COVID-19 Keeping You Safe

Starting August 31, 2020 - masks will be mandatory on paratransit buses. You are expected to bring your own mask or alternative face covering. We understand that some customers may not be able to wear a face mask or covering. If that is the case, Paratransit will still provide transportation to those customers.

All paratransit customers are asked if they have COVID-19 symptoms before given a trip booking. Operators also ask paratransit customers a second time before they board the bus. We will not provide service to customers who have COVID-19 or COVID-19 symptoms such as a cough. Customers who have recently travelled outside of Canada or who have had recent contact with someone who has COVID-19 are also not allowed to board a paratransit bus.

Paratransit is following the Re-Open Saskatchewan plan guidelines and limiting the number of passengers it is transporting on one bus at any given time. We have increased cleaning protocols to proactively prevent the spread of COVID-19. At the end of each day, all conventional and paratransit buses are fogged using a hospital-grade disinfectant by trained cleaning professionals. Operators are supplied with personal protective equipment such as masks and gloves. One of the challenges with operators wearing masks is that they can cause eyeglasses to fog creating a safety concern.

Operators have permission to remove their mask when they are driving. Operators also have access to cleaning products on the bus and can disinfect in between passengers.

COVID-19 has impacted paratransit service levels. For example, in April 2019 paratransit completed 16,264 trips while in April 2020, paratransit only completed 2,460 trips. All the major programs’ including adult day programs, school service and employment programs that paratransit provides service for have been affected by COVID-19.
**Transit Master Plan**
Regina Transit will be developing a Transit Master Plan (TMP) starting in fall 2020. All of paratransit’s services, technology and policies will be reviewed as part of the TMP. Recommendations will be made to guide the next 25 years of paratransit service. There will be opportunities for paratransit customers, caregivers and stakeholders to provide feedback about paratransit and what they would like to see for the future.

We want to hear from you! When the consultant is ready to gather information for the TMP, we will communicate about how you can participate.

**Customers using Scooters**
Customers who use a scooter now have the option of transferring into an ambulatory seat when being transported. Customers must be able to transfer independently without operator assistance. If operator assistance is required, customers must remain on their device. We have adopted this change because it is a standard practice for most paratransit systems in Canada.

**Record Number of Trips in 2019**
In 2019, paratransit provided the most trips of any year in the history of its service, 194,749! Congrats to all of paratransit’s hard-working staff who made this possible.

**Registration Changes**
The paratransit policy and procedure guide has been updated recently and some changes to the registration process have been made. All paratransit registrations now need to be renewed every five years. This will ensure that paratransit keeps customer information updated. This is similar to the parking placard program for persons with disabilities which renews every three years.

All paratransit customers will be transitioned to this system. Customers with existing permanent paratransit registrations will be contacted sometime in the next two years advising what the paratransit registration expiry date will be. A couple of months before the registration is set to expire, paratransit will send another reminder with information about how to update the registration.

Customers who are registered with paratransit but do not use the service for 18 months will automatically have their registration discontinued.

**Paratransit Coordinator**
Paratransit has hired a new Paratransit Coordinator, Scott Coady. Scott will be the key contact for customer issues and the programs and services that paratransit supports. Please welcome Scott.
Paratransit Operations and Maintenance Contract

We currently contract First Transit to supply qualified operators to drive the paratransit buses and perform all trips scheduled and dispatched by the City of Regina. First Transit also provides storage, cleaning, routine maintenance and major repairs for all paratransit buses. The contract with First Transit expires June 30, 2021, and the City of Regina is in the process of undertaking a request for proposals to secure a new five-year contract. When the contract is awarded, paratransit customers will be notified of the successful contractor.

Lost and Found

To inquire about paratransit lost and found items call 306-721-4499 extension 238. Customers are responsible to pick the item up.

 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. People can travel exactly when they want without worrying about a set pick-up time.

We are following the gathering guidelines to help contain the spread of COVID-19. This means that paratransit has had to postpone offering the training. It is hoped that the transit travel training program can resume when it is safe to do so.

2020 Trip Booking Hours

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: No advance bookings.

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

We Want Your Feedback

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 for you. Paratransit welcomes your feedback because it helps us improve the service.
Trip Bookings

It is recommended that you book trips as far 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

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.

We are testing a new On Demand service

Regina Transit is testing a four month On Demand service on Route #10 to provide residents with a new and innovative transit option. Residents are encouraged to try the new transit service during the pilot, which runs from August 31 to December 31, 2020, Monday through Friday 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 service zone along Route #10. 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!