

11.4(c)

From: Aznive Mallett
Sent: July-26-18 1:09 PM
To: Loren Kolar
Subject: Wheelchair and Scooter Safety Working Group report

Hi Loren,
Would you please share the chart below as notes regarding the wheelchair/scooter working group committee's work. It is a result of our meeting on July 24, 1:30 PM meeting. Thanks, Aznive

From: Mark Mindorff
Sent: Wednesday, July 25, 2018 4:14 PM
To: Aznive Mallett
Cc: Paula Kilburn; Tom Manzuk; Robert Semkow
Subject: RE: A few more clarifications please (second email regarding the proposal clarification)

Question #1:

Regarding motion specialties, will they pick up the chair/scooter from anywhere? Even if it is not one of their chairs?

Response #1:

We will ensure that the passenger is delivered home. The repair vendor may or may not be Motion Specialties but Motion Specialties has said they are available on an emergency basis.

Question #2:

Will there be a cost to the person who needs the urgent ride?

Response #2:

A nominal fee for service, to be determined. Suggest similar to an ambulance call?

Question #3:

Please confirm the cost for consultation and/or repairs through motion specialties.

Response #3:

Variable, depending on the chair problem. There would be a fixed fee for the delivery of the passenger from the breakdown site to home. The rest of the cost depends on what is wrong with the chair.

Question #4:

Also confirm which hours they would be available and how quickly they would be available.

Response #4:

6:00 am to 12:00 am

Question #5:

Will there be a cost increase in payments from the city to darts?

Response #5:

Too small to matter. Stranded wheelchairs don't happen very often.

Question #6:

Specifically, which hours of the day could you guarantee that you will do this?

Response #6:

6:00 am to 12:00 am

Question #7:

You mentioned that you might have to bring a second driver to push a heavy chair. Can you confirm that in your proposal?

Response #7:

Yes, that is what we do now.

Question #8:

Will you pick up anyone using mobility devices whether they are registered with darts or not?

Response #8:

Yes, that is what we do now.

Question #9:

Do you have a definition of what is classified an emergency or an urgent need for a breakdown of a chair?

Response #9:

If there is a fee, I would think we would respond every time there is a request, since the fee would discourage misuse.

Question #10:

Will you provide the same services on stat holidays?

Response #10:

We would get the passenger home, fixing the chair problem would be subject to available services on stat holidays.

Question #11:

We would very much appreciate a breakdown of any and all costs.

Response #11:

The simplest approach is to have an all-in fee (suggest 100-150), to assist at the scene, much the same as an ambulance call. It's possible this could be subsidized under council direction. The cost of fixing the chair problem would be born by the chair owner and would be a direct invoice from motion specialties/repair service.