



It's all about ... Getting There!

GENERAL INFORMATION

P.O. Box 452
140 West St
Brantford ON
N3T 5N9



Tel.: 519-756-2170
Fax: 519-756-2147

www.operationlift.com

Serving the City of Brantford



Office Hours

Mon - Fri

9:00 a.m. to 6:00 p.m.



Bus Service

Based on pre-booking

Mon-Fri - 7:30 a.m. to 11:00 p.m.

Saturday - 8:00 a.m. to 11:00 p.m.

Sunday - 8:00 a.m. to 8:00 p.m.

Holidays - 8:00 a.m. to 8:00 p.m.

NO SERVICE - Family Day

- Victoria Day

- Labour Day



Service is door to door or curb to curb depending upon availability of safe, accessible parking sites.

**Keeping people connected
to their community**



Mar 2011

Visit us at:

www.operationlift.com



Mission Statement

Operation Lift will provide alternative transportation to eligible persons who are unable to access conventional

transportation in the City of Brantford

Vision Statement

We will provide equitable and reliable transportation to eligible persons.

We will deliver caring, professional service to our community.

We will be accountable to our community and our partners.

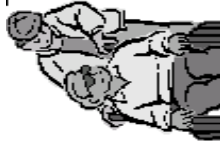
We will keep pace with service demand within our resources.

Values

Respect and Reliability

What is Operation Lift?

Operation Lift is the specialized transportation service for seniors and persons with disabilities of all ages. The service is provided in the City of Brantford. Operation Lift is a non-profit charitable organization that has been providing transportation in our community for over 35 years.



What is 'specialized transportation'?

Specialized refers to the fact that all the buses have lift accessibility. This gives persons who use mobility devices full access to the bus. For many, boarding a bus using stairs is simply not an option. Operation Lift provides door to door or curb to curb service.

Where does the funding come from?

The City of Brantford provides the lion's share of operating funding, with provincial gas tax support assisting with bus purchases. However, as a non-profit, Operation Lift also relies upon customer fares, fundraising, bequests and generous donations from community-minded people like you!



Operation Lift does not maintain a staff fundraiser position. To be cost effective, Operation Lift relies largely on third party initiatives.



Historically, groups like the Knights of Columbus, have taken on the large task of making the fundraisers happen with minimal staff

time required. As a result monies generated from fundraisers result in at least an 80% net return—no waste here!

Who and what make up the service?

Operation Lift employs drivers, dispatchers and administrative staff.

How does the service work?

The service operates on a pre-booked basis. This means that customers who require a ride simply call to book their trip.



Medical trips can be booked as far ahead as six weeks with customers able to book other outings as late as 1:00 p.m. the day prior.

How does someone who needs the service sign up?

An Application can be downloaded from the Operation Lift website, picked up at our office on West Street, or mailed to the applicant. Please call the office to learn more about the free pre-booking service for War Veterans and Silver Cross recipients. All applications are assessed to ensure that those approved meet eligibility criterion. It is very important that there is no abuse or misuse of the service.



How does a person using a personal mobility device access an Operation Lift bus?

Scoters and wheel-chairs are secured through a five point tie-down system. The person in the wheelchair must also wear their personal lap belt. Scooter users



transfer to an ambulatory seat.

How much does it cost to use the service?

A customer pays a \$3.00 one way fare. Exact fare required (\$6.00 return). A sheet of 10 tickets is \$30.00.



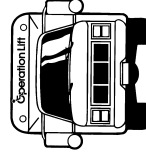
Tickets can be purchased from:

- A Driver (cash only - exact)
- 140 West Street
- Brantford Transit Terminal on Darling Street
- Avenue Pharmacy, 221 Brant Ave.
- Brierwood Pharmacy, 525 Park Rd N.
- Northview Pharmacy, 222 Fairview Drive. All locations accept cash or debit and are accessible.

How can I support Operation Lift services and persons with disabilities?

There are a number of ways you can help:

- Volunteer
- Help with a fundraiser
- Support a fundraiser with a door prize
- Advertise on a bus, or two or three AND market your business!
- Make a donation
- Buy tickets as gifts



If you are interested in any of these opportunities, or if you have other ideas, please call Tina at 519-756-2170, ext. 117.

What if I have more questions about Operation Lift?

Call 519-756-2170, ext. 119.

I hope this information is helpful.