



# LAC LA BICHE COUNTY **Community ACCESS**

## Lac La Biche County Community Access Paratransit Service Guide

---

## Contents

<i>Welcome to CAPB</i> .....	3
<i>Who Can Use CAPB</i> .....	3
<i>Reservation Trips</i> .....	3
<i>Designated Trips</i> .....	3
<i>Transportation Fees</i> .....	4
<i>Operating Hours</i> .....	4
<i>How to Book a Trip</i> .....	4
<i>Change of Information and User Expectations</i> .....	5
<i>Being Ready</i> .....	5
<i>No Shows</i> .....	5
<i>Cancelling a Trip</i> .....	5
<i>Driver Assistance</i> .....	6
<i>Drivers can</i> .....	6
<i>Drivers cannot</i> .....	6
<i>Passenger Safety</i> .....	6
<i>Child Safety Seats</i> .....	6
<i>Wheelchairs and Walkers</i> .....	6-7
<i>Medical Seatbelt Exemption</i> .....	7
<i>Mandatory Attendant</i> .....	7
<i>Passenger Code of Conduct</i> .....	8
<i>Smoking, Drug and Alcohol Restrictions</i> .....	8
<i>Food and Beverages</i> .....	8
<i>Medical Emergency</i> .....	8
<i>Monthly Calendar &amp; Newsletter</i> .....	8
<i>Customer Service</i> .....	8
<i>Commendations, Concerns and Suggestions</i> .....	8

## **Welcome to CAPB**

Community Access Paratransit Bus (CAPB) is a shared-ride, door to door transportation service for seniors (over 60) and for persons with cognitive and/or physical disabilities who reside within Lac La Biche County. The CAPB can be used for medical appointments, shopping, or any planned outing or event during the week.

CAPB operates with a wheelchair accessible vehicle accommodating 9 to 18 passengers.

## **Who Can Use CAPB**

CAPB is available to permanent residents of Lac La Biche County with a physical or cognitive disability or residents over the age of 60. Temporary special needs, like a surgery, would be considered in this program. All persons utilizing CAPB will need to complete the application form found at the back of this document prior to booking.

CAPB staff will review and process each application on an individual basis.

Application process:

- Parts A, B, C and D of the application are required to be completed in full by the applicant.
- Part E of the application is to be completed by the mandatory attendant (if necessary).

Completed application forms can be returned to a paratransit driver, dropped off at the Bold Center to the CAPB Coordinator, faxed to 780-623-3510, emailed to [Paratransit@laclabichecounty.com](mailto:Paratransit@laclabichecounty.com), or mailed to:

County Centre  
Box 1679  
Lac La Biche,  
Alberta T0A 2C0

All completed applications will be processed in a timely manner. If the applicant meets eligibility guidelines, they will be notified by the CAPB Coordinator and may begin using the service immediately. For questions or to check the status of an application, please contact the CAPB Coordinator at 780-623-6763.

## **Reservation Trips**

Reservation trips are for occasional or casual trips. It is recommended that reservations be made as soon as possible to ensure available travel time. The CAPB Team will do their best to accommodate all clients travel needs, however, if it is not possible, the CAPB Coordinator may make alternative suggestions. Reservation bookings must be made one day in advance, no exceptions.

## **Designated Trips**

Designated trips are trips that are scheduled to leave at the same time, from the same origin, going to the same destination each time. A designated trip is scheduled as a trip one or more times each week or one time every two weeks for as long as needed. If you do not need your designated trip on a particular day/time, please temporarily cancel it by contacting the Paratransit Bus Coordinator. We ask that you review your travel needs on a monthly basis with the Paratransit Bus Coordinator to ensure a correct schedule.

## Transportation Fees

Clients will be invoiced for their rider usage at the end of each month. All rates are subject to change at the beginning of each calendar year.

### Registered Client Bookings

One way	– Includes one additional stop between destination*	\$4.00
Round Trip	– Includes one additional stop between each destination*	\$8.00

### Group Bookings

The bus is available to all non-profit organizations of Lac La Biche County.

One way	- up to 18 passengers	\$40.00
Round Trip	- up to 18 passengers	\$80.00

To book the bus contact our office at 780-623-6763.

A rental agreement will be sent to you and can be returned to our office at the Bold Centre or by email.

All group bookings must be made two weeks in advance.

\*All trips must be within Lac La Biche County

### How to Book a Trip

Call the office at **780-623-6763** to book your trip. An answering machine service is provided after business hours and all calls will be returned as soon as possible. If you have not received a call back regarding your booking request, please call the office to confirm. Trips are scheduled based on availability and of the time that is required.

When you call to 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.),
- The time of day you wish to travel,
- Whether or not you will be accompanied by an attendant,
- If you use a wheelchair or another type of mobility aid,
- If you wish to book a return trip.

Please ensure all of the above information is available and correct at the time of booking. Clients are encouraged to plan ahead and book in advance when they receive their appointment date and time. Bookings must be made by 3:00pm the day prior to the date requested. No same day bookings will be accommodated.

### Operating Hours

Paratransit Service:	Monday to Friday	10 am to 5 pm, <i>excluding all holidays</i>
Office hours:	Monday to Friday	8:30 am to 4:30 pm, <i>excluding all holidays</i>

Buses do not run if weather is below -35C, or at any time the weather or road conditions are deemed unsafe, at the driver's discretion. If the bus is not running, clients who have made bookings for that day will be notified.

### **Change of Information and User Expectations**

If you are already registered with CAPB, please call the office at 780-623-6763 to update any changes to your condition, address, emergency contact person, phone numbers, or equipment. Up to date information is required to provide the best and safest service.

All locations served by the CAPB drivers must be accessible. All locations must be kept free of snow and ice to ensure driver and client safety. Please confirm your destination is accessible prior to booking a trip.

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

### **Being Ready**

When you book a CAPB trip, the Coordinator will give you a scheduled pick up time.

On time service and client satisfaction is greatly affected by drivers having to wait for customers to be ready when the CAPB arrives. Please be ready 10 minutes before for your scheduled pick up time as this will improve your own service quality and the service quality for your fellow travelers.

- The vehicle will wait a maximum of **five minutes** upon arrival within your scheduled pick up time.
- Drivers do not ring door bells or search buildings for clients not present at the outside or main door upon arrival.
- If you have someone meeting you upon return, please make sure they are available to assist you at the drop off time.

### **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.
- The customer cancels at the door.
- No shows are recorded in client files and charged a one way fee at regular rates. Regular no shows may lead to a suspension or permanent cancellation of service.
- The vehicle will wait a maximum of **five minutes** upon arrival within your scheduled pick up time. If you are NOT ready during this five minute period, you will be considered a no show.

### **Cancelling a Trip**

Please notify the CAPB office as soon as possible to cancel a trip. This will allow the CAPB Coordinator to make changes to the schedule and possibly provide service to another client. Please call the CAPB office at 780-623-6763 to cancel a trip.

### **Driver Assistance**

**Drivers can:**

- Operate power lifts and ramps on the CAPB vehicle and secure equipment (mobility aids) in the safety restraint devices to the floor of the CAPB vehicle.
- Assist customers with lap/shoulder straps and belts if requested.

- Assist customers on and off vehicles supported by the hand, forearm, or bicep area if requested.
- Assist customers between the vehicle and the inside of the first exterior set of accessible doors at the place of origin and/or destination if requested.

#### **Drivers cannot:**

- Make any repairs or adjustments to clients' equipment.
- Assist with parcels or baggage; please limit purchases to such that can be personally carried off the bus in one trip.
- Enter a client's premises under any circumstances. Please note that all equipment must be at ground level when the driver arrives.
- Move a client from the seated position to board or exit the CAPB vehicle.

#### **Passenger Safety**

CAPB is dedicated to the safety of every client on every trip. All clients in the CAPB vehicle are required to use the appropriate securement system or transfer to a vehicle seat for the safest trip possible

Correct use of a securement safety system (for mobility aids) and seat belt assemblies (passenger) is mandatory and a condition of use while travelling on CAPB. Mobility aid riders must use the seatbelt attached to the mobility aid as well as the securement safety system. *Please see "Wheelchair passenger Safety Procedure"*

#### **Child Safety Seats**

It is not the policy of the CAPB to carry infants and small children. If the necessary tethers and straps are not available, it is at the parent or guardians own discretion whether the child/children should board the bus. It is the responsibility of the parent to provide and secure the seat in position and secure the child/children. **Paratransit drivers are not permitted to secure child safety seats.**

#### **Wheelchairs and Walkers**

For the safety of all passengers, all wheelchairs and walkers transported in the CAPB vehicle must meet specific size, weight and safety guidelines. All mobility aids must be kept in good repair at all times or cannot be taken in the CAPB vehicle. If a mobility aid cannot be secured properly, CAPB cannot provide service to the client using that mobility aid.

**The use of a wheelchair seatbelt is mandatory; if a wheelchair does not have a usable seatbelt (also known as a lap belt) we will be unable to provide service.**

Please note:

- Combined weight of chair and passenger cannot exceed 750 lbs (340 kg)
- Maximum base dimensions for wheelchairs and walkers 30 x 50 inches (76 x127 cm). Equipment that exceeds this maximum cannot be accommodated.
- Wheelchairs must have escort handles.
- Wheel chairs must be kept in good repair at all times.
- No flags or other projections are permitted.

### **Medical Seatbelt Exemption**

All CAPB customers are required to wear a seatbelt/shoulder strap, unless they have a medical exemption stating that they are unable to due to health reasons. If you are not able to use the recommended restraint system (for medical reasons) while travelling in the CAPB vehicle, we require a written exemption (signed by a qualified health care practitioner familiar with your case). The Province of Alberta has specific requirements which CAPB must follow regarding seatbelt exemptions for medical reasons - letters must be updated annually.

### **Mandatory Attendant**

Definition of a mandatory attendant: A mentally competent person of legal age (18+years) who is responsible for the actions and assistance of a registered client. A mandatory attendant may be necessary due to a medical condition and/or behavioral concern while utilizing the services of the CAPB.

- A mandatory attendant is required when a client needs individual assistance in the vehicle and at their destination, due to a medical condition and/or behavioral concerns.
- Clients that require a mandatory attendant are responsible to have this person at their location when the CAPB arrives to pick them up.
- Mandatory attendants are not required to pay a fare.
- Mandatory attendants must be registered with the CAPB unless they are from a medical facility, care centre or another facility that has their clients registered for employment purposes. The name and telephone number of the mandatory attendant should be given to the CAPB before the start of the trip.
- Clients displaying unacceptable behavior that affects other passengers and/or the driver will be required to ride with an attendant at all times.
- If no mandatory attendant is available at the client's scheduled pick up time and location, the CAPB is unable to transport client and the trip will need to be rescheduled.

### **Passenger Code of Conduct**

All clients and attendants, CAPB drivers and staff will speak and act responsibly and respectfully at all times. No person shall cause a disturbance that may negatively affect other clients and/or distract the driver from the safe operation of the vehicle.

Some examples include:

- Yelling, hitting or throwing objects
- Excessive perfume or heavy scented products
- Spitting or biting
- Arguing, refusing to co-operate with the CAPB driver or adhere to the procedures (such as wearing seatbelts or shoulder strap/lap belt assemblies)
- Threatening or harassing the driver or other customers
- Excessive, distracting or dangerous movement of arms, legs, head or torso beyond the

- passenger's personal space in the vehicle
- Urination, defecation
- Public nudity, sexual conduct or activity

### **Smoking, Drug and Alcohol Restrictions**

Customers are prohibited to be in the possession of or under the influence of alcohol or illegal drugs when riding the CAPB.

### **Food and Beverages**

With the exception of water, food and beverages are not permitted on the bus.

### **Medical Emergency**

In the event of a medical emergency the CAPB driver will call **9-1-1** for assistance. The cost of such emergency shall be the sole responsibility of the client/passenger.

CAPB drivers must concentrate on the safe operation of the vehicle and the road conditions.

The drivers cannot supervise those who require constant or frequent attention due to medical or behavioral reasons.

### **Calendar and Newsletter**

The CAPB News & Upcoming Events can be emailed to clients upon request. If you are interested in receiving a copy, please call 780-623-6763 to have your name added to the emailing list.

### **Customer Service - Commendations, Concerns and Suggestions**

If you are happy with the service you are getting from the CAPB drivers and staff, let us know by calling in a commendation! We are also interested in any suggestions, comments or concerns that you may have about the CAPB please call 780-623-6763 or email [Paratransit@laclabichcounty.com](mailto:Paratransit@laclabichcounty.com)