



LAC LA BICHE COUNTY
Community ACCESS

**Lac La Biche County
Community Access Handbook**

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Welcome to the Community Access Program

The Community Access (CA) Program is Lac La Biche County's response to ensuring people are able to access medical and professional appointments, run errands, and attend recreational / social gatherings. This is intended for the elderly, people with mobility issues, people with other disabilities or lacking transportation for other reasons. It may include people needing the service for a short term (i.e., recovering from hip or knee surgery, cataract surgery, broken limb, etc.)

The Community Access program has two streams: Paratransit / Rural stream and Community Access stream.

Paratransit / Rural Stream – people must register for these services. People over 65 years of age, people with mobility challenges, cognitive function challenges are eligible for this program. People living outside the boundaries of the hamlet of Lac La Biche are also eligible to register for this program.

- + The Paratransit service provides door-to-door service for the entirety of the outing, and includes an additional stop within a round-trip booking.
- + The Rural Community Access service provides pick-up from the rider's residence to the first destination point within the hamlet of Lac La Biche. Additional travel within the hamlet will be pick up / drop off at Community Access designated bus stops. Each pick up costs the Community Access fare of \$2 / individual; \$5 / family.
 - Registration package is attached as Appendix A

Community Access Stream – this program is available for people living within the hamlet of Lac La Biche. People utilizing the Community Access program must be picked up / dropped off at an authorized Community Access stop. (A map and description of where the stops are located is included as Appendix B.)

Who Can Use CA Service

The Community Access program is available to all Lac La Biche County residents. The program is only available within the geographical boundaries of Lac La Biche County.

This program is accessible to all Lac La Biche County residents needing transportation assistance within the municipal boundaries.

It is recommended that children 12 years of age or under be accompanied by an adult. Requests for exemptions to this must be brought to the attention of the FCSS Manager.

USER FEES

Registered Paratransit users are invoiced at the end of each month.

Community Access users, both rural and urban riders, should pay using a punch pass. Punch Pass must be provided upon entering the bus.

Paratransit

Urban – one way	\$ 4.00
Urban – round trip (includes one extra stop within the	\$ 8.00

round trip ²)		
Rural – one way, individual		\$ 8.00
Rural – round trip, individual (includes one extra stop within the round trip ²)		\$ 16.00
Rural – one way, family ³		\$ 20.00
Rural – round trip, family ³		\$ 40.00
Rural Community Access¹		
One way, individual		\$ 8.00
Round trip, individual ¹		\$ 16.00
One way, family		\$ 20.00
Round trip, family ¹		\$ 40.00
Community Access		
One way - individual		\$ 2.00
One way – family ³		\$ 5.00
Punch Passes		
Paratransit Urban - Individual	12 rides	\$ 40.00
Paratransit / Rural - Individual	12 rides	\$ 90.00
Paratransit / Rural – Family ³	12 rides	\$ 210.00
Community Access Urban – Individual	12 rides	\$ 20.00
Community Access Urban – Family ³	12 rides	\$ 50.00

¹**Rural** Community Access riders are not eligible for door-to-door service within the hamlet of Lac La Biche. (Riders will be dropped off at their first location as part of the Rural Community Access service, but thereafter they must utilize the Community Access bus stop service.)

²**Extra Stop** – the extra stop provided for in a round trip is only within the hamlet of Lac La Biche, or if travelling from/to Plamondon, within the hamlet of Plamondon. This extra stop is to accommodate picking up prescriptions, mail or grocery items.

³Family Fare is defined as up to 6 people **from one household, meaning caregiver and children.**

Children 4 years of age and under ride free with parent or guardian.

All rates are subject to change at the beginning of each calendar year.

NOTE: Passengers not eligible for *Paratransit* service requesting door-to-door service will be charged \$25 one way for an urban trip. The fee must be paid upon boarding the bus.

Low-income Lac La Biche County residents may be eligible for fee assistance through the *Fair Access* program. For further information, please call the Customer Service desk at the Bold Centre (780-623-3829) or visit <https://www.laclabichedcounty.com/Home/DownloadDocument?docId=0eacc8cc-4f02-4c3a-b63b-6c9464b21d4f>

Group Trips

The bus may be available to non-profit organizations of Lac La Biche County to support community events, dependent on driver and schedule availability.

One way - urban	Up to 18 passengers (with 2 wheelchairs, up to 16 passengers)	\$ 40.00
Round trip – urban	Up to 18 passengers (with 2 wheelchairs, up to 16 passengers)	\$ 75.00
One way – rural	Up to 18 passengers (with 2 wheelchairs, up to 16 passengers)	\$ 60.00
Round trip - rural	Up to 18 passengers (with 2 wheelchairs, up to 16 passengers)	\$ 100.00

To book the bus contact our office at 780-623-6763 or dispatch at 780-623-6745.

All group bookings must be made at least two weeks in advance and is subject to availability.

*Group trips must be within Lac La Biche County.

Operating Hours

Community Access Bus: Monday to Friday 9:00am – 6:00pm, *excluding Statutory holidays.*

Office / Dispatch Hours: Monday to Friday 8:30am to 12:00pm, 1:00 - 4:30pm, *excluding Statutory holidays.*

Booking / Trip Scheduling

PHONE DISPATCH: **780-623-6745**

Paratransit and Rural Community Access trips **MUST** be booked 24 business hours in advance of when the service is required. Priority is given in the following order:

- FIRST PRIORITY Paratransit medical or professional appointments
- SECOND PRIORITY Community Access Rural - medical or professional appointments
- THIRD PRIORITY Paratransit / Community Access Rural – errands
- FOURTH PRIORITY Socialization / Recreation
- OTHER Will be addressed as they arise

Community Access trips can only be booked on the day of the required trip. Community Access service will be accommodated if there is time within the schedule to accommodate a trip.

Booking Procedure

See schedule at [Lac La Biche County - Community Access System \(busing\)](#)

Process:

1. Riders call the dispatch number to request a trip to be booked. For Paratransit or Rural Community Access riders, the booking must be made at least one business day before the ride is needed.
2. The dispatcher can confirm if the requested time is available, or to identify a suitable time for both the rider and the drivers' schedules.
3. If a rider leaves a voicemail message, the trip is NOT confirmed until the dispatcher returns the call.
4. FOR COMMUNITY ACCESS trip requests the day of a trip:
 - a. The rider calls the dispatcher to request the pick-up. The rider must identify their address, or the bus stop they will need to be picked up from.
 - b. The dispatcher takes the information and calls the drivers to confirm time availability and bus stop location for pick up.
 - c. The dispatcher calls the rider back to confirm pick time and bus stop location, or if there is no availability. **The trip is not secured until Dispatch calls the rider back.**

NOTE: Riders must have a punch pass to utilize the service.

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 Northern Lights Public School buses are not running, the CA will also not be running. Riders with scheduled trips will be contacted to cancel the trips. If you are unsure if buses are running you can call the office at 780-623-6745.

On-time service and client satisfaction are greatly affected by drivers having to wait for customers to be ready. Please be ready 5 to 10 minutes before for your scheduled pick-up time as this will improve service quality for you and your fellow travelers. The driver cannot wait for passengers and will adhere to the trips schedule as much as possible (weather conditions, train crossings or unforeseen circumstances may delay the bus at times).

Please Note: Bookings must be cancelled before the bus is at your home, or in the case of rural bookings, before the bus has left the hamlet of Lac La Biche. 'No shows' will be charged a one way fare.

Driver Assistance

Drivers may:

- 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.
- Going from and to building entrances.

Drivers cannot:

- Assist with parcels or baggage; the rider should limit purchases so they can be personally carried off the bus in one trip.
- Going into or coming out of buildings.

Carry-on: Due to space restrictions and safety, passengers may be limited in the number of carry-on bags/ parcels at the driver's discretion.

Passenger Safety

CA is dedicated to the safety of every client on every trip. The community bus is equipped with cameras for the safety of the passengers as well as the driver. All clients using the community bus are required to wear seatbelts for the safest trip possible. For the Community Access service, the bus stops at designated bus stops only, with no exceptions. A map of the Community Access stops and legend with the physical locations is in Appendix B.

All riders ride at their own risk.

Child Safety Seats

If the necessary tethers and/or straps are not available to secure a child safety seat, it is at the parent or guardian's discretion whether the child/children should ride the bus. If you choose to use the devices, it is the guardian's responsibility to provide and secure a child safety seat in position and secure the child/children. **Community Access drivers are not responsible for the securement of child safety seats, nor are they permitted to secure child safety seats.**

Passenger Code of Conduct

All clients and attendants, CAB 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 CA driver or adhering 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

A passenger may be asked to leave the bus due to misconduct, at the driver's discretion.

Smoking, Drug and Alcohol Restrictions

- Customers under the influence of alcohol or drugs will not be allowed to ride the bus.
- Smoking on the bus is prohibited.

Food and Beverages

- Food and beverages are not permitted to be consumed on the bus, except for bottled water.

Pets

No pets are allowed on the bus. Service animals specifically trained and registered as a service animal to aid people with disabilities are welcome.

Medical Emergency

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

Customer Service - Commendations, Concerns and Suggestions

If you are happy with the service you are getting from the CAB 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 CA service. Please call 780-623-6763, dispatch at 780-623-6745 or email communitybus@laclabichcounty.com

Alternatively, you can also contact the FCSS manager at 780-623-6819 or 780-520-8576.

Community Access Application Form

Please drop completed forms at the **Bold Centre Customer Service Desk**

Paratransit

For family, please provide names of each member on form below

Rural Community Access

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Registration Number- Office Use Only

All applicants must complete parts A - C. Only complete Part D if a mandatory attendant is required.

Part A: Personal Information

To be completed by the applicant

Name:

Birth Date:

Day

Month

Year

Billing Address:

Physical Address

(Pick Up Location:

Home Phone Number

Cell Phone Number

Emergency Contact Name:

Emergency Contact Number:

Home Phone

Cell Phone

Relationship to Client:

Part B: Additional Information

To be completed by the applicant

Please provide any medical conditions or information that may be relevant to this application that may help staff understand the rider's needs. (This may include such information as mobility aids, service animal requirement, oxygen tank, etc.):

I hereby declare that the information provided above is true and correctly represents my condition

Applicant's Signature

Date

The personal information on this form is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act and shall be used only for the purpose for which it is collected. If you have any questions about the collection, contact the CABP Coordinator at 780-623-6763.



Mandatory Attendant Applicant Form

Part D: Personal Information

To be completed by the attendant

Name:

Physical Address

(Pick Up Location):

Home Phone Number

|| Phone Number

Emergency Contact Name:

Emergency Contact Number:

Home Phone

Cell Phone

Relationship to Client:

Additional Information

To be completed by the attendant

Please provide any additional information that may be relevant to provide the client safe travel and service:

Signature & Date

To be completed by the attendant

I hereby declare that the information provided above is true and correct.

Attendant Signature

Date

The personal information on this form is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act and shall be used only for the purpose for which it is collected. If you have any questions about the collection, contact the CABP Coordinator at 780-623-6763.

Rider Reminders

It is the Paratransit user's responsibility to:

- Book trips at least one day in advance; same day bookings may not be accommodated due to already scheduled trips, staffing and vehicle availability.
- Bookings must be cancelled before the bus arrives. In the case of rural trips, the cancellation must be before the bus leaves the hamlet. No shows will be charged a one-way fee of \$4.00 for urban trip; \$8.00 for a rural trip.
- Be ready 10 minutes before your scheduled pick up time.
- Follow the Operator's instructions at all times while boarding, riding, and exiting the Community Access Bus.
- Wheelchair and scooter users must ensure that all parts of the mobility device are in good working condition. (i.e. brakes, seatbelt)
- Wheelchair and scooter users must wear seatbelts attached to the mobility device, as well as the straps provided by the paratransit securement system.
- Wear appropriate clothes and footwear for the weather.
- All locations must be accessible and with snow and ice cleared for vehicle travel or service cannot be provided.
- CAPB Operators are not responsible for assisting with parcels, groceries etc.
- Registrants displaying unacceptable behavior that affects other passengers (and/or the Operator) will be required to always ride with an attendant.
- If a mandatory attendant is required, the registrant will not be able to book any trips for travel without assurance that an attendant will be travelling with the client. **Part D of this Application must be filled out by the attendant.***

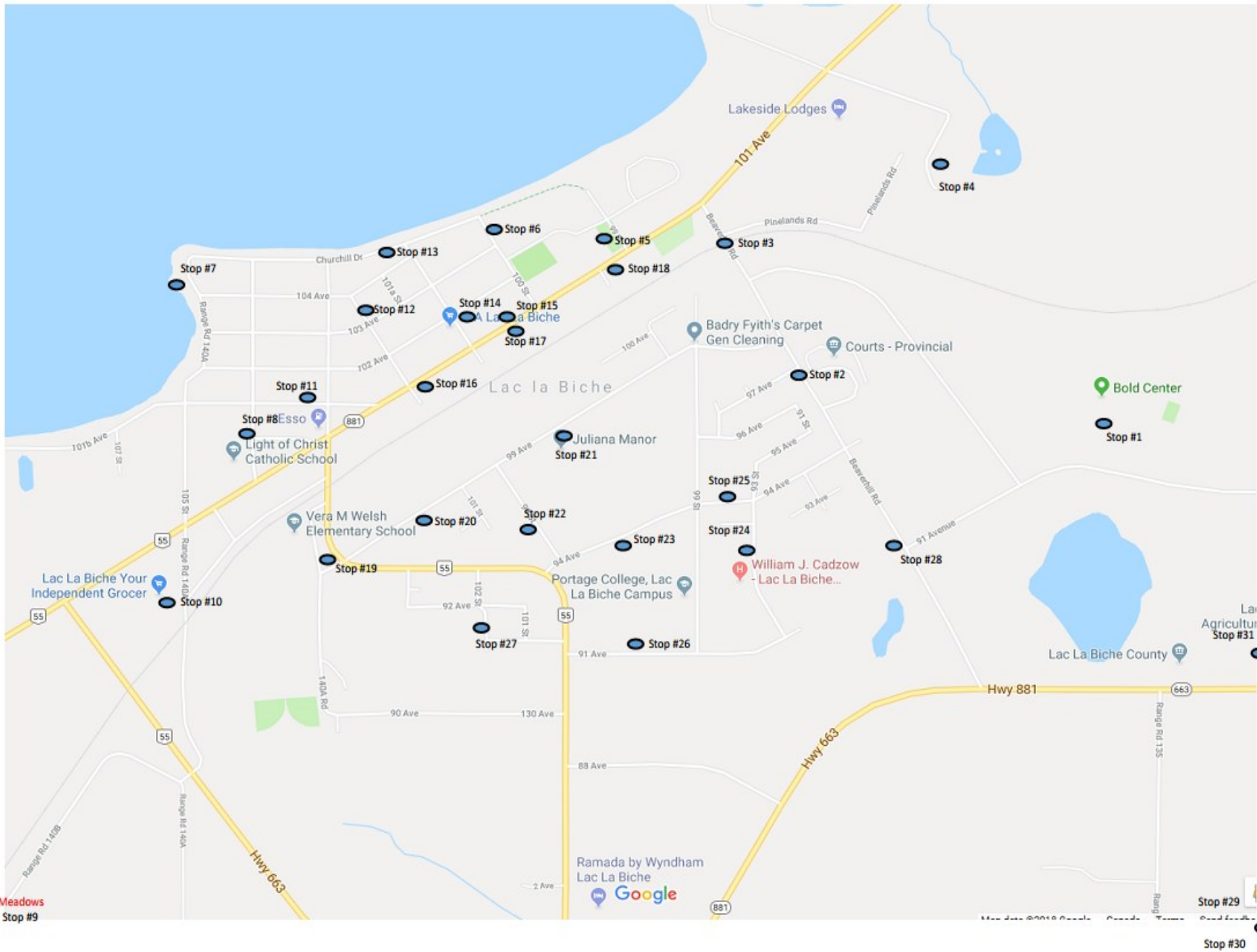
***Definition of Mandatory Attendant:** A mentally competent person of legal age (18+ years) who is responsible for the actions and assistance of a registered client that requires assistance due to a medical condition and/or behavioral concern while utilizing the services of the CAPB.

Completed application forms can be returned to a paratransit driver, dropped off with FCSS at the Bold Center at 100 8702-91 Ave Lac La Biche, AB T0A 2C0, fax to 780-623-3510, emailed to Paratransit@laclabichecounty.com, or mailed to:

FCSS – Paratransit

Box 1679

Lac La Biche, Alberta T0A 2C0



COMMUNITY ACCESS BUS STOPS' LOCATIONS

1. Bold Center – in front of main doors
2. Provincial Building – on street, going north on Beaver Hill Road
3. Parking lot – Protective Services Building
4. Alexander Hamilton Park
5. Parking lot of museum – close to spray park – 99 Street
6. In front of McArthur Place – going north on 100 Street
7. Range Road 140A / 105 Street – going south – pull out by big dock
8. Between corner and SunVilla - going south
9. Deer Meadows – by the admin office
10. Independent Grocers (permission obtained)
11. 101 Avenue by Little Sprouts Day Care – going west
12. 102 Street across from Corbier Corner – going north
13. Churchill Drive in front of CNFC / Anglican Church – going east
14. 102 Avenue across from Ginger Cafe location – travelling east
15. 101 Avenue in front of old La Biche Inn – travelling west
16. 101 Avenue in front of Value Drug Mart – travelling east
17. 101 Avenue in front of Associated Medical Clinic (handicapped parking) – travelling east
18. 101 Avenue in front of duplexes, just east of KFC – travelling east
19. Hwy 55 by sidewalk going to VMW parking lot – travelling south
20. 99 Ave close to Fortis building – going east
21. 99 Avenue in front of Julianna Manor – going east
22. 99 Street in front of Birch Wood Manor (?) – going south
23. 94 Ave in front of Portage College housing, on the street – going east
24. 93 Street between hospital and Hope Haven – going south
25. Dumasfield Park, 94 Ave – going west
26. 91 Avenue, by Portage College parking lot close to pool – going west
27. 102 Street by old laundromat – going south
28. Beaverhill Road in front of Lalcata Lodge where the turning lane starts – going south
29. Bonesville – in front of current previous homeless camp
30. Bonesville – opposite end of the subdivision
31. LLB Ag Grounds / Farmers' Market