The DYMO Bus
Accessible Transit Service

About the service

Dysart et al DYMO Bus is a Specialized Transportation Service operating in the Municipality of Dysart et al. This curb-to-curb service may be used by persons with mobility issues for any purpose; employment, education, medical, personal, business or leisure.

Who can use it?

Applicants must be residents of the Municipality of Dysart et al, or visitors who are able to provide proof of registration for Specialized Transit in the Municipality in which they live.

There are three different types of eligibility for a Specialized Transit Service:

1. **Unconditional eligibility:** A person with a permanent disability that prevents them from using conventional transportation services.
2. **Temporary eligibility:** A person with a temporary disability that prevents them from using conventional transportation services. Example: a person having knee replacement surgery.
3. **Conditional eligibility:** A person with a disability where environmental or physical barriers (example: snow in winter months) limit their ability to consistently use conventional transportation services.

Requests to use of the service for emergency or compassionate grounds shall be made to the Service Provider at 705-457-5076 or **dispatch@haliburtonbuslines.ca**. This applies only to urgent and unforeseen circumstances that prevent the submission of an application, the use of other accessible transportations services and where standard application processing time may cause undue hardship.

What is the cost?

Visit **dysartetal.ca/dymo** for the current rate schedule.

How do I register?

Visit **dysartetal.ca/dymo** to complete the online application, or pick up a copy from Dysart Municipal Office, 135 Maple Avenue, Haliburton during regular operating hours.

Municipality of **Dysart et al**

705-457-1740   www.dysartetal.ca

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Haliburton Bus Lines is the current Service Provider.

📞 Contact the Service Provider at 705-457-5076 or **dispatch@haliburtonbuslines.ca** to book your ride!

Know:
- The exact address of pick up;
- The exact address of destination;
- The desired time of pick up;
- If you will be accompanied by a Support Person or a Companion; and
- If you require a ride home, please book your return trip at the same time.

Book at least **72 hours in advance**, whenever possible. The DYMO Bus service will strive to accommodate same day/on-demand bookings, but wait times will be dependent on current demand.

The regular hours of service are **9 AM to 3 PM, Monday to Friday**.

For appointments outside of regular business hours and weekends, one (1) week advance notice is required. Call for availability before you confirm an appointment.

A standing arrangement for service is available for persons travelling at a regular time to and/or from a secondary school or a medical facility.

Can I cancel a trip?
Yes. Please cancel your trip as soon as you are aware that it is no longer required. When a rider that has not cancelled does not show for the service, the Operator will automatically cancel any remaining of trips for the day unless they hear from the rider. Riders who do not show up for the trip are required to pay for the regular fare for the No-Show, and this fare must be paid the next time the service is used.

Can someone ride with me?
Yes. Riders are allowed one (1) Support Person free of charge, if a Support Person is required. Subject to vehicle capacity, up to two (2) Companions may also travel with the rider. Companions over the age of five (5) must pay the prevailing fare and board and exit the service at the same time as the rider.

User responsibilities
- Have exact fare (cash only) ready.
- Be ready 5 minutes ahead of your scheduled time. The Driver is not required to wait more than 5 minutes past your pick-up time.
- If you must cancel, please do so as far in advance as possible.
- Try to be as flexible as possible in arrangements for a ride. Allow up to a 20-minute wait from your scheduled pick-up time, especially in bad weather.
- Passengers must wear seatbelts.
- Smoking or vaping is not permitted.

This flyer is available in an accessible format upon request.

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