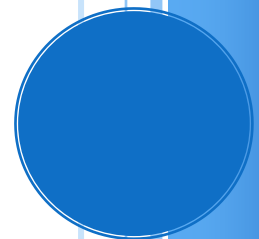


# Regional Transportation Service

## Brooks to Medicine Hat Pilot Project

### GUIDE BOOK



# REGIONAL TRANSPORTATION SERVICE - BROOKS TO MEDICINE HAT PILOT PROJECT

## GUIDE BOOK

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# Regional Transportation Service

## Brooks to Medicine Hat Pilot Project

### About the Regional Transportation Service

The Regional Transportation Service is a driver-assisted transportation service for residents of the Brooks Region who are in need of transportation services to Medicine Hat.

It is important to note that though the Pilot is not restrictive, priority will be given to those individuals who are in need of medical services within the Medicine Hat area.

Service hours are:

**Monday's, Wednesday's and Friday's: 7:00 a.m. to 4:00 p.m. (excluding statutory holidays). Consideration may be given to an alternate schedule if deemed necessary.**

All persons utilizing the Regional Transportation Service must complete all application forms and be registered with the Service.



## How to Apply

All completed application forms must be submitted and approved before you can use the Service. Applicants are responsible for any charges associated with completing the application.

### **Applications are available at:**

City of Brooks Office, 201 1<sup>st</sup> Avenue West, Brooks.

Online at [www.brooks.ca](http://www.brooks.ca)

By calling 403-362-6190.

### **The application process involves two steps:**

- Part A of the application form must be completed in full by all applicants.
- Part B of the application form is to be completed by a qualified medical practitioner (Medical Doctor, Registered Nurse, etc.) for those with a medical condition. This is for the safety of all involved, most importantly, your own.

Completed applications can be faxed to 403-362-4787 or returned by mail or in person to:

*Regional Transportation Service, PO Box 879, 201 1<sup>st</sup> Avenue West, Brooks, Alberta T1R 1B7*

*All personal information collected on the application form is collected under the authority of Section 33(C) of the Freedom of Information and Protection of Privacy Act, RSA, 2000 (FOIP) and will be used to determine eligibility for Regional Transportation Service Services. If you have any questions regarding the collection of this personal information, please contact the FOIP Coordinator at 403-362-3333.*

Applicants will be notified by letter, if they are or are not eligible for the Regional Transportation Service. For questions, or to check the status of your application, contact the City of Brooks at 403-362-3333.

## Information Changes/Customer Expectations

**Clients/Caregivers:** Please call 403-362-3333 to inform us of any changes to a medical condition, address, emergency contact person, phone numbers or the equipment you or your client uses. Up-to-date information is essential in order to provide you or your client with the best and safest service.

Abusing service privileges and/or ignoring the Passenger Code of Conduct shall be grounds **for temporary or permanent cancellation of your eligibility.**

## Weekly Trips

### Regional Transportation Service

Hours of Operation/Locations of Service

**Service hours:**

**Monday's, Wednesday's and Friday's: 7:00 a.m. to 4:00 p.m. (excluding statutory holidays).**

- Bus will leave from and arrive back at the JBS Canada Centre located at 323 1st Street East, Brooks, AB (inside entrance to the facility).
- Bus leaves at 7:00 a.m. from Brooks to Medicine Hat.
- Bus leaves Medicine Hat at 3:00 p.m. arriving in Brooks at or around 4:00 p.m.
- Pack what you feel is necessary (lunch, book etc.), as wait times will be undetermined during the day.

***Please note:*** All Service bookings are made on a "medical service" basis; other types of bookings will be based on availability.



## Types of Trips

### Reservation Trips

- Are for occasional and casual trips; and,
- Should be booked at least one (1) week in advance, as bookings are on a first come first served basis and as vehicle capacity and scheduling allows.

### Recurring Trips

- Are trips that travel from the same origin to the same destination, on pre-booked Monday's, Wednesday's and Friday's;
- Can be one trip per month;
- Once booked, subscription service runs as long as it is needed;
- Must be temporarily cancelled if you do not need your subscription trip on a particular day/time; and,
- Should be reviewed regularly based on need (permanently cancel any subscription trips that are no longer needed).

### Established Route

- Medical appointment locations will be given priority for pick-ups and drop-offs however, the following additional locations may be considered:
  - Medicine Hat Mall
  - Value Village
  - Costco

## How to Book

- Call 403-362-6190 between 8:00 a.m. and 4:00 p.m. on weekdays.

**Please note:** *The Regional Transportation Service is closed on statutory holidays*

When you book a trip, you will be asked:

- What day you wish to travel;
- The exact address for your pick-up and drop-off (name of location, business/facility, etc.);
- If you will be accompanied by a companion or mandatory attendant (MA);
- If you wish to use a wheelchair or another type of mobility aid; and,
- If you wish to book a return trip.

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**! Remember:**

**Staff will confirm the trip by repeating it back to you. Please ensure all information is correct.**

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**Tips for booking:**

- Avoid high-volume call times by calling in the afternoon instead of the morning.
- Plan ahead and try to pre-book your trips up to one (1) week ahead.

## Maximum Trip Times

The Regional Transportation Service tries to minimize your travel time. However, because of the shared-ride nature of Service, please keep in mind the following maximum trip time guideline when planning your trip.

- Upon arrival in Medicine Hat, it may take up to 45 minutes in length to get to your destination, due to multiple pick-up and drop-off locations.



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**! Remember:**

**The Regional Transportation Service is NOT a taxi service.**

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## Expectations

When you book a Regional Transportation Service trip, Staff will give you a five (5) minute window of time for pick-up at the JBS Canada Centre (inside entrance doors of the facility). Timely service and customer satisfaction is greatly affected by drivers having to wait for customers to be ready when they arrive. Please be ready at the start of your pick-up period for all pick-ups, as this will improve overall service efficiency.

For Medicine Hat pick-up, the vehicle will wait a **maximum of five (5) minutes** upon arrival within your scheduled pick-up time period.

***Please note:*** Drivers will **not** search buildings for customers not present at the outside door/location upon arrival.

## Cancellations

There is a high demand for the Regional Transportation Service, therefore, please call the Service promptly if you need to cancel your trip. Please ensure that you give at least three (3) days-notice of cancellation before your scheduled trip time. Your cancellation saves drivers making an unnecessary trip and may allow another customer the opportunity to book a trip for the same time.

Call 403-362-6190 or 403-362-3333 to place a 'temporary cancel' on your recurring trips, or when you are not planning to use the Service.

### Tip for Cancelling:

- Let the scheduler/dispatcher know your name as well as the time and date of your trip to be cancelled.
- You can cancel your trip on the phone when you are connected to the City Hall voicemail system in the evenings if you no longer need the service.

## No-Shows

A customer is considered a no-show when:

- The vehicle arrives at the scheduled time and pick-up location and no one is there within five (5) minutes; or,
- The customer cancels less than two (2) hours before the trip.

No-shows are recorded in customer files and regular no-shows may lead to a suspension of service.



## Trip Adjustments

If you want to adjust your trip, call City Staff prior to noon (12 p.m.) the week before your travel date.

During your trip on the Service vehicle, you may ask the operator for a change of destination close to your original location and we *may* be able to accommodate that change. Regional Transportation Service standards must be maintained and other customers must not be negatively affected.



## Fare Payment

A Service voucher or exact change is required to access the bus. Service vouchers can be purchased at:

LOCATIONS	
City of Brooks Firehall	504 Cassils Road East
City Hall	201-1 <sup>st</sup> Avenue West

### Please note:

- All mandatory attendants for registered users will ride for free on the Service vehicle.
- A fare is required from all non-mandatory companions (friends or family, excluding children under 12) accompanying registered users on the Service vehicle.
- Debit machines are available at the Firehall and City Hall.

**Fares:**

TRIP	COST
One-way trip from City of Brooks to Medicine Hat	\$20.00 (exact change only or 1 Service voucher)
Round trip	\$40.00 (exact change only or 2 Service vouchers)

**Fact:**

Please have exact change, or a Service voucher ready, as the drivers do not carry change.

**Drivers' Assistance****Drivers will:**

- Operate ramps on their vehicle;
- Secure wheelchairs and scooters to the floor of the vehicle using restraint devices;
- Secure walkers in designated location of bus using safety strapping;
- Assist customers with lap/shoulder straps and belts;
- Assist customers on and off vehicles;
- Assist customers between the vehicle and the inside of the nearest exterior set of accessible doors at the place of origin and/or destination; and,
- Help with parcels or baggage at the driver's discretion.

**Drivers will not:**

- Search for patrons in hospitals, clinics, stores or other buildings;
- Make any repairs or adjustments to your equipment;

- Take you or your equipment up or down the steps or on unstable/ unsafe ground or ramps;
- Help pull you from a seating position to board/exit the bus;
- Pick up any patrons who have not been booked into the Service schedule even if they are a registered user; and,
- Accept gifts or gratuities.
  - If you would like to acknowledge a driver's service, please submit a compliment by calling Regional Transportation Service at 403-362-3333.

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### **! Remember:**

**If a customer cannot be left alone at their drop-off destination, someone must accompany or must be available to meet them.**

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## Companions on the Regional Transportation Service

A companion is a person who travels with the Service registrant, but is not required to do so as a mandatory attendant. If space is available, you may take a companion on your trip. Please check with Staff when making your booking. Companions are required to pay the regular Service fare.

## Mandatory Attendant

Customers who require a mandatory attendant must request the designation at the time of application. Mandatory attendants are **not** required to pay a fare.

Remember: Customers who are assigned mandatory attendant status are not able to book any trips for travel without an attendant.

Mandatory attendant status may be assigned by Regional Transportation Service administration when:

- A customer needs individual assistance on the vehicle due to a medical condition and/or behavioural concerns.
- A customer displays unacceptable behaviour that affects other passengers and/or the driver.
- A customer cannot be left alone and no one is available to receive them at their destination.

Mandatory attendant status is assigned to a patron who requires assistance to complete the journey. It does not apply to assistance needed prior to pick-up or after drop-off.

## Medical Emergency

Regional Transportation Service drivers must concentrate on the safe operation of their vehicle and the road conditions. The drivers cannot supervise those who require constant or frequent attention due to medical or behavioural reasons.

In the event of a medical emergency, the Regional Transportation Service driver will call 911 for assistance. The cost of such an emergency shall be the sole responsibility of the client/passenger. All Service drivers are trained in First Aid should an emergency situation arise.



## Passenger Code of Conduct

No person shall cause a disturbance that may negatively affect other passengers and/or distract the driver from the safe operation of the vehicle.

Some examples include:

- Yelling, swearing, hitting or throwing objects;
- Using excessive perfume;
- Spitting or biting;
- Arguing, refusing to cooperate with the Service driver or not adhering to procedures (such as wearing seatbelts or shoulder strap/lap belt assemblies);
- Threatening or harassing the driver or other passengers;
- Excessive, distracting or dangerous movement of arms, legs, head or torso beyond the passenger's personal space in the vehicle;
- Urination, defecation; or,
- Public nudity, sexual conduct or activity.

Please remember: the Regional Transportation Service may not meet all of your travel needs. When a higher level of service is required, we recommend a private service option such as a shuttle, taxi service or private vehicle.

For information on shuttle or private taxi services, please consult your local telephone directory.

## Service Animals

Only certified service/assistance animals are accommodated on Service vehicles to help patrons with visual, hearing or other physical and cognitive disabilities. Service/assistance animals must have the appropriate training and certification, with documentation on file with the Regional Transportation Service verifying that the animal has been trained by a recognized service animal training facility.

## Passenger Safety

The Regional Transportation Service is dedicated to the safety of every passenger on every trip. All passengers on the Service vehicle are required to use the appropriate securement systems or transfer to a vehicle seat for the safest trip possible. Seatbelts must be fastened when sitting in Service vehicle seats.

Correct use of a securement safety system (for mobility aids) and seatbelt assemblies (for passengers) is mandatory and is a condition of use while travelling on the Service vehicle.

## Medical Seatbelt Exemption

All Regional Transportation Service registrants are required to wear a seatbelt/shoulder strap, unless they have a medical exemption letter on file, which has been signed by a medical doctor.

The Province of Alberta has specific requirements, which the Regional Transportation Service must follow regarding seatbelt exemptions for medical reasons - these letters must be updated annually.



## Mobility Aid Standards

For the safety of all passengers, all wheelchairs, walkers and scooters transported on the Regional Transportation Service must meet specific size, weight and safety guidelines. All mobility aids must be kept in good repair at all

times or they will not be taken on the Service vehicle. If the drivers cannot properly secure your mobility aid, we will not be able to provide you with service using that mobility aid. The use of a wheelchair lap belt and shoulder strap assembly in the vehicles is mandatory.

### **Safety standards:**

- Combined weight of chair or scooter and passenger cannot exceed 750 lbs (340 kilograms).
- Maximum base dimensions for wheelchairs, walkers and scooters is 30" by 50" inches (76 by 127 cm). Equipment larger than this cannot be accommodated.
- Wheelchairs and scooters must have functioning brakes.
- Wheelchairs must have escort handles.
- No flags or other projections are permitted.
- Tie-downs must be securely fastened to the frame of the scooter.
- Scooters may need attachments installed so they can be secured safely to the floor of the vehicle.

### **Tip:**

- Call the Regional Transportation Service before purchasing new equipment to ensure it can be safely secured on our vehicles.

## **Oxygen Use on Service Vehicle**

Oxygen tanks are permitted on Service vehicles for those clients requiring the constant administration of oxygen. Oxygen tanks must be portable in nature.

Transporting tanks that are not being used, or transporting extra tanks, is not permitted.

## **Customer Service**

### **Compliments**

If you are happy with the service you receive from our Regional Transportation Service drivers and staff, please let us know by calling in a compliment.



**Suggestions or concerns:**

We are interested in any comments or suggestions you have about the Regional Transportation Service. We listen to customer concerns and spend considerable time investigating and resolving service issues.

To submit feedback, please call 403-362-3333.

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**Regional Transportation Service****Telephone: 403-362-6190****PO Box 879****Fax: 403-362-4787****Brooks, AB T1R 1B7****[www.brooks.ca](http://www.brooks.ca)**

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