Regina Transit Master Plan

Regina Transit is developing the Regina Transit Master Plan (RTMP) in 2021. All of paratransit’s services, technology and policies will be reviewed as part of the RTMP. Recommendations will be made to guide the next 25 years of paratransit service.

Watch for further information about the RTMP in upcoming newsletters.

On Demand Service

Regina Transit is continuing to test the On Demand Service until August 31, 2021. 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 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!

Reminder:
Please call 306-777-7007 and press #2 if you have moved and your mailing address has changed.

Transit Fares
No changes are planned for Paratransit fares for January 2021.

COVID-19: Keeping You Safe

Like every other service in Canada, paratransit has felt the impact of COVID-19. In 2019, paratransit completed 194,749 trips and in 2020 that number dropped to 91,025 trips. Our number one priority is always keeping customers safe:

1. Customers are screened for COVID-19 before travelling. Anyone who has or has been exposed to COVID-19 is not allowed to travel on paratransit until cleared to do so.
2. Masks or face coverings are mandatory on paratransit buses unless a medical exemption exists.
3. The number of people travelling on the bus at one time is limited to less than half to practice physical distancing.
4. Cleaning protocols have been increased to prevent the spread of COVID-19. At the end of each day, all buses are treated using a hospital-grade disinfectant.
5. Operators are supplied with personal protective equipment such as masks and gloves.
6. Hand sanitizer is available on all the buses.
Transit Travel Training Program Postponed

Over the past couple of years, paratransit has partnered 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. Due to COVID-19 paratransit has had to postpone this training. This program will resume when it is safe to do so.

Winter Paratransit Tips

- Dress warmly for cold weather. Even though buses are heated, they can become 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 residence number.
- Winter Registrants may ride Paratransit from November 1 through March 31. This timeframe will only be extended if there are extreme weather conditions resulting in an accumulation of snow and ice.

2021 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:** Same day trips only. All subscription trips are automatically cancelled and need to be rebooked.

Bags of Goods

Operators can assist ambulatory passengers with one bag of goods. Customers are only allowed to bring on the bus what they can carry and hold on to for safety reasons.

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.

Condolences

We would like to express our deepest sympathy for the residents, staff and family of Parkside Extendicare and others who have lost loved ones as a result of COVID-19. Our hearts are with you.

❤️