

Paratransit Newsletter

SPRING 2026

Discount Pass Update

Anyone who uses a discount pass for fare payment is required to show proof that you are in a program such as Saskatchewan Assured Income for Disability (SAID) or Saskatchewan Income Support (SIS) by April 30, 2026. You can:

1. Email transitinfocentre@regina.ca with program proof (e.g., most recent cheque stub, statement of benefits or letter from the front desk of Social Services if for your spouse or children). You must also provide your Umo card number (on the back of the card) or app account number found under “view account code.”
2. Visit the Transit Information Centre at 2124 11th Avenue with your program documents and identification.

If you don't update your discount pass, the system will change it to a regular pass on May 1, 2026.

Umo Passes and Fares

Did you know that you can now tap your debit card, credit card or smart phone wallet to pay your fare conveniently? If you are using your Umo app or card to pay, please ensure your debit card, credit card or smart phone wallet is not close to the reader to ensure that it is not accidentally charged.



Cash fares are still accepted by Paratransit. Also, you can load more than one pass on your Umo card. However, the card will only show one pass at a time. It will not put the next pass on the card until the current pass is completely used up.

On March 25, 2026, City Council approved new transit fares. The new fares come into effect on April 8, 2026. A complete list of the new fares is included at the end of the newsletter.

The New “Spare” Software Has Arrived!

Paratransit has purchased new software called “Spare” to make the service more efficient. Paratransit will start using Spare on April 26, 2026. Please be patient with us as we learn during this change.

Here’s what you need to know:

1 All Paratransit registrations will be automatically moved to Spare. If you are registered with paratransit, there is no need to reapply until your registration expires. All active registrations will be moved.

2 Trips will now be booked by using either a “leave at” (departure) or an “arrive by” (arrival) time. If you have somewhere you need to be at a certain time, such as work, school or doctor’s appointment, the trip will be booked so that you arrive by that specific time. If your workday or program ends at a certain time, the trip will be booked for the time you need to leave at.

3 All subscription trips will be automatically moved to Spare. Existing subscription trips will be moved to Spare. Paratransit will enter the trip as a “leave at” or “arrive by” trip based on the type of trip it is. We will notify you if there is a change in your subscription trip time for either pick-up or drop-off.

4 Trip bookings can continue to be made by calling 306-777-7007 or emailing paratransit@regina.ca. All trip booking and cancellation options remain the same. However, pressing #5 to access the interactive voice response will no longer be an option.





5 Trips can continue to be booked seven days in advance and the same trip booking times apply.

Same-day trips:

Monday to Saturday:

7:30 a.m. to 11 p.m.

Sunday/Holidays:

8:30 a.m. to 8:30 p.m.

Advance trips:

Monday to Saturday:

9 a.m. to 8 p.m.

Sunday: 9 a.m. to 6:30 p.m.

6 There will be a 20-minute timeframe for your pick-up time. When you book a trip, you will be given a trip timeframe or window that you will be picked up in instead of a specific trip time.

For example, the bus will pick you up between 9:10 to 9:30 a.m. You must be ready at the beginning of the trip timeframe as the bus will only wait five minutes before going on to the next trip.

7 Reminders will be sent about upcoming trips. Spare will notify you about your upcoming trips by phone and reminders will occur when the trip is booked, 24 hours before the trip, one hour before the trip and five to 10 minutes before the bus arrives. If you would rather have these trip reminders sent by text or email please call **306-777-7007** and **press #2**.

8 Paratransit will have the ability to put some trips on a waitlist. Every day, many trips are cancelled on short notice, creating spots for other trips. Paratransit clerks will put some trips on a waitlist so that when there is a cancellation, the waitlisted trip can go in that spot. If your trip is waitlisted, you are guaranteed a trip. If a spot can't be found for your trip, a taxi will be sent. If you can't use a taxi, a spot will be found for you on the bus and a different person will be asked to use a taxi.

9 **Paratransit will be able to designate what kind of bus you use.** If you are having difficulties using a certain kind of bus, such as the low-floor bus, Spare can customize your trips so that you will only ride on the type of bus you prefer. If you only want to ride on a certain type of bus, please call **306-777-7007** and **press #2**.

10 **New Paratransit registrations will be completed using an online form.** The online registration form will allow paratransit to approve registrations more quickly. If an applicant is unable to fill out an online form, paratransit will help.

11 **Trips can be booked, changed or cancelled by using an app or by computer.** Spare has an app and computer web portal booking system where you can book, change and cancel your own trips beginning May 22, 2026. Subscription trips, group bookings, trips to some specialized programs and charter bookings will still need to be made by calling 306-777-7007 and pressing #2 or emailing paratransit@regina.ca.

12 **You will be able to see the bus arriving for you.** If you have the Spare app or Spare computer web portal, you will be able to see the bus driving to your pick-up location five to 10 minutes before the bus arrives.



Learn about the Spare App and Computer Bookings

spare

Paratransit is hosting two free drop-in sessions for customers to learn how to book trips by using the Spare App or a personal computer.

Date and Time: May 23, 2026 from 1:30 to 3:30 p.m.
and May 26, 2026 from 7 to 8 p.m.

Place: Core Ritchie Community Centre Gym, 445 14th Avenue

Transport and Accommodations: Transport to and from the event is free. Call 306-777-7007 and press #2 or email paratransit@regina.ca and let us know what session you want to attend. The deadline for registrations is May 21, 2026. Your name will be placed on a list and we will call you back with your trip times. Please tell us if you need an accommodation, such as a sign language interpreter and we will be sure to plan for your needs. Snacks will be available.

If you can't attend one of the sessions, go to Regina.ca to view the Rider App guide and Web Portal Booking Guide.

Holiday Hours

- **May 18, 2026:** 8 a.m. to 9 p.m.
- **July 1, 2026:** 8 to 12 a.m. **Late service added for fireworks**
- **Aug 3, 2026:** 8 a.m. to 9 p.m.
- **Sept 7, 2026:** 8 a.m. to 9 p.m.
- **Sept 30, 2026:** 8 a.m. to 9 p.m.
- **Oct 12, 2026:** 8 a.m. to 9 p.m.
- **Nov 11, 2026:** 8 a.m. to 9 p.m.

Subscription trips on holidays are automatically cancelled unless noted above. Trips on statutory holidays can be booked up to one week in advance.

Transit Travel Training Program

Paratransit partners with Creative Options Regina to teach paratransit customers how to use fixed-route transit for free!

Customers are encouraged to use this for some trips, especially when the weather is nice. Fixed-route transit is more flexible since you don't need to book your trips in advance. You can travel exactly when you want. If you would like to try using fixed-route transit, a trainer will teach you how to:

- ✓ Plan your trip and stay safe
- ✓ Enter, exit and ride the bus
- ✓ Use the accessibility features on the bus and at bus stops

The trainer will ride the bus with you until you are comfortable doing it on your own. You can still ride Paratransit any time. All buses are accessible and can transport mobility devices such as wheelchairs and scooters. Each passenger may take one attendant at no charge, the same as with Paratransit. Fare payment cards and the Umo app can be used on both Paratransit and fixed-route transit.

Interested?

Call **306-777-7007** and **press #2**.

Low-Floor Paratransit Bus

Paratransit is trying a new type of low-floor bus with a ramp. This type of bus is being used by other paratransit systems and some customers prefer this type of bus. Please call 306-777-7007, press #2 and tell us what you think of this bus. No additional ramp buses have been ordered for paratransit at this time.

Safety Alert - Mobility Devices

Customers using an electric wheelchair or scooter must turn off their mobility device and apply brakes when on the lift or being secured. All mobility devices must be in good working order. If something is broken, Paratransit will ask you to fix it before travelling again.

July 1 – Fireworks

Paratransit will run later on July 1 for the fireworks. Beginning June 24, 2026, call **306-777-7007** and **press #2** or email paratransit@regina.ca to book a trip.



Subscription Trips

A subscription trip is a trip that has been entered into the booking system and automatically generated so customers do not need to book these trips in advance. Most paratransit trips are subscription trips. Customers must use their subscription trips 70 per cent of the time.

Paratransit will call customers who are not using their subscription trips at least 70 per cent of the time and advise their trip usage must improve or they will be required to book those trips in advance.

Please Cancel Trips in Advance

Paratransit can't book every trip due to high demand. When you cancel your trip in advance, someone else can use it. Trips are wasted when cancelled on short notice or when someone doesn't show up. Call 306-777-7007 and press #4 to leave a cancellation message.

We're Listening



If you have compliments, comments or concerns about our service, please call 306-777-7000. If you are uncomfortable reporting concerns, have a family member, friend, caregiver or advocate call for you.

Through the Door

For safety, operators must escort through the door when dropping-off. Customers can't tell the operator they wish to remain outside since the operator must escort inside a building. The only exception is being dropped-off at an outdoor location such as a park.



If you no longer wish to receive this newsletter, email paratransit@regina.ca or call 306-777-7007 and press #2.

Fares are Changing

Effective April 8, 2026

Cash Fare

Single Ride \$3.50

Electronic Fare**

Single Ride \$3.20

Daily Cap \$9.60

Monthly Cap \$97

**Electronic payments can include debit, credit, Google Pay, Apple Pay or stored value.

Rides	(10)	(20)
Adult	\$32	\$61
Youth*	\$27	\$51

*Applies to riders 14-18 years old or high school students with a valid Transit ID card.

UMO Card \$5

31 Day Pass

Adult \$97

Affordable Adult \$78

Youth \$66

Affordable Youth \$53

Senior \$33

Post-Secondary \$86

Students must be attending a Regina post-secondary institution.

Discount Pass \$28

Child Pass \$0

Children 13 years old and under riding without an adult must have a valid child pass.

Partial/Full Year Pass

Post-Secondary

Four Month Pass \$286

Adult *Semi-Annual* \$488

Youth *Semi-Annual* \$330

Senior *Semi-Annual* \$175

Senior *Annual* \$297

For routes, schedules and bus locations, visit TransitLive.com

Regina.ca/Transit
RIDELine: 306-777-7433 (RIDE)

