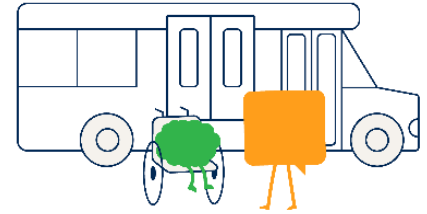


PARATRANSIT NEWSLETTER

Regina Transit Master Plan: **We're Listening!**

Regina Transit is developing a Regina Transit Master Plan (RTMP). All of transit and paratransit's services, technology and policies are being reviewed as part of the RTMP. Recommendations will be made to guide the next 25 years of paratransit service. In the last newsletter we invited you to provide us with your thoughts about paratransit. Thank you to everyone who filled out a survey, sent in comments or attended an online workshop.



We need your help again! Please read the attached information which summarizes what we heard about paratransit and helps guide the recommendations going forward.

Choose one of the four ways listed below to give us your thoughts on Paratransit by September 28, 2021:

1. **Website:** Visit [Regina.ca/transitplan](https://regina.ca/transitplan) to complete a survey.
2. **Online Workshop:** An online workshop will be held on Thursday, September 23 from 3-5 p.m. for paratransit customers. Please register at <https://forms.gle/G9g9KNT6Yj4Vimte7>
3. **Mail in or drop off:** Answer the questions on page 7 and 8 and mail it to City of Regina Transit Department, PO Box 1790, Regina, Saskatchewan, S4P 3C8 or drop of the pages to the Transit Information Centre 2124, 11th Ave between 8:30 a.m. to 4:30 p.m.
4. **Phone:** Review the questions on page 7 and 8. Call 306-777-7007 and press #2. Indicate that you want to respond to the newsletter questions and we will put you on a list to be called back so we can record your answers to the questions.

September 30, 2021

September 30, 2021 is the National Day of Truth and Reconciliation.

On this day paratransit will be operating from 6 a.m. to 11 p.m. Since many programs and services are still operating, subscription trips will **not** be automatically cancelled on this day. If you don't need your trips on September 30 please cancel your trips in advance.

Please note that paratransit will only be taking same day bookings on this day.

COVID-19: Keeping You Safe

During COVID-19 customer safety is our number one priority. To keep you safe;

- masks are required on paratransit buses unless a medical exemption exists
- cleaning protocols have been increased to prevent the spread of COVID-19. At the end of each day, all conventional and paratransit buses are treated using a hospital-grade disinfectant
- operators are supplied with personal protective equipment such as masks and gloves.
- hand sanitizer is available on the buses.



Like every other service in Canada, paratransit has felt the impact of COVID-19 and in 2021, the demand for paratransit service has been reduced. However, lately, requests for trips have been increasing with not as many trip options available.

Paratransit Operations and Maintenance Contract Awarded

The Regina Paratransit Service Operations and Maintenance contract was awarded to First Transit who was the previous contractor. We look forward to First Transit continuing to provide

excellent customer service. The contract with First Transit expires June 30, 2026.

Taxis

Paratransit is using taxis for some trips because we are unable to accommodate all requests for trips on buses. Both accessible and regular taxis are used. We will tell you if your trip is on a taxi when you book it. Your trip may initially be booked on a taxi and then be moved onto a bus if there is an opening. It is important that you keep an eye out for both types of vehicles. Paratransit booking clerks will decide if a trip will be provided using a taxi. Customers cannot request or book a trip on short notice expecting a taxi. Customers with an R-Card do not have to pay for the taxi, otherwise a cash fare of \$3.25 will be charged by the taxi driver, the same as on a bus. If you cannot use a taxi, please call 306-777-7007 and press #2 and we will make sure to book you only on a bus.

Transit Travel Training Program

Over the past couple of years, paratransit has been partnering with Creative Options Regina and the University of Regina to teach paratransit customers how to use fixed-route transit for free. Fixed-route transit allows more flexibility than paratransit because trips don't have to be booked in advance. The program may be resuming on a very limited basis in the fall. If you are interested in taking the program, call 306-777-7007 press 2.

Holiday Service Hours

Sept 30 – 6 a.m. to 11 p.m.

Oct 11 - 8 a.m. to 7 p.m.

Nov 11 - 8 a.m. to 7 p.m.

Dec 24 - 6 a.m. to 11:00 p.m.

Dec 25 - 8 a.m. to 10 p.m.

For Christmas Day, riders will be asked about accessibility of their destination and to leave a contact number.

Dec 26 - 8 a.m. to 7 p.m.

Dec 31 - 6 a.m. to 11:00 p.m.

New Year's Eve service extension to be determined

Jan 1 - 8 a.m. to 7 p.m.



Holiday trips can be booked up to seven days in advance. All subscription trips on holidays are automatically **cancelled** except September 30th. Please note: Operators will take customers using manual wheelchairs up only one step where safe to do so. If there is more than one step, someone else will need to assist you. If you are taking time off over the holiday season, call 306-777-7007, Press 4 and leave a message to cancel your trips. We encourage customers to provide as much notice as possible.

Trip Booking

It is recommended that you book trips as much in advance as possible, up to seven days. Trips requested on short notice may not be accommodated. When you call 306-777-7007, have the address where you are going ready and:

- Press 1 - for a same-day booking
- Press 2 - for an advance, charter, subscription or group booking, or for any other inquiries. Limit one trip booking per call when phones lines are busy.
- Press 3 - to leave a message to book a future trip (no same day trips)
- Press 4 - to cancel a trip
- Press 5 - to use the IVR

Paratransit's telephone system allows customers to leave a call-back number instead of waiting on hold. If this option is used, enter your phone number only once including the area code. Sometimes there are long wait times on the phone to book a trip. Instead of waiting on hold use:

- Email: paratransit@regina.ca
- Leave a message by calling 306-777-7007 and press #3

Same-day trips:

Monday-Saturday:

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

Sunday/Holidays:

8:30 a.m. to 6:30 p.m.

Advance trips:

Monday-Saturday:

9 a.m. to 8 p.m.

Sunday: 9 a.m. to

6:30 p.m.

Holidays:

Same day trips only.

All subscription trips are automatically cancelled and need to be rebooked.

Our goal is to respond within 24 hours, but sometimes we may be delayed. Please don't book short-notice trips using email or voice message.

On Demand Service

Regina Transit is continuing to pilot On Demand Service. Monday through Saturday evenings between 7 p.m. and 1 a.m., customers can request a bus to pick them up and drop them off at the bus stop of their choice within the Route 10 service area. It is easy to use; you can book anytime using the 'On Demand Transit: Rider App' or online at Regina.ca/ondemand. Bookings can also be made from 6 to 11 p.m. by calling 306-777-7725, up to two days in advance. Try it out today!

Recreation Accessibility Feedback

Soon, the City of Regina will be asking for your help in making recreation more accessible!

1. What barriers are there to accessing recreation and leisure?
2. What supports would make it easier?
3. What types of adapted programming would you like to see?

Stay tuned for the survey this fall. For more information, visit: Regina.ca/beheard

We're excited to hear from you.

Winter

- Dress warmly for cold weather. Even though buses are heated, they can get cold when the doors are open.
- Keep your sidewalks, ramps and steps free of snow and ice. Operators cannot transport you if it isn't safe. Also, operators will not shovel for you.
- At night, put an outside light on so the operator can see the house number.

Reminder - Winter registrants may ride Paratransit from November 1 to March 31. This timeframe will only be extended if there are extreme weather conditions resulting in an accumulation of snow and ice.



We want to hear from you

If you have any compliments, comments or concerns about our service, call 306-777-7000. Some paratransit customers are uncomfortable reporting concerns. If you do not wish to call directly, a family member, friend, caregiver or advocate can call 306-777-7000 for you. Paratransit welcomes your feedback because it helps us improve the service.

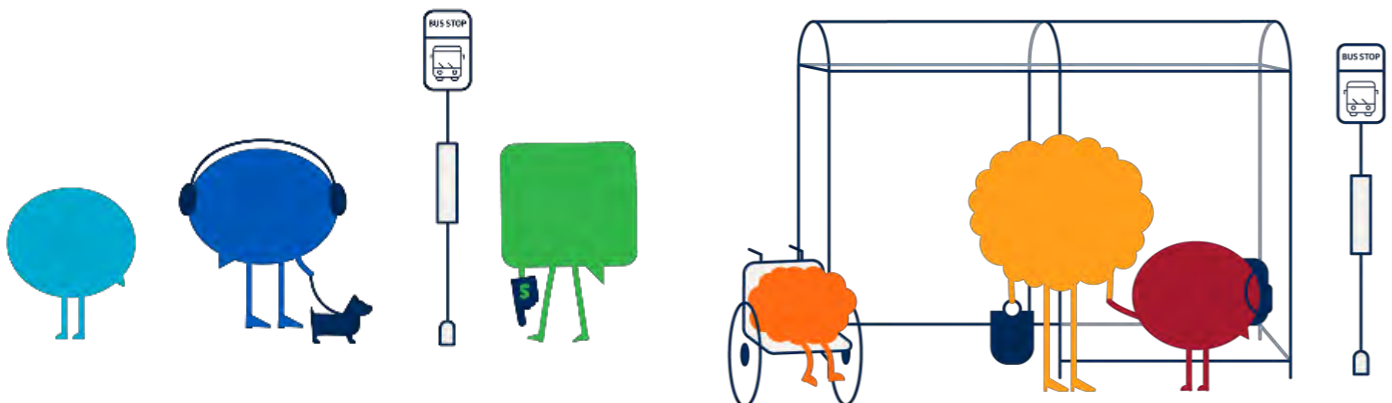
Regina Transit Master Plan Information

We need your help again! Please read the attached information which summarizes what we heard about paratransit and helps guide the recommendations going forward.

Door-to-Door (currently Paratransit) is one of the proposed transit service types in Regina. The goal of the Door-to-Door service is to expand mobility options for eligible transit riders.

These were the most common comments from the first round of feedback we gathered:

- Concern about service hours
- Desire for increased service frequency
- Desire for more options for pick-up and drop-off times
- Difficulty using the booking system



Based on what we heard, here are the main recommendations for the future of Paratransit services:

- Expand Door-to-Door service hours, and customer service call centre hours to be the same as all other transit services.
- Expand the Travel Training program to empower riders to use other transit services within their abilities.
- Introduce integrated trips, where eligible riders take Door-to-Door, On Demand and Main or Local services to complete their trips.
- Upgrade or replace existing specialized transit scheduling software to enable integrated trips.
- Combine On Demand and Door-to-Door operations as one Demand Responsive operation to increase the availability of Paratransit trips.
- Update the eligibility and registration process to include a third-party assessment by qualified medically trained staff.
- Conduct reassessments at a time interval suitable for each registrant's situation at the time of the previous assessment.

Please answer the questions for the second round of feedback:

1. Integrated Services

Some customers who are eligible for Door-to-Door (paratransit) services may also be able to use some Main and Local (fixed routes) services. In conjunction with travel training, these customers would be offered integrated options, and that will include a combination of Door-to-Door and Main or Local services to complete their journeys. In doing so, these customers would have access to more trip options, particularly on short notice. This would also reduce the time per trip, resulting in more Door-to-Door service being made available to customers on shorter notice.

I support the opportunity, for customers who have the ability, to make integrated trips (using a combination of Door-to-Door and Main or Local services) instead of only Door-to-Door for some trips. Please circle one below.

Strongly Agree	Agree	Neutral	Somewhat Disagree	Disagree	Not applicable
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2. Eligibility and Registration

We heard that customers want a different process to qualify for door-to-door (Paratransit) services. The Plan proposes that a group of qualified medical professionals be a part of the review process to consider who is eligible for door-to-door services. Depending on the accessibility requirements that a person has, the Plan also proposes that their eligibility be reassessed at a different interval than today.

I think that adding qualified medical professionals to the eligibility review process will improve the review process. Please circle one below.

Strongly Agree	Agree	Neutral	Somewhat Disagree	Disagree	Not applicable
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Continued...

4. Please share any other thoughts about the proposed Door-to-Door services

You can also give your thoughts on other key themes that we heard during the first round of engagement earlier this year, including:

- Transit Routes and Services (how you get around Regina)
- Customer Experiences (stops, hubs, accessibility, and fleet)
- Fares and Trip Planning (including how you plan your trip)
- Using Transit in the Winter

Visit [Regina.ca/transitplan](https://regina.ca/transitplan) to complete the full survey and help improve Regina Transit.

