to determine whether the eligibility decision was made correctly based on the information available at the time of the original assessment.

Where the review identifies an error in the interpretation or application of the eligibility criteria, the original decision may be overturned and the applicant's eligibility amended accordingly.

New or Additional Information

The independent appeal review will consider the information contained in the applicant's original Parabus eligibility application, together with the written appeal request, to determine whether the initial eligibility decision was made correctly based on the information available at the time of the original assessment.

Where new or additional medical, functional, or accessibility-related information is presented during the appeal process, the applicant will be directed to submit a new or updated Parabus eligibility application incorporating this information. This ensures that any new information is appropriately assessed through the established application process.

The introduction of new information will not delay or terminate the existing appeal. The independent reviewer will proceed with the appeal and render a determination based on the information contained in the original application, within the prescribed 30-calendar-day timeframe.

This approach ensures that applicants receive an independent review of their original eligibility determination while providing an opportunity for new or updated information to be considered through the regular eligibility application process.

Appeal Timelines and Notification

In accordance with Section 64(6) of the IASR, North Bay Transit ensures that an appeal decision is made within 30 calendar days following receipt of a completed appeal application.

If an appeal decision is not reached within the prescribed 30-calendar-day period, the applicant is granted temporary eligibility for specialized transportation services until the appeal process has been completed and a final determination has been made.

Applicants are notified of the outcome of the independent appeal review, including whether the original decision has been upheld or overturned and any applicable changes to their eligibility status or conditions.

This process provides applicants with an independent mechanism to challenge eligibility decisions while maintaining consistent application of the established eligibility criteria under Sections 63 and 64 of the IASR.

6. Collection, Use and Disclosure of Personal Information

North Bay Transit collects personal and disability-related information through the Parabus application process for the purpose of assessing eligibility for specialized transportation and determining the accessibility accommodations and support requirements necessary to provide the service.

Information collected may include applicant contact details, mobility and accessibility requirements, healthcare professional assessments, functional limitations and support-person requirements.

Personal information is to be used only for authorized purposes related to eligibility determination, service administration, accommodation and any applicable appeal or reassessment process.

Access to personal information is to be restricted to authorized personnel who require the information to perform their duties. Information is to be disclosed only with appropriate consent or other lawful authority and handled in accordance with applicable municipal privacy legislation and City of North Bay policies.

Applicants may request access to their eligibility application and decision information in accessible formats.

Emergency & compassionate requests

1. Purpose

North Bay Transit recognizes that individuals with disabilities may require specialized transportation services on an urgent or compassionate basis before the standard eligibility application process can be completed.

In accordance with Section 65 of the IASR, North Bay Transit provides a process for considering temporary Parabus eligibility where transportation is required because of an emergency or compassionate circumstances and no other accessible transportation services are available to meet the individual's needs.

2. Emergency or Compassionate Eligibility

Requests for temporary specialized transportation on emergency or compassionate grounds are assessed individually, considering the applicant's circumstances, accessibility needs and the availability of alternative accessible transportation.

Circumstances that may warrant consideration include unexpected disability-related mobility limitations, urgent personal or family circumstances, or other compassionate situations where an individual cannot reasonably access conventional transit or another suitable accessible transportation service.

Emergency or compassionate eligibility is intended to provide temporary access to specialized transportation while the individual's circumstances are assessed or the regular eligibility application process is completed.

3. Request and Assessment Process

Individuals requiring temporary Parabus transportation on emergency or compassionate grounds may contact North Bay Transit to explain their circumstances and request consideration for temporary service.

Requests are assessed through the following process if the application is unable to be expedited for approval:

The applicant, their representative or support person contacts North Bay Transit and explains the nature and urgency of the transportation requirement.

Transit staff obtain sufficient information to identify the applicant's accessibility needs, the circumstances requiring urgent transportation and whether other accessible transportation options are available.

The request is reviewed on a case-by-case basis to determine whether temporary specialized transportation is appropriate.

Where the circumstances meet the requirements for emergency or compassionate consideration, the application may be expedited for immediate approval or temporary eligibility may be authorized before completion of the standard 14-calendar-day eligibility determination period.

The applicant is advised of the temporary service arrangements, including any applicable eligibility period, accessibility accommodations and booking requirements.

Where ongoing specialized transportation is required, the applicant is directed to complete the regular Parabus eligibility application process for a formal eligibility determination.

4. Temporary Service Arrangements

Temporary eligibility granted on emergency or compassionate grounds does not automatically establish ongoing or unconditional eligibility for Parabus.

The duration of temporary service is determined based on the individual's circumstances and the anticipated period of need. Any continuing requirement for specialized transportation is assessed through the regular Parabus eligibility process.

5. Service Availability

North Bay Transit considers emergency and compassionate transportation requests in accordance with the individual's accessibility needs and the availability of suitable accessible transportation services.

Where no other accessible transportation service can meet the individual's needs, temporary Parabus eligibility may be provided on an expedited basis, without requiring the applicant to wait for the standard eligibility determination period.

Parabus is a shared-ride specialized transportation service and is not an emergency medical transportation or attendant-care service. Individuals requiring emergency medical assistance should contact emergency services.

Fares & accessible payment

1. Fare Parity

North Bay Transit provides both conventional and specialized transportation services within the City of North Bay. Specialized transportation is provided through the North Bay Parabus program.

North Bay Transit maintains fare parity between conventional and specialized transportation services.

The established single-trip cash fare for Parabus is identical to the conventional transit cash fare. The same 10-trip fare pricing is also available to Parabus passengers.

North Bay Transit applies its established fare schedule to ensure that persons with disabilities are not charged a higher fare for comparable transportation services because of their disability or their requirement to use specialized transportation.

The single-trip fare and 10-trip fare product are available for both conventional transit and Parabus at the same prices.

Additional fare categories, are established through the City's approved transit fare schedule.

3. Fare Structure and Administration

Transit fares are established by the City of North Bay through its municipal user fee by-law and published on the City's website.

Fare adjustments are reviewed and implemented through the City's established municipal approval process.

North Bay Transit is responsible for ensuring that its fare structure and payment arrangements comply with the fare parity requirements.

4. Public Information

Information regarding transit fares and fare categories is publicly available through the City of North Bay website.

North Bay Transit – Fare Payment and Accessibility Procedures

1. Accepted Fare Payment Methods

North Bay Transit provides fare payment options for passengers using conventional and specialized transportation services. Conventional transit accepts exact cash fares, tickets and applicable transit passes. Parabus passengers may pay using cash fare or prepaid Parabus tickets.

Fare products may be purchased/arranged through the Parabus department.

2. Accessible Fare Payment Accommodations

North Bay Transit recognizes that some passengers with disabilities may experience barriers when using conventional fare payment equipment or methods. Accessible alternative fare payment arrangements are to be made available to individuals who, because of their disability, are unable to use an otherwise available fare payment option. As an example, this may include a pre-pay of fares/passes and the Parabus staff will keep track of fare payments for that client.

Requests for accessible payment accommodations are to be considered based on the individual's accessibility needs, with the objective of ensuring equitable access to transportation without imposing additional fare costs because of a disability.

3. Passenger Assistance

Passengers requiring assistance with fare payment may identify their accessibility needs to North Bay Transit.

Where appropriate, assistance or an alternative payment arrangement may be coordinated to enable the passenger to pay the applicable fare while maintaining their independence, dignity and access to transportation services.

4. Public Information and Contact

Information about transit fare payment options is available through the City of North Bay website or by contacting North Bay Transit.

North Bay Transit Terminal
190 Wyld Street
North Bay, Ontario P1B 1Z2

Telephone: 705-476-5530

Visitors to North Bay

1. Purpose

North Bay Transit recognizes the transportation needs of visitors with disabilities travelling to the City of North Bay and provides access to its specialized transportation service, Parabus.

This policy establishes the eligibility criteria, registration procedures and information management requirements for visitors seeking temporary access to Parabus services.

2. Definition of a Visitor

For the purposes of this policy, a visitor is an individual who does not permanently reside within the City of North Bay and is temporarily visiting the municipality for personal, recreational, medical, employment or other purposes.

Visitors who require specialized transportation because of a disability may request temporary access to Parabus services while visiting North Bay.

3. Visitor Eligibility Requirements

North Bay Transit recognizes visitors as eligible for specialized transportation where either of the following conditions is met:

a) Existing Specialized Transportation Eligibility

Visitors who provide confirmation of their eligibility for specialized transportation services in their home municipality or jurisdiction will be recognized as eligible for North Bay Parabus.

Acceptable confirmation would include confirmation from the visitor's existing specialized transportation provider.

Visitors who provide satisfactory confirmation of existing eligibility are not required to complete the standard North Bay Parabus medical eligibility application and will be grated temporary access to the North Bay Parabus system for the length of their visit.

b) Visitors Without Existing Specialized Transportation Registration

Visitors who are not registered with a specialized transportation provider in their home jurisdiction may apply for Parabus eligibility based on North Bay Transit's established eligibility requirements.

Eligibility will be assessed according to the individual's functional ability to access conventional transportation services and the applicable eligibility categories.

A permanent North Bay residential address is not required for visitor eligibility.

4. Visitor Registration and Booking Procedures

Visitors requiring Parabus services are encouraged to contact North Bay Transit in advance of their intended travel to arrange temporary registration and transportation requirements.

The registration process includes:

The visitor contacts North Bay Transit or North Bay Parabus to request specialized transportation services.

Transit staff obtain the visitor's name, contact information, anticipated dates of travel and relevant accessibility requirements.

Where the visitor is registered with another specialized transportation provider, confirmation of existing eligibility is obtained and reviewed.

Where the visitor does not have existing specialized transportation eligibility, the individual is directed through the applicable North Bay Parabus eligibility application process.

Once eligibility has been established, the visitor is provided with information regarding service availability, booking procedures, applicable fares and accessibility accommodations.

Visitor registration is established for the anticipated duration of the visit. Where additional visits or an extended stay are anticipated, eligibility arrangements may be reviewed

Origin-to-destination service

1. Purpose

North Bay Transit provides origin-to-destination transportation services through its conventional and specialized transportation systems, recognizing the individual abilities and accessibility needs of passengers with disabilities.

North Bay Transit provides flexible transportation arrangements within its established service area to accommodate the functional abilities of passengers requiring specialized transportation.

2. Curb-to-Curb Specialized Transportation

North Bay Transit's Parabus service operates as a pre-booked, shared-ride, curb-to-curb specialized transportation service for eligible persons with disabilities who are unable to access conventional public transit.

Parabus provides transportation between designated pickup and drop-off locations within the established North Bay Transit service area, which is limited to the urban boundaries of the City of North Bay.

As a curb-to-curb service, operators make reasonable efforts to position the vehicle as close as safely possible to the requested pickup or drop-off location, taking into consideration safety hazards, physical barriers, access restrictions and the operational limitations of the vehicle.

Parabus is not an attendant-care transportation service. Passengers requiring assistance beyond the scope of transportation operations are responsible for arranging an appropriate attendant or support person, as identified through their eligibility assessment or by recommendations of the health practitioner.

3. Origin-to-Destination Service Delivery

North Bay Transit recognizes that origin-to-destination transportation may involve a combination of conventional and specialized transportation services.

Transportation arrangements are considered based on the passenger's individual abilities, accessibility requirements and the availability of appropriate transportation connections.

Where a passenger can safely and independently use accessible conventional transit for a portion of their journey, North Bay Transit may coordinate a combined trip using both Parabus and conventional transit.

This approach provides flexibility in delivering accessible transportation while recognizing the abilities and transportation requirements of individual passengers.

Integrated Conventional and Specialized Transportation Procedures

North Bay Transit facilitates coordinated transportation arrangements between its conventional transit system and Parabus specialized transportation service where a passenger's individual abilities permit the use of conventional transit for a portion of their journey.

These arrangements are commonly facilitated through a designated transfer location, primarily the North Bay Transit Terminal, where passengers may transfer between conventional and specialized transportation services.

Coordination and Communication Procedures

Where a combined trip is appropriate, the following procedures are followed:

Assessment of Transportation Needs: The passenger's accessibility requirements and ability to use conventional transit for a portion of the journey are considered when determining appropriate transportation arrangements.

Identification of Transfer Location: A suitable transfer location is identified, typically the North Bay Transit Terminal, to facilitate the connection between the conventional transit route and the Parabus vehicle.

Coordination Between Service Providers: On an as-needed basis, the Conventional Transit Supervisor and Parabus Dispatcher coordinate the transportation connection, including the applicable service schedules, pickup arrangements and transfer location.

Communication to Operators: The coordinated transportation arrangements are communicated to both the conventional transit operator and the Parabus operator to ensure that each is aware of the planned connection and their respective responsibilities.

Passenger Accessibility Considerations: The connection is arranged with consideration for the passenger's individual functional abilities and accessibility requirements, ensuring that the conventional transit portion of the trip is appropriate for the passenger.

This coordinated approach allows North Bay Transit to provide flexible origin-to-destination transportation services by integrating conventional and specialized transportation where appropriate.

The objective is to accommodate the passenger's transportation needs while recognizing their ability to independently access conventional transit for portions of their journey.

Information regarding North Bay Transit's curb-to-curb specialized transportation services, eligibility requirements and accessible conventional transportation services is available through the City of North Bay website.

The North Bay Parabus Application, page 1, specifically identifies Parabus as a pre-booked, shared-ride curb-to-curb transportation service and outlines its service area and passenger assistance requirements.

Additional information regarding the coordination of conventional and specialized transportation services is documented in North Bay Transit's Origin-to-Destination Transportation Policy and associated operational procedures.

Information and assistance are also available through the North Bay Transit Terminal, 190 Wyld Street, North Bay, Ontario, or by telephone at 705-476-5530.

Connections with adjacent municipalities

Coordination of Schedules and Booking Systems

North Bay Transit operates Parabus as a pre-booked, shared-ride, curb-to-curb specialized transportation service within the established urban boundaries of the City of North Bay.

At present, North Bay Transit does not maintain coordinated specialized transportation services, shared booking arrangements or scheduled intermunicipal connections with adjacent municipalities.

Parabus operates exclusively within its established service area and does not provide transportation connections to specialized transit services in neighbouring municipalities.

Coordination of Accessible Stops and Drop-Off Locations

As North Bay Transit does not currently operate coordinated specialized transportation connections with adjacent municipalities, there are no designated intermunicipal Parabus transfer points or coordinated pickup and drop-off locations.

Parabus provides curb-to-curb transportation within the urban boundaries of North Bay. Operators make reasonable efforts to position vehicles as close as safely possible to requested pickup and drop-off locations, considering accessibility requirements, physical barriers, safety hazards and vehicle access restrictions.

Question 3 – Public Information and Supporting Documentation

Information regarding North Bay Transit's specialized transportation service area, eligibility requirements and booking procedures is available through the City of North Bay website and the North Bay Transit Terminal.

Supporting Documentation:

North Bay Parabus Application, Version 1.2, February 5, 2026 – Page 1, Service Areas. This document identifies the Parabus service area as being within the urban boundaries of the City of North Bay.

City of North Bay – North Bay Transit: https://northbay.ca/services-payments/north-bay-transit/

City of North Bay – Accessibility and ParaBus Service: https://northbay.ca/services-payments/north-bay-transit/accessibility/

North Bay Transit Terminal, 190 Wyld Street, North Bay, Ontario P1B 1Z2. Telephone: 705-476-5530.

North Bay Transit does not currently publish coordinated intermunicipal specialized transportation schedules or transfer information, as no such connections are operated.

POLICY 07 / IASR §70

Hours of service

North Bay Transit provides conventional and specialized transportation services seven days per week within its established urban service area.

Conventional transportation is delivered through scheduled fixed-route services and Dynamic Dispatch on-demand transportation, while specialized transportation is provided through Parabus, a pre-booked, shared-ride, curb-to-curb service for eligible persons with disabilities.

Service Hours and Transportation Availability

Although the published Parabus operating hours slightly differ from the scheduled departure times of individual conventional transit routes, the Parabus service schedule is structured to provide passengers with transportation to their destinations within the same service window available through conventional transit.

During certain operating hours, North Bay Transit may utilize its accessible ParaTaxi service to supplement the regular Parabus service. This arrangement provides additional flexibility in scheduling and delivering specialized transportation, ensuring that eligible passengers can complete their trips within the established conventional transit service hours. ParaTaxi trips are coordinated through the specialized transportation dispatch process and are provided in accordance with the applicable accessibility and service requirements.

The established Parabus operating hours account for the nature of specialized transportation, including pre-booked pickups, direct transportation arrangements and shared-ride scheduling.

As a result, passengers using Parabus can be picked up and transported to their destinations within the corresponding conventional transit service period, notwithstanding differences between the published starting times of the two services.

Service Area and Scheduling

Parabus operates within the same established urban service area as North Bay Transit's conventional transportation system.

Transportation requests are coordinated through the Parabus reservation and dispatch process to accommodate passenger travel requirements within the applicable service periods.

North Bay Transit maintains published service schedules for both conventional and specialized transportation and reviews service availability to ensure that passengers requiring specialized transportation have access to comparable transportation opportunities.

Public Information and Supporting Documentation

Information regarding conventional and specialized transportation schedules, operating hours and service areas is available through the City of North Bay website.

Booking a trip

1. Booking Procedures

North Bay Transit operates Parabus as a pre-booked, shared-ride, curb-to-curb specialized transportation service for eligible passengers with disabilities.

Passengers are encouraged to reserve their transportation in advance to allow for efficient scheduling, vehicle allocation and coordination of transportation requirements.

Although advance reservations are the standard booking method, North Bay Transit also accepts same-day booking requests, including requests made without advance notice, where operational capacity permits.

2. Same-Day and Short-Notice Bookings

North Bay Transit recognizes that passengers may experience unexpected transportation needs or changes to their travel arrangements.

To accommodate these circumstances, the Parabus dispatch service will consider same-day and short-notice transportation requests, including requests received immediately before the desired travel time.

Where a vehicle is available and the requested trip can be accommodated within the existing schedule, dispatch personnel will arrange the transportation and may consider a joint ride between the conventional and specialized services if the ride is able to meet the needs of the client and fit within the schedule(s).

The acceptance of same-day bookings is subject to vehicle availability, existing passenger commitments, scheduling constraints and the ability to safely accommodate the requested trip.

While same-day transportation cannot be guaranteed, North Bay Transit makes reasonable efforts to accommodate these requests whenever possible.

3. Booking Flexibility

The Parabus booking process is intended to provide passengers with flexibility while maintaining reliable transportation for previously scheduled trips.

Dispatch personnel assess available vehicle capacity and existing transportation commitments when considering additional booking requests.

This approach allows North Bay Transit to accommodate unanticipated passenger transportation needs without unnecessarily restricting access to specialized transportation services.

POLICY 09 / IASR §72

Trip restrictions

North Bay Transit provides Parabus as a pre-booked, shared-ride, curb-to-curb specialized transportation service for eligible passengers with disabilities.

North Bay Transit does not impose restrictions on trips based on their purpose. Eligible passengers may request transportation for medical appointments, employment, education, shopping, recreation, social activities or other personal transportation needs within the established Parabus service area.

Transportation requests are accommodated through the Parabus reservation and dispatch process, subject to vehicle availability and operational scheduling requirements. Same-day and short-notice trip requests are also considered whenever available capacity permits.

2025 Service Statistics

Total trip requests: 31,374

Total passenger trips reported: 20,019

Unaccommodated trip requests: 4

Unaccommodated trips are tracked manually on the trip sheet.

The four unaccommodated trip requests represent approximately 0.013% of all trip requests recorded during 2025.

These statistics demonstrate the limited number of trip requests that could not be accommodated during the reporting period.

North Bay Transit does not establish trip-purpose priorities or restrict the number of trips an eligible passenger may request based on the purpose of travel.

POLICY 10 / IASR §73

Delays & service disruptions

North Bay Transit recognizes the importance of providing timely and reliable specialized transportation services and communicating service delays to affected passengers.

Parabus operates as a pre-booked, shared-ride, curb-to-curb transportation service. Due to the nature of shared-ride transportation, delays may occasionally occur as a result of traffic conditions, weather, passenger boarding requirements, unforeseen operational circumstances or vehicle availability.

Service Delay Management

Parabus dispatch personnel are responsible for monitoring scheduled transportation services and coordinating operational adjustments when delays occur.

Where a delay is identified, dispatch personnel assess the circumstances and determine whether adjustments to vehicle assignments, pickup arrangements or trip schedules are necessary.

Where appropriate and operationally feasible, alternative transportation arrangements, including the use of accessible ParaTaxi services, may be considered to minimize service disruptions, extending a driver shift, or shifting passengers from one scheduled bus to another.

Passenger Notification

Where a delay is expected to affect a scheduled pickup, reasonable efforts are made to communicate the delay to the affected passenger.

Notification may be provided through direct telephone communication or other available communication methods, depending on the passenger's contact information and communication needs.

Where possible, passengers are advised of the anticipated delay and any revised pickup arrangements.

Service Continuity

North Bay Transit works with its specialized transportation service provider to minimize delays, maintain scheduled transportation commitments and accommodate passenger transportation needs.

Service disruptions are managed with consideration for passenger accessibility requirements, operational safety and the availability of transportation resources.

POLICY 11 / IASR §74

Companions, attendants & children

1. Purpose

North Bay Transit permits eligible Parabus passengers to travel with companions, required support persons and dependent children in accordance with the Integrated Accessibility Standards Regulation.

The policies governing children's fares and family travel on North Bay Transit's conventional transportation system also apply to Parabus specialized transportation services, ensuring consistency between both services.

2. Companions

Eligible Parabus passengers may travel with a companion, subject to available vehicle capacity and provided that accommodating the companion does not result in the denial of transportation to another eligible passenger with a disability.

Companions may include family members, friends or other individuals accompanying the registered passenger.

Companions are required to pay the applicable North Bay Transit fare. Passengers are encouraged to identify accompanying individuals when booking their trip to ensure appropriate seating arrangements.

3. Required Support Persons and Attendants

A required support person or attendant is distinguished from a companion travelling for personal or social reasons.

Where a passenger requires a support person because of their disability, the designated support person is permitted to accompany the passenger free of charge, consistent with North Bay Transit's attendant fare policy and Section 38 of the IASR.

4. Dependent Children

North Bay Transit permits eligible Parabus passengers who are parents or guardians to travel with their dependent children.

Dependent children may accompany their parent or guardian, subject to applicable child-restraint and securement requirements.

The same children's fare policies and family travel provisions that apply to conventional North Bay Transit also apply to Parabus.

These include:

Children 12 years of age and under: Up to three children may travel free of charge when accompanied by a fare-paying parent or guardian during all service hours.

Family fare policy: Up to three children under the age of 16 may travel free of charge when accompanied by a fare-paying parent or guardian, Monday to Thursday after 5:00 p.m., and from Friday after 5:00 p.m. through the end of service on Sunday.

These provisions ensure that families using specialized transportation receive the same children's fare benefits available through conventional transit.

5. Booking and Transportation Arrangements

Passengers travelling with companions or dependent children are encouraged to advise Parabus dispatch of the number of accompanying passengers when booking their transportation.

Dispatch personnel will consider vehicle seating capacity, accessibility requirements and any additional securements are the responsibility of the rider to provide.

Companion transportation is subject to available capacity, while dependent children are accommodated.

Dispatch & administration quick reference

INTERNAL TRAINING AID • CONFIRM AGAINST APPROVED PROCEDURES

When a new booking is requested

1. Confirm the passenger is eligible and the trip is within the urban service area.
2. Record pickup, destination, mobility requirements and accompanying passengers.
3. For same-day or no-notice requests, check vehicle capacity and existing commitments; do not promise availability before confirmation.
4. Where appropriate, explore an accessible conventional–Parabus connection and notify both operators.

When a delay is identified

5. Check the revised pickup estimate and options to reduce disruption.
6. Make reasonable efforts to contact the affected passenger.
7. Consider available operational alternatives, including ParaTaxi where appropriate.
8. Document the revised arrangements in the dispatch record.

When eligibility is appealed

9. Accept written appeal by letter or email.
10. Refer the original application and appeal to the City's independent Accessibility Contact.
11. Continue the appeal on the original record; direct new medical/functional evidence through an updated application.
12. Monitor the 30-calendar-day appeal decision timeframe and temporary eligibility provisions.

Document control & publication checks

Status: draft compiled from supplied source policies. Before posting, confirm the following with Transit management and the service provider:

- Published Parabus hours, booking contact hours and Section 70 service-hour parity evidence.
- Section 71 preceding-day booking availability and accepted accessible booking channels.
- Delay notification practice for pickups delayed by 30 minutes or more.
- Visitor intake and verification procedures, including privacy disclosures.
- Emergency/compassionate approval authority and escalation contacts.
- Current fare prices, family fare windows and public webpage wording regarding attendants.
- Whether any adjacent contiguous urban specialized service triggers Section 69 coordination.
- The 2025 CUTA statistics and any reconciliation needed before publication.
- Approval date, policy owner, revision cycle and accessible-format contact.

Reference links

Ontario Regulation 191/11 https://www.ontario.ca/laws/regulation/110191

Accessibility and Parabus https://northbay.ca/services-payments/north-bay-transit/accessibility/

Fares and passes https://northbay.ca/services-payments/north-bay-transit/transit-fares-passes/