

## ***Request for Permanent Trip Arrangements Lift+ Specialized Transit***

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Permanent trip reservations can be arranged for trips that are taken on a regular basis over extended periods. Once approved, you are not required to call to book these trips: they are automatically scheduled. Permanent trip requests are not approved based on the nature of the trip, but on the availability of the service to provide that trip. Lift+ Transit cannot always accommodate permanent trips when and as requested, as there is a limit to the space available.

### **Registrant Information**

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Last Name	First Name	Registrant ID#	
Street Address			
City	Province	Postal Code	Telephone (day)

### **Permanent Trip Guidelines**

- The trip must be for a minimum of 8 weeks.
- The trip must be on the same day(s) of the week, at the same time(s).
- The trip must be from the same pick up address going to the same destination.
- One request form for each trip is required.
- Requests for trips must be submitted at least four (4) weeks in advance of the first date transportation is required.
- Passengers will be notified when a permanent booking has been confirmed. Until that time, passengers must continue to book individual trips;
- Once permanent trip arrangements are scheduled, passengers must use the booking at least 75% of the time over a three month period or the booking may be cancelled and the passenger will be asked to call and book their trip each week.

Note: We recognize that there may be circumstances out of the control of passengers that contribute to occasional cancellations of permanent trips; however, the passenger is responsible for maintaining acceptable levels of usage when a permanent booking is created.

- Late cancellation and no show fees apply.
- A permanent booking can be put on hold for a maximum of four (4) weeks with at least 48 hours' notice.
- Any change to the day, time, or origin of pickup or destination requires a new request.
- All permanent bookings that fall on statutory holidays are automatically cancelled. These cancellations do not count towards the minimum usage requirements (75% over a 3 month period). It is the responsibility of the passenger to advise if a trip is required on a statutory holiday or any day designated in lieu of a statutory holiday.
- Permanent bookings will be reviewed regularly for minimum usage and continued need.

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**Permanent Booking Request**

Day(s) of the week:

Monday  Tuesday  Wednesday  Thursday  Friday

Start Date \_\_\_\_\_ End Date \_\_\_\_\_

Pickup Address \_\_\_\_\_

Pick up time for outgoing trip \_\_\_\_\_

Address of Destination \_\_\_\_\_

Return Pick up Time at Destination \_\_\_\_\_

First date transportation is requested:

\_\_\_\_\_

(Note – completion does not signify acceptance of permanent trip request. You will be advised when a permanent trip may become available.)

**Please address and return all information to:**

Lift+ Specialized Transit  
c/o City of Thunder Bay – Transit Services  
570 Fort William Road  
Thunder Bay, ON P7B 2Z8

Main Transit Office: 807-684-3744 (press #0)  
TTY: 807-684-2997  
Booking & Cancellations: 807-345-0777  
Fax: 807-345-5744

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*Office use only - section required for tracking purposes*

Date Received

Date Approved

Comments: