

Description of Service

Rocky View Regional Handibus provides handibus transportation (para-transit) for people whose disability prevents them from using public transportation with safety and dignity.

Handibus primarily provides transportation for education, medical, volunteer, recreational, and work purposes in the regions. Our passengers include pre-schoolers, students, adults and seniors.

We are a non-emergency, door-to door service with accessibility to persons with disabilities. We first-serve pre-booked trips, then attempt to accommodate same day bookings based on space and time availability.

Service Area

Geographic Areas:

- MD of Rocky View #44
- Village of Irricana
- Village of Beiseker
- Town of Crossfield
- Town of Chestermere
- Hamlet of Balzac
- Hamlet of Delacour
- Hamlet of Conrich
- Hamlet of Langdon
- Hamlet of Madden
- Hamlet of Keoma
- Hamlet of Dalroy

Town of Cochrane (in collaboration with Cochrane Handibus)

City of Airdrie (Airdrie has their own special needs service. Transportation for Airdrie resident youth is available on a referral basis)

Days and Hours of Service

Office Hours: Monday to Friday 7:30 – 4:30
Fridays – Closed from 12-1

Holiday Hours: Closed holidays

Service Hours: 6:45 earliest pick-up to 5:00 p.m. drop-off

Special hours: Charters are available
Exceptions may be made based on extenuating circumstances

Booking, Scheduling and Cancellations

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

Call in time: Booking should be made by three pm the previous working day.
Trip request received after the call-in time are honored on space-available basis.
Handi bus will not call doctors, etc to confirm passengers' appointments.

Holidays: Holiday service is available through charter only with availability of a driver

Booking Trips / Cancellations or Requesting Changes: Phone (403) 948-2887

- Monday to Friday 7:30 and 4:30 (Friday closed between 12 and 1)
- For next working day service phone before 3pm
- There is a messaging system for after hours but requests will not be implemented until the following working day
- Please remember to leave your phone number or TDD number and your name.
- Actual pick-up times will be adjusted based on Handi-bus' needs -- based on our commitment to honor passengers schedule needs in a cost-efficient fashion.

Standard wait time:

- The driver will wait 5 minutes at the pickup location before moving on.
- Driver will inform Dispatch of action

No Show:

- On any trip if there is a "no show," you 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 otherwise.(or ask someone to phone for you i.e. : nurse, receptionist etc.)
- On a No Show the driver will phone the office to ask if there has been further information.
- In the case of a delay Handibus will do our best to accommodate you, but here are circumstances where we will be unable to wait or make other accommodations. You will be informed of this when you phone in.

Fares

Airdrie to North Calgary	19.50
Airdrie to South Calgary`	20.75
Airdrie to Balzac	7.00
Airdrie to Crossfield	6.00
Balzac region to Calgary	12.00
Crossfield to North Calgary	13.50
Crossfield to South Calgary	14.75

Please note the above rates are one way destinations only.

Each additional stop in Airdrie will be \$1.50 and each additional stop in Calgary will be \$3.50.

Passenger Assistance

- Passengers requiring assistance will be helped from their front door to the bus on pick up and return. On 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.
- Driver 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 three steps (provided conditions make it safe to do so); however, they may do so at their own discretion.
- Drivers should note that 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 insure 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 Executive Director.
- All incidents with passengers, however minor they may seem, will be reported to the Executive Director.

Policy on Escorts or Attendants:

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

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

Attendants will 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 must have an attendant if:

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

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

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. We do not take “Broda” chairs unless special arrangements are made

Certain types of oversized chairs require special consideration. Passengers must let us know and we may reserve the right to decline service if we can not safely secure it.

Standees: are 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.)
- 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.

The transit system 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 3235

Airdrie, Alberta

T4B 2B5

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 respond to comments or complaints within a week.

Transit System Responsibilities

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

Safety

- All drivers have a class 4 driver's license, "S" endorsement, regular first aid upgrades, training and a police check.
- Everyone must remain seated, with a seatbelt on (unless with doctor's written exception), with wheelchair securement requirements adhered to.
- 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, flares, battery cables, gravel, a shovel, and a blanket for emergencies.
- Handibus is committed to the safe operation of vehicles, including the safe boarding and de-boarding of passengers

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:

Rocky View Regional Handibus Society
Airdrie, Alberta
T4B 2B5

Phone (403) 948-2887
Fax: (403) 948-2802
office@rockyviewbus.ca
www.rockyviewbus.ca