

Regina Paratransit Service



Policy and Procedure Guide

City of Regina



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A. DEFINITIONS

- a) “**Accessible Door**” means the first building door in view of the vehicle or selected by paratransit for either a customer pick-up or drop-off. Access to the door does not include any steps where a customer uses a motorized wheelchair or scooter, or more than one step where a customer uses a manual wheelchair.
- b) “**ACC**” means Accessibility Advisory Committee
- c) “**Ambulatory**” means a customer who can walk but has difficulty accessing conventional transit service.
- d) “**Attendant**” means a person who travels with a registered customer. An attendant’s purpose is to provide the registered customer with assistance beyond what the operator is required to provide.
- e) “**Automated Fare Collection System**” means a system used by the City of Regina to collect and track fare media that uses smart card technology.
- f) “**Cancellation**” means a scheduled or booked trip cancelled with advance notice.
- g) “**Cancellation at the Door**” occurs when the operator arrives at the pick-up location and the customer cancels the trip.
- h) “**Charter Service**” means pre-booked, private service or service beyond normal operations provided on a request basis. Service may extend travel beyond the extended service limits.
- i) “**City**” means City of Regina.
- j) “**Clerk**” means the persons who schedule, dispatch and cancel trips for registered paratransit customers.
- k) “**Companion**” means a person who travels with a customer in addition to the attendant, such as a friend or family member.
- l) “**Customer**” means a person who has met eligibility criteria and is registered to use paratransit.
- m) “**Fixed Route Transit**” means the regular transit system which operates regular routes.
- n) “**Late Cancellation**” means any trip cancelled by a customer with less than two-hours notice.
- o) “**No Shows**” means trips where a customer is not at the designated pick-up location.

- p) **“Operators”** means employees of the Contractor who are drivers of the vehicles who meet the qualifications established by the City.
- q) **“Paratransit Administration”** means those who work for the City of Regina in the Paratransit Branch within the Transit Department.
- r) **“Peak Travel Times”** means Monday to Friday from 7:00-9:00a.m. and 2:30-5:30p.m.
- s) **“Pick-up Window”** means 10 minutes before or after the customer pick-up time.
- t) **“Subscription Trips”** means ongoing trips which are made one or more times a week at the same time from the same origin to the same destination.
- u) **“Transit Department”** means the Transit Department of the City of Regina.
- v) **“Vehicle(s)”** means the City-owned vehicles which are used to provide paratransit service.

B. GENERAL INTRODUCTION

Paratransit 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 fixed route transit system.

Paratransit is not an exclusive ride service. Booking and scheduling decisions are made to allow as many customers 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 over the years that ensure the safe transportation of customers, smooth operation of the system and that customers are treated in a fair and equitable manner.

A “How to Ride” brochure, newsletters and this Paratransit Policy and Procedure Guide are available upon request.

I. PARATRANSIT ELIGIBILITY AND ASSESSMENT PROCESS

1. ELIGIBILITY CRITERIA

People are eligible to use paratransit if they are a resident of Regina and are restricted in using fixed route transit because of a permanent or temporary disability. Visitors to Regina are also eligible to use Paratransit if, because of a disability, they are restricted in using regular transit.

Restrictions may include but are not limited to:

- I. ability to walk or wheel to a bus stop;
- II. ability to identify landmarks, follow directions and navigate the conventional transit system;
- III. easily confused or disoriented;
- IV. at risk of falling;
- V. unable to board conventional transit independently; or
- VI. tires easily.

2. ASSESSMENT

- a) Eligibility to use paratransit is determined by an assessment process. All those who wish to have their eligibility assessed must complete an application form. When an application is approved, the person becomes registered with paratransit. A 7-10 business day processing time for the initial application shall apply.
- b) Applicants (or someone acting on their behalf) must fully complete the application form. The purpose is to provide enough information so that a decision can be made about their eligibility.
- c) If the form is not fully completed, it will be returned to the applicant for completion.
- d) The paratransit administration reviews the form and may contact an applicant for further information if eligibility is not clear from the review of the form. Further, an applicant may be required to attend an in-person interview or appear before an Eligibility Committee consisting of an Occupational Therapist, ACC member and member of the paratransit administration, to provide further information.
- e) Eligible applicants receive a registration package by mail including informational materials on how to use paratransit.
- f) 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 to appeal the decision is also provided (See Appeal Process – Section II-3, page 7). A subsequent application will be considered only if there has been a significant change in the disability.

- g) Applicants must be residents of Regina to be eligible for permanent registration. A person with a disability visiting Regina may be eligible for a visitor registration. Visitors must provide a Regina address as a pick-up location.

3. REGISTRATION TYPES

- a) When the paratransit administration approves an application for paratransit, the applicant's registration is approved on a permanent, temporary, winter, visitor or conditional basis.
- Permanent - Permanent registration is approved if the disability permanently restricts the person from riding the fixed-route transit and he or she is a resident of Regina.
 - Temporary - A temporary registration is approved 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 may be extended if necessary. A change in an applicant's medical condition or residence may require the change of a temporary registration to permanent status.
 - Winter - Applicants who require paratransit in the winter are given a "winter only" registration which are active between November 1 and March 31. Trips are stopped on March 31 of each year. If there is an early start to winter or significant snow and ice remains after March 31, winter registrations will be extended by the paratransit administration.
 - Visitor - A visitor registration is issued to persons who visit the city and are eligible for paratransit. Visitor registrations are automatically approved if they are registered with another paratransit service provider in a different community with similar eligibility criteria.
 - Conditional - A conditional registration is provided to applicants with a disability that requires the use of the paratransit service only at certain times, e.g. after dark.
- b) 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 must reapply in accordance with assessment process (See Assessment – Section I-2, page 4).

4. ELIGIBILITY REVIEW

- a) Occasionally, an ineligible person's application is inadvertently approved or a customer's condition changes such that he or she no longer meets the eligibility criteria. He or she will then be requested to reapply for paratransit registration. Upon learning of an incorrect approval or a change in a customer's condition, the paratransit administration will advise the customer who may reapply.

- b) When a request to review a customers' eligibility is received, an investigation will be conducted. The individual's application to use paratransit 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 of the concern and will suggest the individual may reapply for paratransit registration.
- c) 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 II-3, page 7).
- d) Paratransit service is available to registered customers while their eligibility is being reviewed.

II. ACCESSIBILITY ADVISORY COMMITTEE, SUSPENSIONS AND APPEALS

1. ACCESSIBILITY ADVISORY COMMITTEE (ACC)
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- a) The Accessibility Advisory Committee (ACC) is an Advisory Board appointed by City Council. The ACC reports to City Council through the Community and Protective Services Committee and has the ability to decide on paratransit appeals.
- b) The role of the ACC 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 ACC 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. SUSPENSION OF SERVICE

- a) Customers who do not follow paratransit policies and procedures may be denied service for a period of time.
- b) In the instance where the behaviour of a customer is so disorderly or abusive that the customer presents a danger to the operator, other customers, or him/herself, paratransit may refuse to transport the customer if at a safe location.
- c) Operators are required to submit incident reports to their supervisor detailing any customer incidents.
- d) When a customer's manner threatens the safety of other customers or operators, service may be suspended immediately pending completion of an investigation into the incident by the paratransit administration. The review will include an interview with the customer and support people if requested.
- e) In less serious incidents, operator reports will be investigated by the paratransit administration but service will not be suspended during the review or until the customer has had an opportunity to appeal the suspension.
- f) Following a review, a customer will be forwarded a letter advising of the results of the review. 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 ACC (See Accessibility Advisory Committee (ACC) – Section II-1, page 6).

3. APPEAL PROCESS

The ACC hears and adjudicates 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. suspension of trips because of unacceptable behaviour; and
- V. suspension of trips because of a number of no show trips.

Process:

- a) Appeals must be filed in writing within 14 calendar 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
15th Floor, City Hall, 2476 Victoria Avenue
Box 1790
Regina SK S4P 3C8
- b) The ACC 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 ACC will notify appellants by mail or by phone of the date and location of the appeal.
- d) When held in conjunction with a scheduled ACC meeting, the appeal will be heard by the ACC prior to its meeting.
- e) During the appeal, ACC 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 ACC. The Board members may have questions for the appellant and/or advocate at the hearing. The paratransit 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 their advocate does not show up for the appeal hearing, the hearing will be adjourned until the next meeting of the ACC. The appellant will be notified of the new hearing date. If the appellant fails to attend the second hearing, the ACC may decide to make a decision on the appeal in the absence of the appellant.
- i) The paratransit administration and appellant/advocates will be excused at the end of the presentations so the ACC can deliberate the issues and make a decision.
- j) Supplementary information provided at the hearing may be accepted at the discretion of the ACC.
- k) Appellants who have decided to withdraw their appeal should notify the Secretary in writing prior to the hearing date.
- l) Appellants will be notified of the ACC's decision in writing within seven (7) days of the hearing.
- m) The decision of the ACC 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 suspension 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 ACC is bound by the Policy and Procedure Guide in making its decisions.

III. TRIP BOOKINGS

1. GENERAL INFORMATION

- a) Customers call the booking line at 306-777-7007, fax 306-949-7243 or email 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) Customers may leave information to make a booking 24 hours a day, seven days a week, by leaving a voice message, fax or email. Messages will be returned within 24 hours.
- c) Same-day or demand trip requests involve short notice, same-day calls. Service is limited for these types of trips. Clerks are available to receive booking line calls for same day bookings:

Weekdays and Saturday	7:30 a.m. to 11:00 p.m.
Sunday and Public Holidays	8:30 a.m. to 6:30 p.m.
- d) Clerks are available to receive booking line calls for advance, subscription and group bookings:

Monday - Saturday	9:00 a.m. to 8:00 p.m.
Sunday	9:00 a.m. to 6:30p.m.
Public Holidays	No advance bookings
- e) Trip requests can be made up to seven days in advance of the trip date and are subject to available space. No trip bookings in advance of seven days will be accepted.
- f) The following information must be provided when booking a trip:
 - I. First and last name;
 - II. The exact address where the customer will be picked up (if other than home), including the location of the accessible building entrance;
 - III. The exact address to which the customer is going;

- IV. The date and time by which the customer must reach his or her destination (by advising when the customer must be at his or her destination, the clerk will select the best pick-up time from those times available);
 - V. The time the customer wants to return; and
 - VI. If the customer will be accompanied by an attendant and/or a companion, children, or a service animal.
- g) When calling to book a trip, customers are limited to one request per call if there are other people waiting to book trips. If there are no other people waiting, customers are allowed to book additional trips.
 - h) Demand for paratransit trips is high, so the trip requested might not be available. This is especially the case during peak travel times, Monday to Friday from 7:00-9:00a.m. and 2:30-5:30p.m. The clerk will offer alternate times if available.

2. 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. Operators do not escort customers to specific doctor offices, hospital wards, etc.
- b) Pick-ups and drop-offs are made at front doors unless otherwise specified.
- c) 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.
- d) When booking trips to or from facilities with several entrances such as strip malls, customers must specify the door from which they are to be picked-up or dropped-off. Paratransit picks-up and drops-off customers at specific doors at shopping centres, hospitals and event complexes (See Designated Doors – Section IV-9, page 20).
- e) Paratransit uses a 20 minute pick-up window for trips. This means that vehicles can arrive 10 minutes before or after a scheduled pick-up time and be considered on time. For example, if a customer has a 9:20 a.m. pick-up time, the bus can arrive between 9:10 a.m. and 9:30 a.m.
- f) If the vehicle arrives more than 10 minutes past a scheduled pick-up time, it is considered late. Paratransit will attempt to call and advise customers if the vehicle is going to be late.
- g) If the vehicle arrives more than 10 minutes before a scheduled pick-up window, it is considered early.
- h) Customers are expected to be at their pick-up location 10 minutes before the scheduled pick-up time. Customers are also expected to wait 10 minutes after the scheduled pick-up time.
- i) Operators will wait for five minutes. If customers 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 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. and then wait five more minutes, after which the vehicle may leave at 10:25.
- II. A scheduled pick-up time is 10:30 a.m. The 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.

3. RETURN TRIPS

- a) Customers needing to book a return trip should book it 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, paratransit cannot guarantee that a return trip will be available.
- b) Sometimes customers may need a return trip but are unsure of the exact time, e.g. a medical appointment. The time needed for the trip should be estimated and a return time booked.
- c) When arriving at an appointment, the customer should advise reception of the pick-up time.
- d) Customers who finish their appointments early may call a paratransit clerk. It may be possible to get an earlier pick-up time. Paratransit does not guarantee an earlier pick-up.
- e) Customers who know they are going to be late should call paratransit. Paratransit will try to arrange a later pick-up.

4. CHARTER SERVICE

- a) Charter requests can be made by calling 306-777-7007, faxing 306-949-7243 or emailing paratransit@regina.ca.
- b) Charter service is available to individuals, groups and organizations that require accessible transport. At least one person needing the charter must be a registered customer 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. A limited number of vehicles are available during peak service times.
- d) 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. Rates are established by City Council.
- f) Charters are limited to transportation within Saskatchewan.
- g) 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.
- h) Charters must be booked a minimum of 72 hours in advance. They must be cancelled with at least 12 hours notice or the charter fee will be charged.

5. GROUP TRIPS

- a) Group bookings (three or more people) can be made by calling 306-777-7007, faxing 306-949-7243 or emailing paratransit@regina.ca .
- b) Groups should be prepared to share the vehicle with other customers. This means that the pick-up times, the drop-off times and the locations of other customers are considered when scheduling the trips.
- c) The availability of group bookings is limited to mainly evenings, mid-day, weekends and in the summer. A limited number of vehicles are available during peak service times.
- d) The following information must be given when making a group booking:
 - I. The names of customers;
 - 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, service animals or children, if any, travelling with the group.
- e) 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.
- f) The clerk will make every effort to take members of a group in the same vehicle. Depending on the travel needs of other customers, this may not always be possible.
- g) Groups must provide 12 hours notice if:
 - I. The trip is no longer required; or
 - II. The number of customers in the group becomes less than three.
- h) Groups failing to provide 12 hours notice will be charged a cancellation fee equal to the cost of one hour of service. The person booking the group will be charged.

6. SUBSCRIPTION TRIPS

- a) A subscription trip is a repeat booking scheduled for as long as required (minimum six week time period). A subscription trip must be to and from the same address each time.
- b) Subscription trips are booked the same way as other trips. Customers must notify the clerk that they wish to make a subscription trip booking.
- c) Requests may be made to book regularly scheduled trips as subscription trips if space allows, and if the customer has shown a commitment to regularly scheduled trips. If the customer has a history of inconsistently using trips, they may be requested to take the trip in public service to demonstrate the requirement for a subscription trip.
- d) Fourteen (14) working days must be allowed for scheduling a subscription trip.
- e) The subscription trip can be temporarily cancelled when customers have vacation or days off. Paratransit must be notified when the subscription service is to be restarted again. Temporarily cancelling a subscription trip helps to provide trips for others who require service.
- f) Customers who often change the trip destination or cancel the trip, will have their subscription bookings cancelled. Customers will then have to book the trips as individual trips.

7. SCHOOL SERVICE

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

8. TRIP CHANGES

- a) Changes to trips must be made through a clerk in advance of the trip being taken. Clerks have all the information available respecting individual trips and can determine the effect of a requested trip change on the schedule.
- b) 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.

9. CANCELLATIONS

- a) Customers who want to cancel scheduled trips should do so as soon as it is known that the trips are not needed by calling 306-777-7007, using the IVR system, faxing 306-949-7243 or emailing paratransit@regina.ca. This allows paratransit to provide a trips for other passengers.
- b) Customers who provide less than two hours notice when cancelling a trip or cancel their trip at the door, will be considered a late cancellation. Follow-up will be done with customers who make late cancellations. Service suspension may result when customers often make late cancellations.
- c) Operators are not able to cancel trips on a customer's behalf.

10. NOT SHOWING UP FOR TRIPS

- a) Vehicles arrive within a 20 minute pick-up window (10 minutes on either side of scheduled time). Operators will wait five minutes after arriving at the designated pick-up location. If customers are not at the pick-up location within these five minutes of the scheduled pick-up time, the operator will leave with approval from the clerk and the customer will be considered a "no-show". This limited waiting time is necessary to ensure the service stays on time. If possible, the clerk will try to contact the customer by telephone prior to the five minutes expiring.
- b) When customers do not keep their bookings on the first part of the trip, the return trip is cancelled.
- c) If a customer 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 book the customer as soon as possible. Customers may have a considerable wait before another vehicle can be sent for them.
- d) Paratransit reviews records of customers who do not show up for their trips. Paratransit will contact customers who regularly miss their scheduled trips. Customers who often miss trips may be suspended from using the service. Suspension of service may be appealed (See Appeal Process – Section II-3, page 7).

11. INTERACTIVE VOICE RESPONSE (IVR)

Paratransit has an IVR that works in conjunction with its scheduling system. The IVR allows customers to cancel their trips, check on the status of their trips, receive a day before reminder call for scheduled trips, and be notified when the bus is arriving without contacting a clerk.

- a) Customers have the option of signing up to use the IVR.
- b) Customers who choose to use the IVR will use their customer identification number and a confidential password which will allow them to access the system

and customize it for their needs. If they forget their password, a clerk will assist them to recover their password or select a new password.

- c) Customers may discontinue or change their status of the IVR at any time.

12. REFUSED TRIPS

- a) At times paratransit is not able to provide passenger trips for the time they request them. If a passenger phones in to paratransit requesting 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.

13. EMERGENCY CONTACT

- a) Customers are encouraged to provide the name, address and telephone number of a person or organization that will be contacted in the event of an emergency. If the emergency contact cannot be reached, the appropriate authorities will be contacted.
- b) Emergencies may include medical emergencies involving customers or vehicle accidents.

14. CHANGE OF INFORMATION

- a) Paratransit must be contacted by calling 306-777-7007, faxing 306-949-7243 or emailing paratransit@regina.ca to advise of any changes to address, name, home and business phone numbers, attendant requirements, or contacts. Paratransit must also be informed of any changes to equipment as changes may affect the type of vehicle in which a customer can ride.
- b) Paratransit may also be advised of changes by writing the:

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

IV. TRAVELLING ON PARATRANSIT

1. ***SERVICE HOURS***

Paratransit hours of service are:

Monday to Friday	6:00 a.m. to 11:15 p.m.
Saturdays	7:00 a.m. to 12:00 a.m.
Sundays	8:00 a.m. to 7:00 p.m.
Public Holidays	8:00 a.m. to 7:00 p.m.

- a) Customers will not be picked up prior to the start of service hours. The last pick-up of each day is scheduled no later than one-half hour before the end of service, e.g. 10:45 p.m. Monday to Friday; 11:30 p.m. Saturday.
- b) The earliest that paratransit will pick up customers is at the time noted above, e.g. on weekdays 6:00 a.m.; on Saturday 7:00 a.m.
- c) In exceptional circumstances like special events where multiple people require service outside of service hours, paratransit may choose to extend service beyond operating hours. An example of this is Christmas Day where service will be extended into the evening.

2. ***TRAVEL LIMITS***

Service is provided within City limits.

- a) All trips outside of City limits must be taken using charter service (See Charter Service – Section III-4, page 11).

3. ***TRAVEL TIME***

- a) Travel time on paratransit is comparable to fixed-route transit. Customers may be required to spend up to one hour and fifteen minutes on paratransit on any one way trip.
- b) The paratransit is a shared ride system; therefore, direct service cannot be accommodated.
- c) Trip times will vary depending on number of customers, pick-up/drop-off time and distance of trips.

4. FARES

- a) Paratransit fares are the same as fixed-route transit as approved by City Council.
- b) Customers must pay the exact fare for the trip when they board. This may be paid in cash or R-Card. Operators cannot make change for cash paying customers.
- c) Cash, rides and a pass may all be loaded onto an R-Card. Disposable and reloadable R-Cards may be purchased.
- d) 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.
- e) Occasionally, a customer 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 customer arrives at his or her destination or when they take their next trip.
- f) Some customer's fares are paid by funding agencies. If so, the agency may request that the trips be billed to them each month.
- g) In extenuating circumstances, due to one's disability, other payment arrangements may be discussed by calling 306-777-7007.
- h) Rides and passes can be ordered by calling paratransit at 306-777-7007, Monday-Friday between 9:00 a.m. and 8:00p.m. Rides and passes may also be ordered by fax – 306-949-7243 or email – paratransit@regina.ca. Customers must provide a first and last name, number of rides or pass required, and a payment method (cash, cheque or credit card). Payment must be received before the order can be processed.
- i) Rides and passes are also sold by transit agents during their business hours of operation. A list of agents can be obtained by calling 306-777-7007 or by visiting the City of Regina website: <http://www.regina.ca>.
- j) Customers who have a reloadable R-Card may load additional passes, rides or cash onto their card by calling 306-777-7007, visiting a transit agent or by submitting payment to an operator. Payment must be received before an additional pass, rides or cash will be loaded onto the card.

5. ATTENDANTS AND COMPANIONS

- a) Customers may designate a person to travel with them as an attendant if additional assistance is required during the trip or at the destination, than is provided by operator. The role of the attendant is to assist the customer and not require assistance themselves.
- b) Customers must advise a clerk if they wish to travel with an attendant. One attendant is allowed to travel at no charge with a customer if space on the vehicle is available.

- c) The attendant must travel with the customer from the start to the end of the trip.
- d) The attendant may be responsible for two or more customers.
- e) Attendants and companions cannot be registered customers or require assistance themselves.
- f) Paratransit may require an attendant to accompany or meet a customer, based on the nature of the customer's needs. For example, paratransit may require an attendant to accompany a customer if the customer's conduct compromises the safety of themselves, other customers or operators.
- g) If space is available, an attendant is assigned a seat in the vehicle and is not allowed to stand. If no seat is available for the attendant, the customer trip will be declined, or they will be given the option of travelling without an attendant if travel with an attendant is not mandatory.
- h) If an operator arrives for a customer who must travel with an attendant and no attendant is present, the trip pick-up will be declined.
- i) If a customer must be met at a destination and no attendant is present:
 - I. The operator will escort the customer back to the vehicle and radio the clerk;
 - II. The clerk will try to contact a member of the customer's family or caregiver to determine when arrangements can be made for the customer to be met;
 - III. The customer may have to ride on the vehicle until plans can be made for the customer to be met by an attendant; and
 - IV. If this reoccurs, the customer will be required to travel with an attendant or service will be suspended.
- j) Companions, who are friends or family members, not in the role of an attendant, may ride with a customer where space permits.
- k) Companions pay the regular fare. If space is available, a companion is assigned a seat in the vehicle and will not be allowed to stand.
- l) Attendants and companions must have the same pick-up and drop-off locations as the customer.
- m) If a customer's disability changes 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.

6. CHILDREN ON PARATRANSIT

Children as Registered Customers

- a) Children may travel on paratransit as registered customers.
- b) School aged children may travel on a paratransit bus without an attendant on a vehicle designated for school or a children's program.

- c) School aged children may travel independently in public service provided they do not require assistance or supervision. If they require an attendant, one must be provided.
- d) Children younger than school age must always be accompanied by an attendant when using public service.
- e) 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 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 Customers

- a) Children may travel on paratransit with registered customers but must pay a fare if five years or older and not travelling in the capacity of an attendant.
- b) Caregivers are responsible for escorting their children to and from the vehicle at the trip origin and destination.
- c) Customers 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 customer's child to a childcare facility prior to the start of trips, satisfactory arrangements must be made with paratransit 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, they will need to book an additional trip(s) for the vehicle to come back to the childcare facility to pick the child up and continue on the trip. Vehicles will not wait for the caregiver to escort the child into or out of the childcare facility. If a customer 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 customer will be charged accordingly.

7. SERVICE ANIMALS

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

- d) Guide, service and signal animals not transported in animal carriers are not permitted to ride on the lift with customers. Prior to loading or unloading, the operator will escort the animal up and down the stairs and ensure the animal is secured.

8. SEATBELTS

- a) All customers travelling on paratransit vehicles must be seated and secured using seatbelts. Operators will ensure that ambulatory customers use lap belts. operators will ensure that customers seated on mobility devices such as wheelchairs/scooters 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 paratransit and the customer or the customer's guardian, where applicable.
- b) Customers 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 customer up. If a seatbelt breaks due to wear and tear, the City will replace the belt, or pieces of the belt, at no cost to the customer. Customers will be charged for a new lap and shoulder belt if it is lost or purposefully damaged.
- c) In addition to the seatbelts provided by the City, customers using wheelchairs and scooters must have a seatbelt attached to their mobility device. This personal seatbelt must be fastened prior to pick-up and kept fastened until through the destination entrance door.
- d) Customers may obtain seatbelts through equipment suppliers. The supplier may be able to install the seatbelt. If a customer does not have the required seatbelt, then they will be given one month to obtain one. If after one month, the customer does not have the required seatbelt, 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. Operators will be responsible for securing the seat in the vehicle.

9. DESIGNATED DOORS

- a) Paratransit provides trips to and from specific doors at shopping centres, hospitals and recreation sites. If required, customers may request an alternate door.

10. FOOD AND DRINK ON VEHICLES

- a) Customers may consume food and non-alcoholic drinks on paratransit vehicles.
- b) Customers are responsible for the safe handling of food and beverages.

- c) All garbage will be removed by customers consuming food and drink when exiting the bus.

11. EQUIPMENT AND PARCELS

- a) Parcels transported on vehicles are limited to the amount that customers and their attendants can carry and must be safely stowed on the vehicle. Operators will assist ambulatory customers with a maximum of one bag of goods.
- b) Paratransit has no storage space for luggage and equipment. These items may not be carried unless customers are being transported to or from the Regina Airport or the Saskatchewan Transportation Company (STC) Bus Depot.
- c) Customers may not take any items that require storage or take up an additional seating location. The exception is customers who require an extra mobility device such as a walker to attend day or therapy programs.
- d) Customers needing to travel with oxygen tanks may do so but are required to have them secured on the vehicle. The operator will secure the oxygen tanks on the vehicle using securement equipment.
- e) Paratransit will only transport mobility devices such as wheelchairs or scooters if they are occupied by customers.
- f) Customers who are unsure about the equipment or parcels that may be transported on Paratransit, may contact the booking line at 306-777-7007.

12. LOST, FOUND AND DAMAGED ITEMS

- a) Paratransit is not responsible for any items that are lost or stolen on vehicles. Customers are responsible for all personal items in their care and control that are damaged while travelling on paratransit.
- b) If a customer realizes immediately after leaving a vehicle that an item has been left in the vehicle, they should call the booking line number (306-777-7007). The clerk will have the operator check for the item at their next stop.
- c) When an item is lost or forgotten on a vehicle, Service Regina should be called (306-777-7000) to advise them of the time and date the item was lost. If possible, the specific vehicle the customer was travelling in should be noted (All vehicles are identified by numbers). Vehicles are inspected daily for lost items during clean up.
- d) Customers are responsible to have the item picked up.

13. SNOW REMOVAL

- a) Customers are responsible to have their sidewalks, ramps and steps free of snow and ice when the operator comes to pick customers up. Paratransit

cannot operate with the delays and risk of injury presented by snow and ice covered steps and walks.

- b) In extreme circumstances where operator or customer safety is at risk, the operator may refuse to transport customers until the snow or ice is cleared.
- c) If City graders have left snow piles in front of sidewalks that make it difficult for customers, arrangements may be made with the City for snow removal. Service Regina (306-777-7000) may be called to request removal of the snow. Addresses are checked to ensure that this service is only provided to registered customers.

14. TRANSFERS

- a) On occasion, customers may be transferred from one vehicle to another. The transfer will allow better scheduling of trips.
- 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, customers 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 places 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.

V. OPERATOR AND CUSTOMER RESPONSIBILITIES

1. OPERATOR RESPONSIBILITIES

- a) Operators will transport customers in a safe, professional and courteous manner, and will follow all comments and instructions noted on the passenger's trip.
- b) Operators will transport customers as safely, conveniently and lawfully close as possible to an accessible door. To minimize the amount of noise and fumes, when weather permits, vehicle engines will be turned off during customer pick-up or drop-off.
- c) Operators will not drive onto private single dwelling residential driveways or parking locations where backing the vehicle is required.
- d) When picking-up and dropping-off customers 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. Operators will display photo identification at all times.
- f) Operators will collect a fare from each customer and any companions. Attendants ride for free.
- g) Operators will assist customers, 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 customers through an entrance door which allows customers to be left in a heated part of the residence. Unheated porches, covered decks and/or garages are not acceptable locations to leave customers. In other than private residences, operators will assist customers to and from a heated lobby or designated waiting area that is reasonably close to the outer accessible entrance door. Customers will not be left between a set of double entrance doors even when there is heat between the set of double doors. When a customer must be met by an attendant, the operator will ensure that verbal and visual confirmation is received with the attendant prior to dropping the customer off.
- h) Operators will not lock or unlock any doors at pick-up or drop-off locations.
- i) Operators will only leave customers outside if they are travelling to a destination which does not have a building such as the Farmer's Market or a park.
- j) Operators will push customers who use manual wheelchairs from inside the first accessible door to the vehicle. They will help customers onto the lift, apply brakes on the wheelchair, and fasten the safety straps before starting the lift. Operators will move customers to a wheelchair location on the vehicle, fasten brakes on the wheelchair, and secure the chair with wheelchair restraints and

with a lap and shoulder belt. This is done in reverse when the destination is reached. All customers with mobility devices such as wheelchairs and scooters must have working brakes.

- k) Customers who use a motorized wheelchair or scooter may be required to position it on the lift. Operators will ensure the device is turned off and fasten safety straps before starting the lift. They will direct customers to a location and secure the wheelchair or scooter with wheelchair restraints and the person with a lap and shoulder belt. This is done in reverse when the destination is reached.
- l) Operators will not transfer customers into and out of their mobility devices. Customers 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.
- m) Customers using mobility devices must ride the lift with their back to the vehicle.
- n) Operators will escort customers who are ambulatory from inside the first accessible door to the vehicle. Operators will assist ambulatory customers including those using walkers up and down multiple exterior stairs. Operators will help customers into the vehicle, show them to their seat, and help them with their seatbelts. If customers 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 customers with carrying one bag of goods.
- o) Operators will ensure that all oxygen tanks and walkers are secured and personal items/bags of goods safely stowed while travelling on paratransit.
- p) Operators may refuse to transport customers where a safety concern exists such as a ramp or walkway that is unsafe (e.g. ramp too steep or in disrepair, or broken pavement). If this occurs, a report will be provided to the paratransit administration who will investigate the incident. Customers will be advised of actions they must take, if any, to eliminate the safety hazard.
- q) Operators may refuse to transport customers with broken mobility devices where the safety of the operator, customer or other customers may be compromised. If this occurs, a report will be provided to the paratransit administration who will investigate the incident. Customers will be advised of actions they must take, if any, to eliminate the safety hazard.

Movement of Customers Using Manual Wheelchairs Up and Down a Step

- a) The Operator pushes customers using standard manual wheelchairs from the first accessible door to the 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 customers 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 customer, the condition of the step due to structure, maintenance or weather.
- c) If the trip has been refused by the operator at the customer's residence, the operator will advise the clerk of the problem and the customer will be left at the

residence. The situation will then be investigated as soon as possible by paratransit administration. Customers will be advised of actions they must take, if any, to eliminate the safety hazard. In the interim, paratransit will transport the customer if someone is present to move the customer up or down the steps.

Safety of Customers on Vehicles

- a) Operators will ensure the safety of customers when unattended on the bus by following the guidelines set out below for single trips and multiple trips:
 - o A single trip is one customer being picked up at a private address. If the operator can see the customer from the bus, the operator may open the door, lower the lift and proceed to greet the customer. If the customer is not in sight of the operator, the door will remain closed and the lift will not be lowered until after the customer is escorted to the bus.
 - o A multiple trip is two or more customers with one pick-up or one drop-off location. If multiple pick-ups are at recurring locations where customers are out of sight, the operator may leave the door open and lift down for subsequent customers 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, the operator must close the door and raise the lift after subsequent customers.

2. RESPONSIBILITIES - CUSTOMERS

Customers are required to:

- a) Be ready 10 minutes prior to the scheduled pick-up time.
- b) Keep pets under control prior to the operator arriving.
- c) Keep steps and walkways clear of snow and ice.
- d) Have the fare ready when the operator arrives.
- e) Drive mobility devices in a safe manner.
- f) Stay seated with their seatbelt fastened until the vehicle stops.
- g) Listen to the operator when getting on and off the vehicle.
- h) Wear proper clothes and footwear for the weather, unless exceptions must be made for medical reasons.
- i) Speak with respect and not swear or use abusive words when speaking with operators, other customers and clerks.
- j) Not smoke in the vehicle including e-cigarettes.
- k) Not use scents such as aftershave and perfumes.
- l) Not use alcohol or non-prescription drugs in the vehicle. All alcohol being transported must be closed and out of sight.
- m) Not touch the equipment in the bus.
- n) Not transport any hazardous materials.

- o) Not sell or pass out information without the approval of paratransit.
- p) Not touch other customers and operators.

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

VI. EMERGENCIES

1. EMERGENCIES

- a) In an emergency, the safety and well-being of customers will be the first priority.
- b) Emergencies may include but are not limited to: medical incidents involving customers, intruders on the vehicle, accidents or fire in the vehicle.
- c) In an emergency, the operator uses the emergency button to advise the clerk of the nature of the emergency.
- d) In a medical emergency, the clerk will advise the operator to take the customer 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 customers.
- f) When an operator notifies the clerk of an emergency, the operator will contact 911 if necessary. If required, the clerk will contact 911 on the operator's behalf and/or arrange for another vehicle and the transfer of customers.
- g) Also see Vehicle Difficulties – Section VII-4, page 28.

2. EMERGENCY SERVICE REQUEST

- a) Paratransit is not an emergency medical service. If a customer is experiencing an emergency, 911 must be called.
- b) Any requests for emergency service will be declined by the clerk.

3. INCLEMENT WEATHER CONDITIONS

- a) The Transit Department has the discretion to temporarily discontinue or modify service in the case of severe weather conditions where the customer's or operator's safety may be compromised. In these circumstances, no new trips will be provided and every attempt will be made to provide return trips as scheduled. Customers will be contacted by paratransit accordingly.

VII. VEHICLES

1. VEHICLES

- a) The City owned fleet of vehicles includes small buses.
- b) The City may modify the vehicles it uses to provide paratransit service at anytime.
- c) Taxis may also be used to provide paratransit trips (See Taxis – Section VII-2, page 27).
- d) Paratransit vehicles equipped with lifts are restricted to the following; 34 inches by 54 inches lift dimensions, 800lb weight limit on the lift, and 500lb weight limit on the seats. Customers and their mobility devices must not exceed any of the above weight and size restrictions.

2. TAXIS

- a) Paratransit may use taxis to provide trips.
- b) Both taxis for ambulatory customers and those using mobility devices may be used.
- c) Taxis will charge paratransit the meter rate for each trip and bill the City directly.

3. CAMERAS ON VEHICLES

All new paratransit vehicles are equipped with a camera surveillance system which records the interior and exterior of the vehicle. This ensures the safety of customers, operators and the vehicles.

- a) The use of cameras is governed by the “Transit Surveillance Operational Policy 7700-TRA-13.”
- b) All vehicles with a camera system will be identified with signs on the vehicles.
- c) Camera footage is kept on file in the vehicle for 10 days and cannot be viewed live.
- d) Camera footage will only be viewed by an authorized person if an incident or an accident occurs.
- e) All personal information that is collected is done so in accordance with The Local Authority Freedom of Information and Privacy Act (The LAFOIPP Act).

4. VEHICLE DIFFICULTIES

- a) Vehicles may have mechanical problems or become detained while in service. If so, paratransit will strive to resolve the situation as quickly as possible and customer comfort and safety will be the primary concern.
- b) If a vehicle has mechanical difficulty, the operator will call the clerk immediately. If difficulty is minor and the vehicle is still safe for use, the vehicle will continue its route. If the difficulty is major, another vehicle will be sent immediately and customers will be transferred. Other vehicles in service that day will be used or an additional vehicle will be called into service.
- c) When a vehicle gets stuck, the operator will call the clerk immediately to arrange for the transfer of customers onto another vehicle. If this is not possible, an additional vehicle will be sent immediately by the contractor to facilitate the transfer.
- d) If cold weather conditions exist, the operator will provide emergency blankets to customers while they wait to be transferred.
- e) If the delay in getting customers to their destination is excessive, the emergency contact will be called by the clerk.
- f) If the health or safety of any customer is at risk, the vehicle may be evacuated and emergency services will be contacted to assist.

VIII. CUSTOMER FEEDBACK

1. COMMENTS, COMPLAINTS AND COMPLIMENTS

- a) Complaints, compliments or service issues may be registered by phoning Service Regina at 306-777-7000. 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) Customers or someone on their behalf who is reporting the complaint should gather as much information as possible about the issue. Information such as the date and time of the problem, pick-up and drop-off location and the vehicle number are helpful.
- c) All issues are fully reviewed by the paratransit administration.
- d) Customers will be contacted with a response to their complaints if they provide callback information.