



# Regina Paratransit Service



# Policy and Procedure Guide

City of Regina



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## a. DEFINITIONS

- a) **“AAC”** means Accessibility Advisory Committee
- b) **“Clerk”** means people who schedule trips for registered paratransit passengers.
- c) **“Operator”** means people who transport passengers on paratransit vehicles.
- d) **“Paratransit Administration”** means people who work for the City of Regina in the Paratransit Branch within the Transit Department, Community and Protective Services Division.
- e) **“Passengers”** means people who have met eligibility criteria and have been registered to use the RPS.
- f) **“RPS”** means the Regina Paratransit Service.

## **b. GENERAL INTRODUCTION**

The Regina Paratransit Service (RPS) is a public transportation service operated by the City of Regina (the “City”) for people who, because of a disability, are restricted in using the conventional fixed route transit system.

The RPS is not an exclusive ride service. Booking and scheduling decisions are made to allow as many Passengers as possible to use this shared system while staying within budget requirements.

Because it is a shared ride system, policies and procedures respecting the use of the system have been developed and formulated over the years that facilitate the safe transportation of Passengers, smooth operation of the system and to ensure that Passengers are treated in a fair and equitable manner.

A “How to Ride” brochure and service newsletters are available to Passengers to ensure they are up-to-date on all aspects of the RPS.

Copies of the RPS Policy and Procedure Guide are available upon request.

## **1. ACCESSIBILITY ADVISORY COMMITTEE**

- a) The Accessibility Advisory Committee (AAC) is an Advisory Board appointed by City Council. The AAC reports to City Council through the Community and Protective Services Committee.
- b) The role of the AAC includes the following:
  - I. Provide advice on the development, implementation and evaluation of guiding principles, policies strategies, and programs to position Regina as a model community for the inclusion of all citizens, including persons with disabilities;
  - II. Identify stakeholders, including other levels of government, related to improving access and inclusion;
  - III. Provide advice regarding public awareness campaigns to promote the City's efforts to make its services, facilities, and infrastructure accessible and barrier-free;
  - IV. Provide a forum for persons with disabilities to raise issues and concerns; and
  - V. In conjunction with the Administration hold a minimum of one stakeholder forum per year to policies, programs and services related to accessibility.
- c) The AAC consists of 11 members on staggered three year terms:
  - I. One member of Council (non-voting liaison);
  - II. A minimum of six citizens who are individuals with disabilities and/or fulfilling the role of primary caregiver to a person with a disability;
  - III. The remaining members (up to five) citizens who are persons with disabilities, citizen's with knowledge in the areas of access, inclusion, employment, transportation and strategic planning for persons with disabilities; and
  - IV. At least two members must be customers of the paratransit service. Committee membership should represent the full range of disabilities.

## **2. ANIMALS ON VEHICLES**

- a) Animals taken on vehicles, with the exception of guide, signal or service animals must be in regulation animal carriers.
- b) Passengers planning to take animals on the vehicle must advise the Clerk when the trip is booked.
- c) The Clerk will advise the Operator which Passengers will be bringing an animal on board.

### 3. APPEAL PROCESS

The AAC hears and decides on appeals.

The following decisions may be appealed:

- I. registration denials;
- II. requirements to have an attendant or to be met by an attendant;
- III. suspensions (over five days);
- IV. denial of trips because of unacceptable behaviour; and
- V. denial of trips because of no show trips.

#### Process:

- a) Appeals must be filed in writing within 30 days from the date of the decision letter from the Paratransit Administration. Requests will be mailed or delivered to:  

Secretary, Accessibility Advisory Committee  
c/o City Clerk's Office  
15<sup>th</sup> Floor, City Hall, 2476 Victoria Avenue  
Box 1790  
Regina SK S4P 3C8
- b) The AAC will hear the appeal at their next regular meeting or within 30 days of receipt of the appeal, whichever is earlier.
- c) The Secretary to the AAC will notify appellants by mail or by phone of the date and location of the appeal.
- d) When held in conjunction with a scheduled AAC meeting, the appeal will be heard by the AAC prior to its meeting.
- e) During the appeal, AAC members are required to conduct themselves in accordance with the "Regina Code of Conduct and Disclosure Bylaw."
- f) Appellants and/or their advocate will be given an opportunity to make a presentation to the AAC. The Board members may have questions for the appellant and/or advocate at the hearing. The Administration may also be requested to speak to the appeal.
- g) Appellants wishing to use written materials during the appeal hearing are encouraged to send copies to the Secretary three working days prior to the hearing.
- h) If the appellant or his or her advocate does not show up for the appeal hearing, the hearing will be adjourned until the next meeting of the AAC. The appellant will be notified of the new hearing date. If the appellant fails to attend the second hearing, the AAC may decide to make a decision on the appeal in the absence of the appellant.
- i) The Administration and appellant/advocates will be excused at the end of the presentations so the AAC can deliberate the issues and make a decision.

- j) Supplementary information provided at the hearing may be accepted at the discretion of the AAC.
- k) Appellants who have decided to withdraw their appeal should notify the Secretary prior to the hearing date in writing.
- l) Appellants will be notified of the AAC's decision in writing within 7 (seven) days of the hearing.
- m) The decision of the AAC is final.
- n) Applicants whose applications have been denied may reapply for service if there has been a significant change in the applicant's disability.
- o) Subsequent appeals of an application denial will not be heard if there has been no significant change in the applicant's disability since the previous appeal.
- p) In a case where there is an appeal regarding suspension of service, requirement to have or be met by an attendant, or denial of trips because of unacceptable behaviour or no show trips, service will be continued until the appeal process is completed unless the safety of other Passengers or Operator is at risk.
- q) The AAC is bound by the Policy and Procedure Guide in making its decisions.

#### **4. ATTENDANTS & COMPANIONS**

- a) Passengers may wish to designate a person to travel with them as an attendant if more assistance is required during the trip or at the destination, than is provided by Operator.
- b) One attendant is allowed to travel at no charge with a Passenger if space on the vehicle is available.
- c) The attendant must accompany the Passenger from the beginning to the end of the trip.
- d) Attendants and companions cannot be registered Passengers or require assistance themselves.
- e) Passengers are allowed to take one attendant at the Passenger's discretion, without questions regarding the type of assistance to be provided or whether assistance is required on the vehicle or at the destination. The role of the attendant is to assist the Passenger and not require assistance themselves.
- f) The RPS may require an attendant to accompany or meet a Passenger, based on the nature of the Passenger's disability or needs.
- g) The RPS may require an attendant to accompany a Passenger if the Passenger's conduct compromises the safety of other Passengers or Operator.

- h) Passengers must tell the Clerk that they will be travelling with an attendant when they make a booking.
- i) If space is available, an attendant is guaranteed a seat on the RPS vehicle and will not be allowed to stand.
- j) If an Operator arrives for a Passenger who must travel with an attendant and no attendant is present, the Operator will notify the RPS Clerk and the pick-up will be declined.
- k) If a Passenger must be met at a destination and no attendant is present:
  - I. The Operator will escort the Passenger back to the vehicle and radio the Clerk;
  - II. The Clerk will try to contact a member of the Passenger's family or caregiver to determine when arrangements can be made for the Passenger to be met;
  - III. The Passenger may have to ride on the RPS vehicle until arrangements can be made for the Passenger to be met by an attendant; and
  - IV. If this reoccurs, the Passenger will be required to travel with an attendant.
- l) Companions, who are friends or family members, not in the role of an attendant, may ride with a registered Passenger where space permits.
- m) Companions pay the regular fare. If space is available, a companion is guaranteed a seat on the RPS vehicle and will not be allowed to stand.
- n) Attendants and companions must have the same pick-up and drop-off locations as the Passenger.
- o) If a Passenger's disability changes so that he or she no longer must travel with an attendant or be met by an attendant, a written request must be filed with the Paratransit Administration requesting a change to the registration status.

## 5. BOOKINGS - GENERAL

- a) Passengers must call the booking line at 777-7007, fax 949-7243 or email [paratransit@regina.ca](mailto:paratransit@regina.ca) to book trips. There is a 24 hour turn around time for voice mail, fax and email bookings. If a return trip is required, it should be booked at the time the pick-up is booked or a return trip may not be available. Bookings for one-way trips are accepted.
- b) Passengers may leave information regarding making a booking 24 hours a day, seven days a week, by leaving a voice message, fax or email.
- c) Same-day or demand trip requests involve short notice, same-day calls for spur of the moment trips. Service is typically limited for these types of trips. Clerks are available to receive booking line calls for same day bookings:

Weekdays	7:30 a.m. to 11:00 p.m.
Saturday	7:30 a.m. to 11:00 p.m.
Sunday	9:00 a.m. to 9:30 p.m.
Public Holidays	12:30 p.m. to 9:30 p.m.

- d) Clerks are available to receive booking line calls for advance, subscription and group bookings:
- |                 |                        |
|-----------------|------------------------|
| Monday - Sunday | 9:00 a.m. to 8:00 p.m. |
| Public Holidays | No advance bookings    |
- e) Effective September 1, 2011 trip requests can be made up to 7 days in advance of the trip date and are subject to available space
- f) The following information must be provided when booking a trip:
- I. First and last name;
  - II. The exact address where the Passenger will be picked up (if other than home), including the location of the accessible building entrance;
  - III. The exact address to which the Passenger is going;
  - IV. The date and time by which the Passenger must reach his or her destination (by advising when the Passenger must be at his or her destination, the Clerk will select the best pick-up time from those times available);
  - V. The time the Passenger wants to return; and
  - VI. If the Passenger will be accompanied by an attendant and/or a companion, children, or a service animal.
- g) When calling to book a trip, Passengers are limited to one request per call if there are other people waiting to book trips. If there are no other people waiting to book trips, Passengers are allowed to book additional trips. The Clerk will advise Passengers if other people are waiting to book trips.
- h) The RPS is often very busy so the booking time requested might not be available. The Clerk will offer alternate times if they are available.
- i) At peak travel times, Monday to Friday from 7:00-9:00a.m. and 2:30-5:30p.m., often all RPS vehicles operate at full capacity. At these times, bookings will be assigned in the following priority:
- I. Work (including enroute daycare and serving on boards and committees)
  - II. Education

III. Medical

IV. Shopping, social or recreation

- j) Requests may be made to book regularly scheduled trips as subscription trips if space allows. On vacation or days off, Passengers must cancel their subscription trips for the time they will be away.
- k) Shopping, recreation or social trips at peak hours will be scheduled as space permits.

## **6. BOOKINGS - CHARTERS**

- a) Charter requests can be made by calling 777-7007, faxing 949-7243 or emailing [paratransit@regina.ca](mailto:paratransit@regina.ca).
- b) Charter service is available to individuals, groups and organizations that need a bus. At least one person utilizing the charter must be a registered Passenger unless the charter service is for a group of visitors with a requirement to use an accessible bus.
- c) The availability of charter service is limited to mainly evenings, mid-day, weekends and in the summer.
- d) Charter service means that the charter group has exclusive use of the vehicle. There is a guaranteed pick-up or drop-off time for the charter trip and there is a customized travel route.
- e) Charter service is operated on a cost-recovery basis. Charter hourly rates will therefore vary from time to time depending on the operating costs of the RPS.
- f) There is a minimum one-hour charge for charter service. Billing is calculated from the time the bus leaves the garage to when it returns to the garage.
- g) Charters must be booked a minimum of 24 hours in advance. Charters must be cancelled with at least 12 hours notice or the charter fee will be charged.

## **7. BOOKINGS - GROUPS**

- a) Group bookings can be made by calling 777-7007, faxing 949-7243 or emailing [paratransit@regina.ca](mailto:paratransit@regina.ca).
- b) Groups must be prepared to share the vehicle with other Passengers. This means that the pick-up times, the drop-off times and the destinations of other Passengers on the vehicle must be considered when scheduling the trips.
- c) The following information must be given when making a group booking:

- I. The names of members of the group;
  - II. The address and time for pick-up;
  - III. The address to which the group will be going;
  - IV. The time the group wishes to return; and
  - V. The number of attendants, or children, if any, travelling with the group.
- d) The Clerk may not be able to book the group at the time the request is made. The Clerk will call back within 48 hours to confirm the arrangements made.
  - e) Clerk will make every effort to take members of a group in the same vehicle. However, depending on the travel needs of other Passengers, this may not always be possible.
  - f) To give all Passengers an equal opportunity to use this service, a group booking for more than six people in any one day cannot be made. If there are more than six people in the group, a call back must be made on another day and with a request to add six more people, and so on. The last additions to a large group booking must be made at least 48 hours before the planned outing.
  - g) Groups must provide 48 hours notice if:
    - I. The trip is no longer required; or
    - II. The number of Passengers in the group becomes less than four.
  - h) Groups failing to provide 48 hours notice will be charged a cancellation fee equivalent to the cost of one hour of service. The person booking the group will be charged.

## **8. BOOKINGS – SUBSCRIPTIONS**

- a) A subscription trip is a repeat booking scheduled for as long as required, minimum six weeks. Requests may be made to book regularly scheduled trips as subscription trips if space allows. A subscription trip must be to and from the same address each time.
- b) Subscription trips are booked the same way as other trips. Passengers must notify the Clerk that they wish to make a subscription trip booking.
- c) Up to 14 working days must be allowed for scheduling a subscription trip.
- d) The subscription trip can be temporarily cancelled when Passengers have vacation or days off. The RPS must be notified when the subscription service is needed to be restarted again. Temporarily cancelling a subscription trip helps to provide trips for others who may need service.

- e) Passengers who have a subscription booking and often change the trip destination, or cancel the trip, will have their subscription bookings cancelled. Passengers will then have to book the trips as individual trips.

## **9. CANCELLATIONS**

- a) Passengers who want to cancel scheduled trips should do so as soon as it is known that the trips are not needed by calling the cancellation line at 777-7540. This allows the RPS to provide a trip for another Passenger and to make better use of the RPS vehicles.
- b) Passengers who provide less than two hours notice when cancelling a trip will be considered a late cancellation. Follow-up will be done with Passengers who make late cancellations. Passengers who consistently make late cancellations may face consequences such as a service suspension.
- c) When the cancellation line is called, a recorded message is provided. Following the message there will be a beep. When the beep has been heard the required information should be left.
- d) Only cancellations can be made on this line. If a trip is cancelled and a Passenger wants to rebook it for a different time, the booking must be done through the booking line (777-7007).

## **10. CHANGE OF INFORMATION**

- a) The RPS needs current Passenger information to operate efficiently. Passengers are responsible for informing the RPS of changes in address, name, home and business phone numbers, equipment and contacts.
- b) The RPS must be contacted at 777-7007 or FAX 949-7243 to advise of any changes to address, name, home and business phone numbers, or contacts. The RPS must also be informed of any changes to equipment. Such changes may affect the type of vehicle in which a Passenger can ride.
- c) The RPS may also be advised of changes by writing the:

Regina Paratransit Service  
P.O. Box 1790  
Regina SK S4P 3C8

## **11. CHILDREN ON THE RPS**

### Children as Registered Passengers

- a) Children may travel on the RPS as registered Passengers.
- b) Children under the age of five years, meeting eligibility criteria, may travel on the RPS. Eligibility and the need for an attendant will be assessed based on the current eligibility criteria and attendant guidelines.
- c) The child's caregiver must provide an appropriate mobility assistive device or a Canadian Motor Vehicle Safety Act (CMVSS-Sec. 213) approved child safety seat that can be safely secured in the RPS vehicle if the child is less than 18kg (CMVSS sticker on seat). If a child safety seat is provided, the caregiver must do up the seatbelt restraints. The Operator will be responsible for securing the seat in the vehicle.

### Children Travelling with Passengers

- a) Children may travel on the RPS with registered Passengers.
- b) Caregivers are responsible for escorting their children to and from the vehicle at the trip origin and destination.
- c) Passengers travelling with children must notify the Clerk when booking a trip.
- d) Children must be seated and secured with a seatbelt while travelling in a vehicle.
- e) Children less than 18kg must be secured in a Canadian Motor Vehicle Safety Act (CMVSS-Sec. 213) approved child safety seat provided by the caregiver (CMVSS sticker on seat). The caregiver must do up the seatbelt restraints. The Operator will be responsible for securing the seat in the vehicle.
- f) If the service is required to transport a Passenger's child to a childcare facility prior to the start of trips, satisfactory arrangements must be made with the RPS and the childcare facility to ensure that a childcare worker will escort the child to and from the vehicle. If the caregiver wishes to escort the child into and out of the childcare facility he or she will need to book an additional trip(s) for the RPS vehicle to come back to the childcare facility to pick him or her up and continue on the trip. RPS vehicles will not wait for the caregiver to escort the child into or out of the childcare facility. If a Passenger transports his or her child to a childcare facility and then carries on to work or another place of business it will be considered two trips and the Passenger will be charged accordingly.

## 12. COMMENTS, COMPLAINTS AND COMPLIMENTS

- a) Complaints, compliments or service issues may be registered by phoning Service Regina at 777-7000. The customer service representative will record all of the details of the issue. Complaints or compliments can also be filed on the City of Regina website: <http://www.regina.ca/>.
- b) Passengers reporting complaints should gather as much information as possible about the problem or incident. Information such as the date and time of the problem, pick-up and drop-off location and the vehicle number is helpful.
- c) All complaints are fully investigated and reviewed by the Paratransit Administration.
- d) Passengers will be contacted with a response to their complaints.
- e) Concerns may also be filed with members of the AAC. Passengers should call Service Regina at 777-7000, and provide the same details as noted above with a request that the concern be forwarded to an AAC member.

## 13. ELIGIBILITY

Individuals are eligible to use the RPS if they are a resident of Regina and are restricted in using conventional fixed route transit because of a permanent or temporary disability. Visitors to Regina are also eligible to use the RPS if, because of a disability, they are unable to use regular transit.

### Specific Guidelines

Individuals with the following specific disabilities are, if the disability restricts them from using regular fixed-route transit, eligible to use the Paratransit Service:

- a) **Neurological Related Disabilities** such as individuals with a mental, cognitive, intellectual, and psychiatric disability and other conditions such as Alzheimer's disease and conditions of a similar nature. In general, these individuals are unable to understand and follow transit directions or are easily confused or disoriented and unable to travel safely on public transit.
- b) **Mobility Related Disabilities** such as individuals with arthritis, limb loss, multiple sclerosis, cerebral palsy, paraplegia, quadriplegia or conditions of a similar nature. In general, these individuals are unable to walk from home to the nearest public transit stop, unable to negotiate stairs or ramps or unable to board a public transit vehicle.
- c) **Sensory Related Disabilities** such as individuals with a significant visual disability.

- d) **Medical Conditions** such as individuals with heart conditions, respiratory problems, epilepsy or conditions of a similar nature. In general these are individuals who have diagnosed medical conditions that would not allow travel on fixed route transit or would not allow movement from a residence to the nearest public bus stop.

## 14. ELIGIBILITY ASSESSMENT

- a) Eligibility to use the RPS is determined by an assessment process. All persons who wish to have their eligibility assessed must complete an application form. When an application is approved the person becomes registered with the RPS.
- b) The applicant (or someone acting on their behalf) must fully complete the application form. The purpose of the form is to provide enough information about applicants so that a decision can be made about their eligibility to use the RPS.
- c) If the form is not fully completed, it will be returned to the applicant for completion.
- d) The Paratransit Administration reviews the completed form. When the Paratransit Administration determines that an applicant is eligible, the applicant is registered.
- e) The Paratransit Administration may contact applicants for further information whose eligibility is not clear from the review of the form. Further, an applicant may be required to appear before a Committee or the Accessibility Advisory Committee to answer further questions about eligibility to use the service.
- f) Successful applicants receive a registration package by mail including informational materials on how to use the RPS.
- g) Applicants who do not have their application approved are advised in writing. They are advised of the reasons that their application was denied. Information on how they can appeal the decision is also provided, see Appeal Process.
- h) Applicants must be residents of the City to be eligible for permanent registration. A person with a disability who is visiting the City is eligible for a visitor registration. Visitors must provide a City address as a pick-up location.
- i) If an application has been denied and the denial is upheld on appeal, a subsequent application will be considered only if there has been a significant change in the disability.

## **15. ELIGIBILITY REVIEW**

- a) Occasionally an ineligible person's application is inadvertently approved or a Passenger's condition changes such that he or she no longer meets the eligibility criteria. He or she will then be requested to reapply for RPS registration. Upon learning of an incorrect approval or a change in a Passenger's condition, the Paratransit Administration will advise the Passenger and the Passenger will reapply for paratransit service.
- b) Complaints regarding a Passenger's eligibility must be made in writing to the RPS and signed by the complainant. The names of complainants will be kept confidential. The Paratransit Administration investigates eligibility complaints. Complainants will receive feedback on the outcome of the eligibility review.
- c) When a request to review a Passenger's eligibility is received, an investigation will be conducted. The individual's application to use the RPS will be reviewed. If, following the internal investigation, there remains a question of the individual's eligibility; he or she will be contacted by letter. The letter will advise the individual of the concern and will request the individual to reapply for RPS registration.
- d) Following the receipt of the completed registration form, the paratransit Administration will follow the registration process. This process includes the right of the applicant to appeal the final decision of the Paratransit Administration to the Accessibility Advisory Committee, see Appeal Process Section 3.
- e) RPS service is still available to registered Passengers while their eligibility is being reviewed.

## **16. EMERGENCIES**

- a) In an emergency, the RPS will strive to provide for the safety and well-being of Passengers.
- b) Emergencies may include but are not limited to: medical incidents involving Passengers, intruders on the vehicle, accidents or fire involving the vehicle.
- c) In the event of an emergency, the Operator will push the emergency button on the mobile data computer or radios to advise the Clerk of the nature of the emergency.
- d) In the event of a medical emergency, the Clerk will advise the Operator to take the Passenger to the emergency at the closest hospital. The Clerk will phone ahead to the hospital to advise that the vehicle will be arriving.

- e) Operators can request 911 assistance through their radio. If necessary, the Clerks will arrange for another vehicle and the transfer of the Passengers to the vehicle for the continuation of their trips.
- f) When an Operator notifies the Clerk of an emergency, the Operator will contact the police and the ambulance if necessary. If necessary, the Clerk will contact 911 on the operator's behalf and/or arrange for another vehicle and the transfer of the Passengers to the vehicle for the continuation of their trips.
- g) Also see Vehicle in Distress – Section 43.

## **17. EMERGENCY CONTACT**

- a) Passengers are encouraged to provide the name, address and telephone number of a person or organization that can be contacted in the event of an emergency.
- b) Emergencies may include medical emergencies involving RPS Passengers, accidents or fire involving RPS vehicles.
- c) In the event of an emergency, the Clerk will notify the Passenger's emergency contact if one has been provided.
- d) In the event the emergency contact cannot be reached, the appropriate authorities, if not already alerted, will be contacted.

## **18. EMERGENCY SERVICE REQUEST**

- a) The RPS is not an emergency medical service. If a Passenger is experiencing an emergency, he or she should call EMERGENCY 911 and request ambulance, police or fire assistance.
- b) RPS Operators are trained to transport persons with disabilities. They are not trained to provide medical assistance.
- c) Any requests for emergency service must be declined by the Clerk.

## **19. EQUIPMENT AND PARCELS**

- a) Parcels transported on RPS vehicles are generally limited to the amount that Passengers and their attendants can carry and must be safely stowed on the vehicle. Operators will assist ambulatory Passengers with a maximum of one bag of goods.
- b) The RPS has no storage space for luggage and equipment. These items may not be carried unless Passengers are being transported to or from the Regina Airport or the Saskatchewan Transportation Company (STC) Bus Depot.

- c) Passengers may not take any items that require storage or take up an additional seating location.
- d) Passengers who are unsure about the equipment or parcels that may be transported on the RPS may contact the booking line at 777-7007.

## **20. FARES**

- a) Paratransit fares are the same as regular transit as approved by City Council.
- b) A fare of twice that of the regular paratransit fare is charged for all out of City limit trips.
- c) RPS Passengers must pay the exact fare for the trip when they board. This may be paid in cash, by rides or by authorized pass.
- d) Cash, rides and a pass may all be loaded onto an R-Card. Disposable and reloadable R-Cards may be purchased.
- e) Reloadable R-Cards cost \$5.00 and may be registered. A registered card can be replaced if it is lost or stolen and the remaining balance transferred.
- f) Occasionally, a Passenger may not be able to pay when he or she gets on (e.g. lost wallet). If so, the fare may be paid when the Passenger arrives at his or her destination.
- g) Some Passengers' fares are paid by funding agencies. If so, the agency may request that the trips be billed to them each month.
- h) In extenuating circumstances, due to one's disability, other payment arrangements may be discussed by calling 777-7007.
- i) Rides and passes can be ordered by calling paratransit at 777-7007. Rides and passes may also be ordered by fax – 949-7243 or email – paratransit@regina.ca. Passengers must provide a first and last name, number of rides or pass required, and a payment method (cash, cheque or credit card). The order can be mailed or delivered by an Operator when taking a trip. If a pass or rides are delivered by the Operator, the exact amount must be paid by cash or cheque payable to the City of Regina. Operators cannot process credit card payments.
- j) The paratransit booking line (777-7007) will receive requests for R-Cards Monday to Friday 9:00a.m. – 8:00p.m. or Friday 9:00a.m. – 6:00p.m. Requests to order tickets or passes Saturday, Sunday or on statutory holidays are not accepted. If rides or passes are ordered on a weekday, they can be delivered on a Saturday, Sunday or statutory holiday in addition to weekdays. If tickets or passes are required the day after an order is placed, the order must be made by 6:00p.m. the business day before.

- k) Rides and passes are also sold by Transit Ticket Agents during their business hours of operation. A list of agents can be obtained by calling 777-7007 or by visiting the City of Regina website: <http://www.regina.ca/>.
- l) Passengers who have a reloadable R-Card may load additional passes, rides or cash onto their card by calling 777-7007, visiting a transit agent or by submitting payment to a paratransit Operator. Payment must be received before an additional pass, rides or cash will be loaded onto the card.
- m) Rides and passes are also sold by Transit Ticket Agents during their business hours of operation. A list of agents can be obtained by calling 777-7007 or by visiting the City of Regina website: <http://www.regina.ca/>.

## **21. LOST, FOUND AND DAMAGED ITEMS**

- a) The RPS is not responsible for any items that are lost or stolen on RPS vehicles.
- b) Passengers are responsible for all personal items in their care and control that are damaged while travelling on the RPS.
- c) If a Passenger realizes immediately after leaving a vehicle that an item has been left in the vehicle, the booking line number (777-7007) should be called. The dispatch will have the Operator check for the item at his/her next stop.
- d) When an item is lost or forgotten on a RPS vehicle, Service Regina should be called (777-7000) to advise them of the time and date the item was lost. If possible, the specific vehicle (the vehicles are identified by numbers) the Passenger was travelling in should be noted. Vehicles are inspected daily for lost items during clean up.
- e) Passengers are responsible to make arrangements to have the item picked up.

## **22. NEWSLETTER**

- a) A newsletter is prepared twice a year by the Paratransit Administration. While there are no established dates for the publication of the newsletters there is usually a spring and a fall edition. Bulletins with information of special interest will be distributed to Passengers in a timely manner.
- b) RPS Passengers are invited to contribute ideas and suggestions for the newsletters.
- c) The newsletters are mailed to Passengers.
- d) Large print and extra copies of the newsletters and bulletins can be obtained by calling 777-7007.

## **23. NOT SHOWING UP FOR TRIPS**

- a) Vehicles arrive within a 20 minute pick-up window, 10 minutes before or after the scheduled pick-up time). Operators will wait five minutes after arriving at the designated pick-up location.
- b) If Passengers are not at the pick-up location within these five minutes of the scheduled pick-up time, then the Operator will leave with approval from the Clerk. This limited waiting time is necessary to ensure the service stays on time. If possible, the Clerk will try to contact the Passenger by telephone prior to the five minutes expiring.
- c) When Passengers do not keep their bookings on the first leg of the trip, the return trip is automatically cancelled.
- d) If a Passenger has missed a pick-up but still needs a ride, a call can be made to the booking line to request another pick-up. Arrangements will be made to get the Passenger as soon as possible. All trips on the RPS are scheduled; therefore Passengers may have a considerable wait before a vehicle can be sent for them.
- e) The RPS reviews records of Passengers who do not show up for their trips. The RPS will contact Passengers who regularly miss their scheduled trips. Passengers who continually miss trips may be denied service. Suspension of service may be appealed. See Appeal Process – Section 3.

## **24. OPERATOR DUTIES**

- a) Operators will transport passengers in a safe, professional and courteous manner.
- b) Operators will transport Passengers as safely, conveniently and lawfully close as possible to a building entrance door. To minimize the amount of noise and fumes, when weather permits, vehicle engines must be turned off during Passenger pick-up or drop off.
- c) Operators will not drive onto private single dwelling residential driveways where backing the vehicle is required.
- d) When picking up and dropping off Passengers at public locations or multi-residential units, Operators will avoid locations where backing the vehicle is required.
- e) Operators will knock on the door or ring the doorbell when they arrive at private homes. When they arrive at public buildings they will enter the building and identify themselves as Operators and call out the person's name they are picking up.
- f) Operators will collect a fare from each Passenger and any companions that may be accompanying them. Attendants ride for free.

- g) Operators will assist Passengers one at a time, at the place of trip origin and destination, in and out of the vehicles and between the vehicle and the inside of the exterior set of accessible building entrance doors. At private residences the Operator will assist Passengers through an entrance door which allows Passengers to be left in a heated part of the residence. Unheated porches, covered decks and/or garages are not acceptable locations to leave Passengers. In other than private residences, Operators will assist Passengers to and from a heated lobby or designated waiting area that is reasonably close to the outer accessible entrance door. Passengers will not be left between a set of double entrance doors even when there is heat between the set of double doors.
- h) Operators will push Passengers who use manual wheelchairs from inside the first accessible door to the vehicle. They will help Passengers onto the lift and fasten the safety straps before starting the lift. Operators will move Passengers to a wheelchair location on the vehicle and secure the chair with wheelchair restraints and the person with a lap and shoulder belt. This is done in reverse when the destination is reached. All Passengers with mobility devices such as wheelchairs and scooters must have working brakes.
- i) Passengers who use an electric wheelchair may be required to position it on the lift. Operators will fasten safety straps before starting the lift. They will direct Passengers to a wheelchair location and secure the chair with wheelchair restraints and the person with a lap and shoulder belt. This is done in reverse when the destination is reached.
- j) Operators will not transfer Passengers into and out of their mobility devices. Passengers using a mobility device must remain in their device for the duration of their trip and are not allowed to transfer to an ambulatory seat on the vehicle.
- k) Passengers using mobility devices must ride the lift with their back to the vehicle.
- l) Operators will escort Passengers who are ambulatory from inside the first accessible door to the vehicle. They will help Passengers into the vehicle, show them to their seat and help them with their seatbelts. If Passengers need to use the lift, Operators will ride it with them for their safety. This is done in reverse when the destination is reached. Operators will also assist ambulatory Passengers with carrying one bag of goods.
- m) Operators will ensure that all oxygen tanks and walkers are secured and personal items/bags of goods safely stowed while travelling on the RPS.

#### Movement of Passengers Using Manual Wheelchairs Up and Down a Step

- a) The Operator pushes Passengers using standard manual wheelchairs from the first accessible door to the RPS vehicle. This will include moving the mobility device up or down a step at the pick-up and drop-off location. One step does not include the sidewalk curb or door threshold.
- b) Operators will not assist Passengers up or down any step where it may be unsafe for them or any other person. Conditions that may create an unsafe

environment include but are not limited to: unusual characteristics, the weight of the chair and/or Passenger, the condition of the step due to structure, maintenance or weather.

- c) If the trip has been refused by the Operator at the Passenger's residence, the Operator will advise the Clerk of the problem and the Passenger will be left at the residence. The situation will then be investigated as soon as possible by the Paratransit Administration. Passengers will be advised of actions they must take, if any, to eliminate the safety hazard. In the interim, the RPS will transport the Passenger if someone is present to move the Passenger up or down the steps.

#### Movement of Passengers Using Walkers Up and Down Steps

- a) Operators will assist Passengers using walkers up and down multiple steps.

#### Safety of Passengers on Vehicles

- a) Operators will ensure the safety of Passengers when unattended on the bus by following the guidelines set out below for single trips and multiple trips:
- b) A single trip is one Passenger being picked up at a private address.
- c) A multiple trip is two or more Passengers with one pick-up or one drop off location.
- d) For single trips - If the Operator can see the Passenger from the bus, he may open the door, lower the lift and proceed to greet the Passenger. If the Passenger is not in sight of the Operator, the door will remain closed and the lift will not be lowered until after the Passenger is escorted to the bus.
- e) For multiple trips - If multiple pick-ups are at recurring locations where Passengers are out of sight (just inside the door), the Operator may leave the door open and lift down for subsequent Passengers if the bus is parked at the front entrance. At locations where the bus is not at the front entrance and is out of sight of the Operator, as identified by the Contractor, the Operator must close the door and raise the lift after subsequent Passengers.

## **25. PASSENGER RESPONSIBILITIES**

Passengers are required to:

- a) Ensure pets are restrained prior to the Operator arriving.
- b) Be ready 10 minutes prior to the scheduled pick-up time.
- c) Have the fare ready when the Operator arrives.
- d) Operate their mobility device in a safe manner.

- e) Remain seated with their seatbelt fastened while the vehicle is in motion.
- f) Follow the Operator's instructions when boarding and exiting the vehicle.
- g) Refrain from smoking in the vehicle.
- h) Refrain from wearing scented products such as aftershave and perfumes.
- i) Refrain from consuming alcohol or non-prescription drugs in the vehicle. All alcohol being transported must be closed and concealed.
- j) Refrain from interfering with the operation of the vehicle including all equipment attached to the vehicle.
- k) Refrain from soliciting sales or distributing literature and other items in the vehicles without prior approval of the RPS.
- l) Wear appropriate attire and footwear when using the service, unless exceptions must be made for medical reasons.
- m) Refrain from using profanity or abusive language when speaking with Operators, other Passengers and Clerks.
- n) Refrain from touching or being physically abusive to other Passengers and Operators.

Passengers not adhering to the above may be subject to suspension of service.

## **26. PICK-UP AND DROP-OFF**

- a) When a trip is booked, a pick-up and drop-off address must be provided. Pick-ups and drop-offs are made to the inside of the first set of accessible doors. Where there is a double set of doors, Operators will meet Passengers and ensure they are taken through the second set of doors. Operators do not escort Passengers to specific doctor offices, hospital wards, etc.
- b) Passengers must specify the exact address for pick-ups and drop-offs. The Clerks do not have time to look up addresses.
- c) Pick-ups and drop-offs are made at front doors unless otherwise specified.
- d) Drop-off location changes cannot be made by the Operator. A call must be made to a Clerk to determine if a different drop-off location can be arranged.
- e) When booking trips to or from facilities with several entrances such as strip malls, Passengers must specify the door from which they are to be picked-up or dropped-off. The RPS picks-up and drops-off Passengers at specific doors at

shopping centres and hospitals. See Section 35 - Shopping Centres and Hospitals.

- f) If the vehicle arrives anytime within the 20 minute "pick-up window" the vehicle is on time.
- g) If the vehicle arrives more than 10 minutes past a scheduled pick-up window, it is considered late.
- h) If the vehicle arrives more than 10 minutes before a scheduled pick-up window, it is considered early.
- i) Passengers are expected to be at their pick-up location 10 minutes before the scheduled pick-up time. Passengers are also expected to wait 10 minutes after the scheduled pick-up time.
- j) Operators will wait for five minutes. If Passengers are not ready after this five minute wait, the Operator will radio the Clerk for approval to leave. If the Operator is early, he or she will wait until 10 minutes before a scheduled pick-up time and then wait an additional five minutes.

Some examples are:

- I. A scheduled pick-up time is 10:30 a.m. The RPS vehicle arrives at 10:15 a.m. The vehicle is early. It should not have arrived before 10:20 a.m. The Operator will wait until 10:20 a.m. when the vehicle is considered on time. The Operator will then wait five more minutes, after which the vehicle may leave.
  - II. A scheduled pick-up time is 10:30 a.m. The RPS vehicle arrives at 10:40 a.m. The vehicle is on time as it has arrived within the pick-up window. The Operator will wait for five minutes after which the vehicle may leave.
- k) The backing of vehicles should be avoided when possible. If a vehicle must be backed, extreme caution should be used.

## **27. REFUSED TRIPS**

- a) At times the RPS is not able to provide Passengers trips for the time they request. If a Passenger phones in to the RPS and requests a trip and there is no time available or the time offered is declined, the trip is considered a refusal.
- b) A record of all refusals is kept and if the time requested by a Passenger becomes available he or she may be contacted. Refusals are tracked for statistical purposes.

## 28. REGISTRATION

- a) When the Paratransit Administration approves an application for RPS service, the successful applicant's registration is approved on a permanent, temporary, winter, conditional or visitor basis.
- b) The registration type and registration number are used by the RPS for statistical purposes. Passengers are not required to give their registration number to book trips on the RPS.
- c) Permanent - Permanent registration is granted if the disability permanently prevents the person from riding the regular transit system and he or she is a resident of Regina.
- d) Temporary - A temporary registration is granted if the disability is temporary and the person is a resident of Regina. People may also be given a temporary registration if they are a temporary resident of Regina. An example of this is a person living at Wascana Rehabilitation Centre for a period of time while they are receiving services. A temporary registration can be extended upon request, if the Passenger finds that a longer registration period is necessary. A change in an applicant's medical condition or residence may require the conversion of a temporary registration to permanent status.
- e) Winter - Passengers who require RPS in the winter are given a "winter only" registration. Winter registrations are active between November 1 and March 31. Trips are automatically stopped on March 31 of each year.
- f) Visitor - A visitor registration is issued to persons who visit the city and are eligible for the RPS. Visitor registrations are automatically approved if they are registered with another paratransit service provider in a different community.
- g) Conditional - A conditional registration is provided to Passengers with a disability that requires the use of the paratransit service only at certain times e.g. after dark.
- h) If a person is issued a permanent registration and they do not use it for 18 months, the registration will be cancelled by the Paratransit Administration. If paratransit service is required after deactivation the person will reapply in accordance with Section 14 - Eligibility Assessment.

## 29. RETURN TRIPS

- a) Passengers needing to book a return trip should book the return trip when they book the pick-up. This includes trips for medical appointments. If a trip is taken without booking a return and then a request is made for a trip home at a later time, the RPS cannot guarantee that a return trip will be available.
- b) Sometimes Passengers may need a return trip but are unsure of the exact time. A medical appointment is a good example of such a trip. The time needed for

the trip should be estimated and a return time booked based on that estimate. The RPS is then able to allocate a space for the return trip.

- c) When arriving at an appointment, the reception should be advised that the RPS is returning to pick-up a Passenger at a specified time. Most professional offices are very good about accommodating Passengers and their paratransit schedule.
- d) Passengers who finish their appointments early, may call the RPS. It may be possible to get an earlier pick-up time. The RPS does not, however, guarantee an earlier pick-up.
- e) Passengers who know they are going to be late should call the RPS and advise them. The RPS will try to arrange a later pick-up.

### **30. SCHOOL SERVICE**

- a) At the request of the school divisions, school children are transported to and from school on the RPS.
- b) The school divisions provide a list of children that require the RPS, late in the school year or early summer.
- c) Schedules are developed to accommodate trips for school children who require trips to and from school. Changes to schedules and pick-up locations are made through the school divisions.
- d) The school divisions are billed for the transportation of the children on a monthly basis. The rate is negotiated between the school divisions and the RPS.

### **31. SEATBELTS**

- a) All Passengers travelling on RPS vehicles must be seated and secured using seatbelts. Operators will ensure that ambulatory Passengers use lap or lap and shoulder belts, depending on the vehicle. Operators will ensure that Passengers seated on mobility devices such as wheelchairs will be secured using a four point tie down on their device and lap and shoulder belt, except where there is a prior written exemption agreement between the RPS and the Passenger or the Passenger's guardian, where applicable.
- b) Passengers with a tray on their wheelchairs will be issued one lap and shoulder belt at the City's expense. These belts must be in place when the Operator comes to pick the Passenger up. Replacement lap and shoulder belts may be purchased from the City.
- c) In addition to the seatbelts provided by the City, Passengers using wheelchairs and scooters must have a seatbelt on their mobility device. This personal seatbelt must be fastened prior to pick-up and kept fastened until through the destination entrance door.

- d) Personal seatbelts for scooters or wheelchairs may be obtained through equipment suppliers. The supplier will likely also be able to install the seatbelt. If a Passenger does not have the required seatbelt then he or she will be given one month to obtain one. If after one month, the Passenger does not have the required seatbelt, then service will be refused.
- e) Children less than 18kg must be secured in a Canadian Motor Vehicle Safety Act (CMVSS-Sec. 213) approved child safety seat provided by the caregiver (CMVSS sticker on seat). The caregiver must do up the seatbelt restraints. The Operators will be responsible for securing the seat in the vehicle.

**32. SERVICE HOURS**

The RPS hours of service are:

Monday to Friday	6:00 a.m. to 11:15 p.m.
Saturdays	8:00 a.m. to 12:00 a.m.
Sundays	8:30 a.m. to 10:00 p.m.
Public Holidays	Noon to 10:00 p.m.

- a) Passengers will not be picked up prior to the start of service hours. The last pickup of each day is scheduled no later than one-half hour before the end of service.
- b) Hours of vehicle operation are subject to budget restraints and are approved by City Council.
- c) The earliest that the RPS will pick Passengers up is at the time noted above, e.g. on weekdays 6:00 a.m.; on Saturday 8:00 a.m.
- d) The latest that the RPS will pick Passengers up is one half hour before the evening shut down of service, e.g. 10:45 p.m. Monday to Friday, 11:30 p.m. Saturday. In exceptional circumstances, the RPS may choose to provide individual high priority trips outside of service hours.

**33. SERVICE LIMITS**

Service is provided outside the City limits as follows:

**a) Extended North Service**

On the west side of Highway #6:

- I. 4.9 kilometres north on Highway #6 from 9th Avenue North to Sherwood Drive, servicing the businesses adjacent to and south of Sherwood Drive travelling west to Pasqua Street.

- II. A similar distance travelling south from the intersection of Sherwood Drive and Pasqua Street passing over Highway #11 back into city limits, servicing the businesses adjacent to Pasqua Street.

On the east side of Highway #6:

- I. 3.2 kilometres north on Highway #6 from 9th Avenue North to Armour Road.
- II. 0.6 kilometres west on Armour Road to Gottsleig Road.
- III. 0.6 kilometres north on Gottsleig Road to Industrial Drive.
- IV. 0.6 kilometres east on Industrial Drive back to Highway #6.
- V. Businesses adjacent to those roads and falling within the boundaries they create would be serviced.

#### **b) Extended East and Southeast Service**

On the north side of Highway #1:

- I. 1.6 kilometres travelling east on the service road to the CTV road.
- II. Only those businesses west of the CTV road and adjacent to the service road would be serviced (therefore excluding CTV and the Sherwood Ice Sports Centre).

On the south side of Highway #1:

- I. 0.6 kilometres east on the service road to the Regina Christian Family Church.
- II. Only those businesses adjacent to the service road will be serviced.

#### **d) Extended South Service**

- I. 1.0 kilometres south on Albert Street to the service road on which Righteousness of Christ (R.O.C.) Church is located.
- II. 0.2 kilometres south on the service road to service the Righteousness of Christ (R.O.C.) Church. The farm directly east of the Righteousness of Christ (R.O.C.) Church (on the other side of the highway) would not be serviced.
- III. 2.2 kilometres north and eventually west on the same service road past RMP to the Lewvan Drive grid, servicing businesses adjacent to the service road and the trailer park behind Sherwood Modular Homes Inc.
- IV. 0.3 kilometres north on the grid returning to the intersection of the Ring Road and Lewvan Drive.

e) A fare of twice that of the regular paratransit fare is charged for all out of City limit trips as set out in Section 20 - Fares.

f) Only Regina residents are allowed to access extended service limits trips.

### **34. SHOPPING CENTRES AND HOSPITALS**

- a) The RPS provides trips to and from specific doors at shopping centres and hospitals.
- b) When booking a trip to or from a shopping centre, Passengers may request the following doors.

- I. Centennial – Value Village mall door
  - II. Cornwall Centre – Scarth Street mall door
  - III. Golden Mile – Urban Planet mall door
  - IV. Northgate – Shoppers Drug Mart mall door
  - V. Southland – Safeway mall door
  - VI. Victoria Square – Safeway mall door
- c) When booking a trip to or from a hospital, Passengers may request the following doors.
- I. Pasqua – Main Entrance
  - II. General – 14<sup>th</sup> Avenue Main Entrance and 15<sup>th</sup> Avenue Medical Office Wing
  - III. Wascana Rehabilitation Centre – South Main Entrance and West Residential Entrance
- d) Trips may be booked to other entrances if the designated shopping mall or hospital door is not open.

### **35. SNOW REMOVAL**

- a) Passengers are responsible to have their sidewalks and steps free of snow and ice.
- b) Sidewalks and steps should be free of ice and snow when the Operator comes to pick Passengers up. The RPS cannot operate with the delays and risk of injury presented by snow and ice covered steps and walks.
- c) In extreme circumstances where Operator or Passenger safety is in question, the Operator may refuse to transport Passengers.
- d) If City graders have left snow piles in front of sidewalks that preclude or make it difficult for Passengers to use the RPS, registered Passengers may make arrangements with the City for snow removal.
- e) Service Regina (777-7000) may be called to request removal of the snow piles left on sidewalks. Addresses are checked to ensure that this service is only provided to registered Passengers.

### **36. SUSPENSION OF SERVICE**

- a) Passengers who do not adhere to RPS policies and procedures may be denied service for a period of time.

- b) In the instance where the behaviour of a Passenger is so disorderly or abusive that the Passenger presents a danger to the Operator, other Passengers, or him/herself, the RPS may refuse to transport the Passenger if the Passenger is in a safe location such as the Passenger's residence. If the Passenger is not in a safe location, the RPS will notify the police. The Clerk will also notify the Passenger's emergency contact.
- c) Operators are required to complete and submit incident reports to their supervisor detailing any incidents of disorderly conduct and/or abusive behaviour on the part of a Passenger.
- d) Where a Passenger's disorderly, disruptive or abusive manner threatens the safety of other Passengers or Operators, service may be suspended immediately pending completion of an investigation into the incident by the Paratransit Administration. The investigation will include an interview with the Passenger.
- e) In less serious incidents, Operator reports will be investigated by the Paratransit Administration but service will not be suspended during the investigation or until the Passenger has had an opportunity to appeal the suspension.
- f) Following an investigation of an incident, a Passenger will be forwarded a letter advising of the results of the investigation. In the instance that a service suspension is recommended, the letter will advise when the suspension will start and end and the appeal process that may be followed.
- g) Further incidents may result in longer term refusal of service, with the length of service refusal to be determined by the Paratransit Administration.
- h) Service suspensions may be appealed to the AAC.
- i) The AAC will be informed of suspensions.

## **37. TRANSFERS**

- a) On occasion Passengers may be transferred from one vehicle to another. The transfer will allow better scheduling of Passengers' trips and will maximize vehicle usage.
- b) Due to emergencies or other circumstances, vehicles may be running late on their routes or may have to leave the scheduled routes. In these situations, Passengers on the vehicles may be transferred to another vehicle. Transfers may also be used for groups where a large number of people are picked up at one location but have to go to destinations that are quite far apart.
- c) The Clerk may designate the transfer location or may request the Operator of the two vehicles to arrange the transfer point.

## **38. TRAVEL TIME**

- a) Travel time on the RPS is comparable to the regular transit system. Passengers may be required to spend up to one hour and fifteen minutes on the RPS on any one way trip.
- b) The RPS is a shared ride system; therefore direct service cannot be accommodated.
- c) The length of trip will depend on how many other persons are travelling at the same time, their origins and destinations and the distance each Passenger wishes to travel.
- d) The longer the distance a Passenger has to travel, the longer the trip will be. Also, when people travelling at the same time have different origins and destinations, the trip will be longer.

## **39. TRIP CHANGES**

- a) Changes to trips must be made through a Clerk in advance of the trip being taken.
- b) Trips on the vehicles are booked and scheduled based on the pick-up and drop-off locations of all Passengers on the vehicle.
- c) It may be possible to accommodate last minute changes to trips. The trips of all Passengers travelling on the RPS at any particular time must be reviewed to determine if they would be inconvenienced by rerouting the vehicle.
- d) Clerks have all the information available respecting individual trips. They are able to determine the effect of a requested trip change on the schedule and the other Passengers.
- e) The Clerk will make every effort to accommodate trip changes. However, as a trip change is the same as booking a new trip, it may not always be possible to accommodate the request.

## **40. VEHICLES**

- a) The RPS fleet of vehicles includes minibuses.
- b) Clerks assign vehicles that will accommodate the needs of each Passenger to allow as many riders as possible to use the RPS and make the most efficient use of the vehicles.
- c) Paratransit vehicles equipped with lifts are restricted to the following; 34 inches by 54 inches lift dimensions, 750lb weight limit on the lift, and 450lb weight limit on the seats. Passengers and their mobility devices must not exceed any of the above weight and size restrictions.

## **41. VEHICLE IN DISTRESS**

- a) Passenger comfort and safety will be the Operator's primary concern.
- b) Vehicles may experience mechanical problems while in service. If so, the RPS will get Passengers to their destinations as quickly as possible.
- c) If a vehicle has mechanical difficulty, the Operator will call the Clerk immediately.
- d) The difficulty may be minor and the vehicle is still safe for use. If so, the vehicle will continue its route.
- e) If the difficulty is major, another vehicle will be immediately sent and Passengers will be transferred. Other vehicles in service that day will be used or an additional vehicle will be called into service.
- f) If a vehicle gets stuck, the Operator will call the Clerk immediately to arrange for the transfer of Passengers onto another vehicle.
- g) If another vehicle is close by and can accommodate the transfer of Passengers it will be sent by the Clerk. If this is not possible, an additional vehicle will be immediately sent by the contractor to facilitate the transfer.
- h) Arrangements will be made to free the vehicle or another vehicle will be used for the continuation of the route.
- i) If cold weather conditions exist, the Operator will be responsible for the distribution of emergency blankets to Passengers while they wait to be transferred.
- j) If the delay in getting Passengers to their destination is excessive, the emergency contact will be called by the Clerk.

## **42. WEATHER CONSIDERATIONS**

- a) The Transit Department has discretion to temporarily discontinue service in the case of severe weather conditions. In these circumstances, no new trips will be provided and every attempt will be made to provide return trips as scheduled. Passengers will be contacted by the RPS accordingly.