

Rocky View Regional Handibus Society

Transportation for Community Needs

Updated August 2013

P.O Box 10203, Airdrie, AB T4A 0H5
Tel: (403) 948-2887 Fax: (403) 206-7183
www.rockyviewbus.ca

Description of Service

Rocky View Regional Handibus (RVRH) provides handibus transportation (para-transit) for people whose disability or situation prevents them from accessing local supports with safety and dignity. Rocky View Bus provides transportation for medical, volunteer, recreational, education and basic living purposes (groceries, banking) in the local community. Our passengers include pre-schoolers, students, adults and seniors.

We are a non-emergency, door-to door service with accessibility to persons with all levels of mobility. We first-serve our earliest pre-booked trips, then we attempt to accommodate next or same-day bookings based on space and time availability. We highly recommend early booking.

Service Area

Rocky View County
Town of Crossfield
Town of Chestermere

Town of Cochrane
Other areas:
as scheduling permits

Days and Hours of Service

Office Hours: Monday to Friday 7:30 – 4:30
Fridays – closed from 12-1 (Lunch Hour)
Holiday Hours: Closed holidays
Service Hours: 7:00 a.m. earliest pick-up to 5:00 p.m. last drop-off
Special hours: Exceptions may be made based on extenuating circumstances
Charters maybe available

Booking, Scheduling and Cancellations

Call in time: Bookings should be made by 12 pm the previous working day.

Trip request received after the call-in time are honored on space-available basis.

Handibus will not call doctors, etc to confirm passengers' appointments.

Booking Trips / Cancellations or Requesting Changes:

Phone (403) 948-2887 toll free 1-877-389-2887

- Monday to Friday 7:30 and 4:30 (Friday closed between 12 and 1)
- For next working day service -phone before noon example: call Friday noon for Monday trip
- There is a messaging system for afterhours cancellations .
- We prefer passengers to make bookings during business hours)
- Please remember to leave your phone number and your name.
- Actual pick-up times will be adjusted based on RVRH needs -- based on our commitment to honor passengers schedule needs in a cost-efficient fashion.

- Pickup times will be confirmed the day before travel. Tentative pickup times can be given at time of booking but are subject to change

Ready for pick-up policy: The driver may arrive up to fifteen minutes early and the passenger must be ready to go.

Holidays: Holiday service is available through special arrangement – dependent on availability of a driver

Standard wait time:

- The driver will wait 5 minutes at the pickup location before moving on.
- Driver will inform dispatch of action prior to abandoning pick-up (“no-show”)

No Show:

- On any trip where there is a “no show,” passenger will be charged a one-way fare.
- If you are delayed, phone 948-2887 as soon as possible prior to your pickup time as the driver will only wait 5 minutes.(or ask someone to phone for you. i.e. : nurse, receptionist, etc.)
- On a No Show, the driver will phone the office prior to departing to ask if there has been further information.
- In the case of a delay (e.g. your a medical appointment is running late) Handibus will do our best to accommodate you, but there are circumstances where we will be unable to wait or make other accommodations. You will be informed of this when you phone in.

Fares

Fares vary by distance at the rate of \$4 for every 10 km of travel

For example:

Crossfield to Lougheed Hosp	\$20	Langdon to Foothills	\$20
Crossfield to Airdrie	\$8	Bragg Creek to Rockyview Hosp	\$16
Cochrane local	\$4	Bragg Creek to downtown	\$20
Chestermere to Foothills Hosp	\$12	Springbank to Lougheed	\$16
Chestermere local	\$4	Madden to Foothills Hosp	\$24
Bearspaw to Cochrane	\$8	Langdon To Foothills Hosp	\$20
Langdon to Chestermere	\$8	Prince of Peace to Foothills Hosp	\$8
Langdon to Rockyview Hosp	\$16		

Please note the above rates are one way travel. Each additional stop Airdrie/Crossfield/Chestermere/Langdon etc will be \$4.00. Each additional stop in Calgary will be \$4.00. Fares are subject to review to address rising fuel and operating costs.

Passenger Assistance

- Passengers requiring assistance will be helped from their front door to the bus on pick up and return. At destination drop-off, passengers will be assisted from the bus to inside front door or main floor of building. If time permits, the driver may assist to exact destination in the building but this should not be counted on to happen.
- Drivers will exercise discretion while assisting passengers so as not to give the impression of over-familiarity.
- Drivers must always make sure that the tie downs and safety belts are securely in place. Seat belts must be fastened unless there is a letter of exception from a doctor.
- Drivers will not be required to take wheelchairs up or down more that one step (provided conditions make it safe to do so); however, they may do so at their own discretion.
- If an attendant is travelling with the passenger, there is no charge unless the attendant is picked up and dropped off at a different address.
- Passengers with guide dogs are allowed to travel on the bus.
- Drivers will ensure the safety of passengers when delivering them to their destination in extreme weather conditions. If the driver is concerned that the passenger has requested to be dropped off in an unsafe situation, they are to notify the Dispatcher.
- All incidents with passengers, however minor they may seem, will be reported to the Dispatch.

Policy on Companion or Attendants:

Companion	Pays full price and is dependent on space availability
Attendant	Travel free (NB. the difference between the two is need of assistance)
Children under 6	Travel free

Remember: 1 adult may travel free as an attendant to a person with a disability.

Attendants are expected to assist with:

- Loading and unloading of the person with a disability
- Behavior of the person with a disability
- Medical and hygienic issues of the person with a disability

A passenger may be required to have an attendant if:

- Seizures or other medical conditions are uncontrolled
- Behavior is a problem
- The passenger has limited personal accessibility i.e.: can not open doors on own.
- The passenger is not able to negotiate their own way from the front door of their destination

Children as young as three years old may travel alone. CSA certified car seats are provided by Handibus but must be specified when booking.

Loading/Unloading

Drivers will park the bus in an appropriate location after taking in to account safety, proximity to passenger door, security of the vehicle (and occupants) and other safety aspects. Please note that backing the bus up to the passenger's door is not permitted unless approved by the Dispatcher.

Drivers will assist with packages or luggage to 10 kg.
When booking, advise of all mobility aids taken and size of wheelchair.

We will take most mobility devices including scooter style devices. Certain types of oversized chairs require special consideration. We do not take "Broda" chairs unless special arrangements are made. Passengers must let us know of their requirements at time of booking. We may reserve the right to decline service if we can not safely secure the mobility device.

Standees: not permitted unless the bus is certified

Passenger Conduct and Responsibilities

There are circumstances under which passenger can be denied service. As appropriate, these circumstances may address issues that include, but are not limited to:

- The expectation of passenger courtesy and consideration of others.
- Driver authority (i.e., the driver is in charge, responsible for on-vehicle behavior, and all instructions from the driver are to be followed by passengers and attendants.)
- Seatbelt use
- Types of inappropriate on-vehicle behavior (these may include: eating, drinking, using tobacco products, foul language, lack of personal hygiene, bothering other passengers, horseplay, fighting, carrying weapons, possessing illegal drugs, having open containers of alcohol on the vehicle, etc)
- Compliance with the fare policy
- Securement of carry-on items and personal belongings while riding
- Denial of service when a passenger is a danger to others.
- Failure to provide a safe location to board / de-board the bus
- Failure to plow maintain driveway/ walks (e.g. disrepair, snow clearing)

The transit provider has the right to refuse service based on violation of these standards

Passenger Comment and Complaint Procedures

Handibus has a commitment to respond to passenger perceptions and complaints.

The phone number and address for passenger commendations or complaints is:

Phone: (403) 948-2887

Fax: (403) 948-2802

P.O. Box 10203

Airdrie, AB T4A 0H5

We encourage both positive comments and complaints.

Please phone if comments are minimal. Major complaints should be in writing with the date of incident, your name and phone number, as well as the particulars of the incident.

Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. Handibus will attempt to have an initial response to comments or complaints within a week.

Transit System Responsibilities

- RVRH is responsible for providing clean, on-time, reliable, safe and efficient service
- RVRH is not responsible for passengers' items left on its vehicles
- RVRH is responsible for abiding by the policies detailed in other sections of the service policy
- RVRH has insurance coverage meeting or exceeding legally mandated minimums
- RVRH abides by all applicable federal, provincial and local regulations
- RVRH maintains an alcohol-drug-free workplace
- RVRH is committed to keeping all vehicles and equipment properly maintained and in safe working order

Safety

- RVRH is committed to the safe operation of vehicles, including the safe boarding and de-boarding of passengers
- Everyone must remain seated, with a seatbelt on (unless with doctor's written exception), with wheelchair securement requirements adhered to.
- All drivers have a class 4 driver's license, "S" endorsement, regular first aid upgrades, training and a police check.
- Wheelchair tie-downs, safety restraints and child restraint systems are to CSA standards.
- There are secure locations for passengers' packages and belongings.
- There are first aid kits, fire extinguishers, a shovel and a blanket for emergencies. Certain routes operating in remote area may carry additional equipment

Emergency Procedures

If the drivers do not feel safe on the road, they may contact dispatch and cancel the trip.

If there is an accident or on-vehicle emergency:

- Follow driver's instructions
- Remain calm
- Make an orderly evacuation only if warranted. The safest place in most situations is sitting in the bus with the seatbelt attached.
- If there is a need of an evacuation stay off the roadway in a safe location until further notified
- Do not smoke anywhere near the vehicle
- Call for emergency response if required

It is the passenger's responsibility to notify the driver if they or another passenger are ill,, injured or in distress while on the vehicle.

We provide mass casualty transportation in the community's disaster preparedness plan.

Closing Statement

If you are in need of transportation we encourage your input and comments. We sincerely welcome any community support provided. Comments may be made to:

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30 East Lake Hill NE
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