



REGIONAL MUNICIPALITY
OF **WOOD BUFFALO**

Specialized Transportation “The Bus”

Passenger Handbook

Funding

Specialized Transportation is a para-transit service which is operated by Fleet & Transit Services. Funding is provided by the Province of Alberta, and the Regional Municipality of Wood Buffalo



REGIONAL MUNICIPALITY
OF **WOOD BUFFALO**

Mailing Address:

Specialized Transportation
Water Treatment Plant
9909 Franklin Avenue
Fort McMurray, Alberta
T9H 2K4

Phone: (780) 743-7909

Fax: (780) 799-5909



Booking Line 743-7909

**Regional Municipality of Wood Buffalo
Fleet & Transit Services**

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4) Shared Ride

“The Bus” is often called a Shared Ride because it carries more than one passenger at a time and these passengers may be going to different destinations.

5) Paid Attendant

An attendant who travels with a passenger who doesn't require assistance.

6) Mandatory Attendant

An attendant who travels with a passenger who cannot travel without an attendant. The attendant would not be required to pay. A mandatory attendant is determined on an individual basis by the Coordinator.



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What is "The Bus"?

Our Specialized Transportation Service is an accessible door to door service for seniors, and those unable to board the regular transit system. Any resident in Fort McMurray whose mobility problems prevent or inhibit the use of the regular transit system may ride on "The Bus".

Specialized Transportation is operated by Fleet & Transit Services.

To date we have 6 drivers and 4 buses all equipped with lifts.

Our Vision Statement

To provide a safe, reliable transportation service that allows seniors and individuals with disabilities access to the community.

Glossary of Terms

- 1) **Cancelled at the Door**
A trip is considered "Cancelled at the Door" if the driver arrives at the location where you are to be picked up and you tell him/her that you will not be taking the trip.
- 2) **No Show**
A trip is considered a "No Show" if the driver arrives at the location where you are to be picked up and you are not there and you have not called "The Bus" to cancel your trip.
- 3) **Time Change**
To provide a shared-ride service, the driver may need to change the time of your pick-up. The driver will call if your pick-up time has been altered.
- 4) **Wait List Trip**
This is a casual trip request that is put on the "Wait List" because the requested times were not available at the time of booking. As we receive cancellations each day we may be able to schedule your trip during your requested time period. You will be contacted if we are able to accommodate your request.

Specialized Transportation

Q: If I am going somewhere like a mall or a place with more than one entrance/exit, how will I know where to meet the "The Bus" for my pick-up?

A: "The Bus" has designated pick-up doors and gates. These are usually the most accessible locations. Passengers will be picked up at the same location they were dropped off.



Specialized Transportation

Fares

- \$1.25 per trip
- \$2.50 per round trip
- \$12.50 pass (10 rides)
- \$25.00 pass (20 rides)
- \$10.00 each way - Long Trip rate (ie. Airport)
- \$35/ hr—Special Event rate (minimum 2 hours)

PASSES are available for purchase from drivers.

Hours of Service

Monday	8:00 a.m.- 6:00 p.m.
Tuesday	8:00 a.m.- 6:00 p.m.
Tuesday Evening	6:00 p.m. - 9:30 p.m.
Wednesday	8:00 a.m.- 6:00 p.m.
Thursday	8:00 a.m.- 6:00 p.m.
Friday	8:00 a.m.- 6:00 p.m.
Saturday	8:00 a.m.— 4:00 p.m.

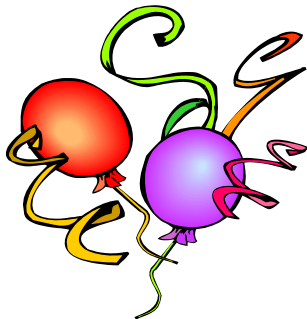
No Service on Statutory Holidays.

Operational hours subject to change based on community need.

Statutory Holidays

There is no service on the statutory holidays listed below:

New Years Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Heritage Day
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day



- Q: Can I take my wheelchair with me on “The Bus”, even if I am not going to be riding in it?
- A: You may transfer from your wheelchair to a bench seat if you wish. You will be required to wear a seatbelt while riding on the bench seat unless you have a medical or equipment exemption. If you require both a bench seat for yourself and a tie-down position for your wheelchair please let the driver know at the time you make your booking. Due to limited resources, however, the “The Bus” will not be able to transport your wheelchair unless you are traveling as well.
- Q: My daughter travels with me when I go to my doctor’s appointments but not when I go to social functions. Does she have to pay?
- A: If you want your daughter to accompany you and you do not require a mandatory attendant then she is required to pay.



Answers to Commonly Asked Questions

- Q:** I am registered as non-ambulatory but sometimes I am able to make short trips without my wheelchair. Can I make a casual booking if I am **not** going to be using my wheelchair?
- A:** Even if you regularly use a wheelchair (and therefore are registered as non-ambulatory) there may be days when you would prefer to use a walker or cane. If you know you will be using a cane or walker when you are making your booking, please tell the driver so the ramp will not be put down when he/she comes to pick you up. However, if you no longer use your wheelchair on a regular basis please let us know so that we can update your ambulatory status.
- Q:** Can I bring luggage or groceries on “The Bus”?
- A:** Drivers will assist with parcels. You can also take with you any parcels that can be safely secured in your mobility device. Parcels will be transported if they can be safely stored.

Registration/Booking

If you call the Registration/Booking Line (743-7909) and the scheduler is not available, please leave a message including the following information:

- Your name
- Your telephone number (where you can be reached during the day)
- Date requested (if booking a trip)
- Destination-to and from

The scheduler will return your call as soon as they can.

When booking a trip, please give the scheduler the following information:

- The full street address(es) of where you need to be picked up and dropped off. Before calling to make a booking, try to have the full address for your point of origin and destination, including the name of the building (if relevant) and the location of the door you request to be picked up and dropped off
- Whether you will be travelling with an attendant/aide.

Using The Service

This section defines the services we provide and how you might qualify for the service. You can use "The Bus" to go to school, work, therapy, medical appointments, shopping, recreational activities, or volunteer commitments. Qualifying for the service allows you use of the bus for any trip.

A. Passengers Categories:

1) **Non-Ambulatory Passenger**

Passenger with a temporary or permanent physical and/or mental disability who **regularly** requires the use of a wheelchair or scooter, but who may, on occasion, use only a walker, cane, crutches, etc.

2) **Ambulatory Passenger**

A passenger with a temporary or permanent physical and/or mental disability who is able to walk but cannot use public transit. An ambulatory passenger may use a walker, cane, crutches, etc., but does not require the use of a wheelchair or scooter.

- Wear personal wheelchair seatbelt while going aboard and leaving the "The Bus".
- Wear a seatbelt during transportation unless there is a medical or equipment exemption on file.
- Do not attempt to go aboard or leave the "The Bus" without the assistance of the driver.
- Provide an attendant if:
 - Assistance is required beyond the first exterior door of the point of origin or destination.
 - Assistance is required carrying equipment (i.e. oxygen tank etc.).
 - "The Bus" administration determines that an attendant is required because conduct during transportation compromises the safety and comfort of others.
- Please refrain from wearing heavily scented perfumes/deodorants as some of our passengers are allergic to these substances.
- Have bus fare ready.
- Call 743-7909 if an item has been lost.

Passenger Responsibilities

- Be ready at the scheduled pick-up time so as not to delay other passengers trips (at least **10 minutes** before pick up time). Drivers will only wait **3 minutes** past your pick-up time.
- Cancel any bookings no longer required (24 hours notice is preferred).
- Ensure that your residence and, where possible, your destination are wheelchair accessible.
- Ensure the sidewalks and stairs outside the private residence and, where possible, the destination are cleared of snow and ice. You can apply to have the municipality remove snow from curb sides adjacent to driveway accesses to residential dwellings. This service is applicable on local residential streets, and will only be provided when the Regional Municipality of Wood Buffalo provides snow plowing as per the Snow Clearance Policy, which states: "...residents which qualify for disable parking may apply for driveway access clearing. Senior citizens may apply for driveway access clearing. This clearance will be for windrow material only". For more information contact:

Operations Planner

Roads and Transportation Division

Phone (780) 743-7859

3) **Temporary Passenger**

A passenger with a short-term physical and/or mental disability who requires the use of "The Bus" for at least six (6) weeks. All Temporary Passenger files are reviewed after 3 months.

4) **Visitor**

A passenger who does not live permanently in Fort McMurray and fits within our mandate.

5) **Attendant/Aide**

An individual who travels with you for assistance. You may require an attendant/aide every trip or only for some trips. We may request an attendant/aide travel with you if you require extra assistance.

B. Types of Bookings You Can Make

1) Subscription Bookings

Subscription bookings are for physiotherapy appointment and work trips only and are known in advance. Subscription trips have a frequency of at least once a week, on the same day(s) of the week, at the same time(s), to and from the same location(s) for a period of at least six weeks. Having a subscription booking means you do not have to call in every week to request your trip, It does **not** mean however, that you will always be scheduled with the same driver or that your time will not be changed. If a time change occurs to your subscription booking you will be notified.

2) Same Day Bookings

Same day bookings are for trips that occur without the opportunity for advance planning (i.e. doctors appointment). Same day bookings may only be accommodated depending on availability.

3) Long Trips

Long Trips require the dedicated use of a bus for an extended period of time (i.e. to the airport). Long Trips require coordinator approval and are dependant on bus and driver availability.

Program Responsibilities

- Specialized Transportation will provide safe, courteous and efficient service.
- The scheduler will call if a change has been made to your pick-up time from what you originally requested.
- Drivers will provide service from the first exterior door of your point of origin to the first exterior door of your destination.
- Drivers will assist passengers on and off "The Bus".
- Drivers will ensure that accompanying children are properly secured.

A) Wheelchairs:

- Drivers will secure all mobility devices which meet with the four point tie-down standards.
- Drivers will assist with the placement and security of the seatbelt as required.
- Drivers will assist with bags, parcels or other items for passengers.
- Drivers will assist passengers with mobility devices on stairs. Drivers will determine if the individual situation is safe.

Passengers whose trips are marked “Cancelled at the Door” or “No Show” on a regular basis will have their service reviewed by the Specialized Transportation Coordinator.

D. How Do I Check a Booking When the Bus is More Than 15 Minutes Late?

Due to unforeseen circumstances, “The Bus” may be up to ten (10) minutes early or ten (10) minutes late.

Call the Late Bus Inquiry line at 743-7909 between 7:30-3:30 on weekdays.

Shared Responsibilities

The provision of the shared-ride service is a joint responsibility between Specialized Transportation and our passengers. By following these guidelines you will help us provide a safe, efficient and responsive service.

If you have feedback about this service please contact the Coordinator at 799-7496. Your information will be documented. We will respond to your call in a timely fashion and let you know the outcome of the situation.

4) Time Sensitive Bookings

Time sensitive bookings are for trips to events that have specific start times over which you have no control (i.e. medical appointments, counselling, job interviews, etc.). Time sensitive bookings are given highest priority.

5) Group Bookings

Group bookings are for groups of registered passengers who are all travelling to the same destination. Group bookings are accepted up to one (1) week in advance, but **not less** than three (3) days in advance. The type of bus we send depends on the passenger information you provide at the time of booking.

6) Special Event Bookings

A Special Event booking is a request by registered passengers for a specific event which takes place outside of the regular hours of operation. The destination of the event must be within city limits. These requests requires coordinator approval and are dependant on driver and bus availability . If approved, the driver and the bus can be available to the individual or group for the duration of the special event.

7) Non-Subscription Bookings

Non-subscription bookings are for trips that do not occur on a regular schedule but are known in advance (i.e. shopping, banking, social outings, etc.).

At least 24 hours advance notice is requested and is subject to space availability.

If, due to the demand for service, we cannot accept your non-subscription booking for the time you request, the scheduler will offer alternate times or put you on the waitlist.

You will be contacted by the scheduler if there is an opening in the schedule. Every effort is made to accommodate as many wait listed trips as possible.



C. How Do I Cancel a Trip I Booked In Advance?

- 1) All cancellations **743-7909**
(Monday-Saturday)
- 2) Please provide the following information:
 - Your name
 - Date and time of the booking(s) you wish to cancel, including the time(s) for the return trip(s)
- 3) If the cancellation is for a Subscription booking, indicate the date you want the service to start again.
- 4) When you call to cancel the booking, your return trip is automatically cancelled unless you request otherwise.
- 5) If you do not cancel, then your trip is considered "Cancelled at the Door" or "No Show" and your booking for the return trip will automatically be cancelled.