

PARATRANSIT WAIVER FORM



**RELEASE OF LIABILITY, WAIVER OF CLAIMS,
ASSUMPTIONS OF RISKS AND INDEMNITY AGREEMENT.**

**BY SIGNING THIS DOCUMENT YOU WILL WAIVE CERTAIN
LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE! PLEASE
READ CAREFULLY.**

I, _____
as a client of the Lac La Biche County *Paratransit Service*, making use of the services offered, do hereby agree for myself to save harmless and keep indemnified the Lac La Biche County and staff and/or its organizers and their agents, officials, volunteers, servants and representatives from and against all claims, actions, causes of action, costs, expenses and demands, howsoever caused, notwithstanding that the same may have been construed to or occasioned by the negligence of the said body(s), their agents, officials, volunteers, servants and representatives, which I have or at any time may have, for in respect of debt, injury, loss or damage to me arising out of or in connection with the use of the Lac La Biche County Paratransit Service.

Assumptions of Risks

Use of the Lac La Biche County Paratransit Service (hereinafter referred to as the Transit Service) involves various risks, dangers and hazards that all users are required to assume. These risks, dangers and hazards include, but are not limited to entering and exiting the transit vehicle, travel on secondary highways, range roads, township roads, streets within the hamlets of Lac La Biche County, and, in the event of special travel, the use of these same facilities in areas beyond Lac La Biche County borders.

I freely accept and fully assume all such risks, dangers and the possibility of personal injury, death, property damage, or loss resulting therefore.

YES

NO

I confirm that I have read and understood this agreement prior to signing it, and I am aware that by signing this agreement I am waiving certain legal rights which I or my heirs, next of kin, executors, administrators, assigns and representatives may have against the releases, and providing an indemnity.

Dated this _____ day of _____, 2016

Signature of Client

Signature of Witness

Print Client Name Clearly

Print Witness Name Clearly



PARATRANSIT CLIENT REGISTRATION FORM

CLIENT #	PT 2016-_____	Date:	
NAME:	First:	Last:	
ADDRESS:	Rural <input type="checkbox"/>	Urban <input type="checkbox"/>	ROLL NUMBER:
Rural Clients must provide both the rural address and land description	Street/Rural Address:		
	Community:		
	Legal Land Description:		
Mailing Address:			
Town:		Postal Code:	
Phone Number:		Cell Phone:	
Medical Conditions:			
Attendant Required?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Equipment Needed to bring on bus (e.g. wheel chair, walker, oxygen tank, etc.)			
Waiver Signed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Emergency Contacts:			
Name:	First	Last	
Phone Numbers:	Home:		Cell Phone:
	Work:		Work Cell Phone:

Paratransit Policy

APPENDIX A: Hours of Service, Booking Procedures

Days and Hours of Service

Office Hours:	Monday to Friday 8:30 – 4:30
Holiday Hours:	Closed for Statutory Holidays
Service Hours:	Driver's hours are 8:30 a.m. to 4:30p.m.
Special Hours:	Exceptions may be made based on extenuating circumstances
Severe Weather:	All service will continue unless the following occurs <ul style="list-style-type: none">- A severe storm occurs that would endanger the employee and/or passengers- The temperature is -32 Celsius in rural areas or -37 in town- Schools buses are cancelled

Booking, Scheduling and Cancellations

Call in time: Bookings should be made by 3 p.m. the day before the service is required. Trip requests received after the call-in time are honoured on a space- and time-available basis. Paratransit operators will not call doctors, etc. to confirm passengers' appointments.

Booking Trips / Cancellations or Requesting Changes:

- ♦ Phone 780-623-6763 Leave a message on the dispatcher's phone line.
- ♦ Monday – Friday, 8:30 a.m. – 4:30 p.m.
- ♦ For next working day service phone before 3pm.
- ♦ Clients must be registered with the Paratransit System before the first pick up can take place.
- ♦ Booking for a pick up clients must provide their address, telephone or TDD number, medical/dental or agency appointments that the client is attending and notify the service of any mobility aids that will be brought by the client. Information about the mobility aids must include the size of the wheelchair.
- ♦ Actual pick-up times will be adjusted based on Paratransit needs, based on the commitment to honour passengers' schedule needs in a cost-efficient fashion, and using the priority listing as follows:
 - Medical/Dental appointments
 - Service agency appointments
 - Shopping
 - Socialization
- ♦ Ready for pick-up and standard wait times are as follows:
 - The driver may arrive up to five minutes early and the passenger must be ready to go.
 - The driver will wait 5 minutes at the pick-up location before moving on.
 - The driver will inform dispatch of action prior to abandoning pick-up (“no show”)

- In the event of a “no show” the passenger will be charged a one-way fare.
 - If you are delayed, phone 623-6763 or (driver’s cell phone 520-0417) as soon as possible prior to your pick-up time as the driver will only wait 5 minutes (or ask someone to phone for you, i.e. nurse, receptionist, etc.)
 - On a *No Show*, the driver will phone the office prior to departing to ask if there has been further information
 - In the case of a delay (e.g. a medical appointment is running late) Paratransit will do its best to accommodate the client.
-
- ◆ **The County reserves the right to determine the pick-up schedule and to make changes to the schedule as necessary.**

APPENDIX B: CLIENT SERVICE AND RESPONSIBILITY

The Lac La Biche County Paratransit Service is a door-to-door service. This includes:

- ♦ Passengers requiring assistance will be helped from their front door to the bus on pick up and return. At destination drop-off, passengers will be assisted from the bus to inside the front door or main floor of the building. If time permits, the driver may assist the client to the exact destination in the building but this should not be counted on to happen.
- ♦ Drivers will exercise discretion while assisting passengers so as not to give the impression of over-familiarity.
- ♦ Drivers must always make sure that the tie downs and safety belts are securely in place. Seat belts must be fastened unless there is a letter of exception from a doctor.
- ♦ Drivers will not be required to take wheelchairs up or down more than one step (provided conditions make it safe to do so);
- ♦ If an attendant is travelling with the passenger, there is no charge unless the attendant is picked up and dropped off at a different address.
- ♦ Passengers with guide dogs are allowed to travel on the bus.
- ♦ Drivers will ensure the safety of passengers when delivering them to their destination in extreme weather conditions. If the driver is concerned that the passenger has requested to be dropped off in an unsafe situation, they are to notify the Dispatcher.
- ♦ All incidents with passengers, however minor they may seem, will be reported to the Dispatch.

Policy on Escorts or Attendants:

Escort	Pays full price and is dependent on space availability
Attendant	Travel free (NB the difference between the two is the need of assistance)

Remember: 1 adult may travel free as an attendant to a person with a disability

Attendants are expected to assist with:

- ♦ Loading and unloading of the person with a disability
- ♦ Behaviour of the person with a disability
- ♦ Medical and hygienic issues of the person with a disability

A passenger may be required to have an attendant if:

- ♦ Seizures or other medical conditions are uncontrolled
- ♦ Behaviour is a problem
- ♦ The passenger has limited personal accessibility (i.e., cannot open doors on their own)
- ♦ The passenger is not able to negotiate their own from the front door of their destination.

Loading/Unloading:

Drivers will park the bus in an appropriate location after taking into account safety, proximity to the passenger door, security of the vehicle (and occupants) and other safety aspects. Please note that backing the bus up to the passenger's residence door is not permitted unless approved by the manager.

Drivers will assist with packages or luggage to 10 kg.

Clients must advise the Paratransit System of all mobility aids that are to be taken and the size of wheelchairs being used. The Paratransit System reserves the right to decline service if the mobility device cannot be safely secured.

Standees will not be permitted.

Passenger Conduct and Responsibilities:

There are circumstances under which passengers can be denied service. As appropriate, these circumstances may address issues that include, but are not limited to:

- ◆ Expectation of passenger courtesy and consideration of others.
- ◆ Driver authority (i.e., the driver is in charge, responsible for on-vehicle behaviour, and all instructions from the driver are to be followed by passengers and attendants.)
- ◆ Seatbelt use
- ◆ Failure to dress appropriately for weather conditions (i.e. under dressed for cold weather)
- ◆ Types of inappropriate on-vehicle behaviour (these may include: eating, drinking, using tobacco products, foul language, lack of personal hygiene, bothering other passengers, horseplay, fighting, carrying weapons, possessing illegal drugs, having open containers of alcohol on the vehicle, etc.)
- ◆ Compliance with the fare policy
- ◆ Securing of carry-on items and personal belongings while riding
- ◆ Denial of service when a passenger is a danger to others
- ◆ Failure to provide a safe location to board/de-board the bus
- ◆ Failure to plow or maintain driveway/walks (e.g. disrepair, snow clearing)

The transit provider has the right to refuse service based on violation of these standards.

Passenger Comment and Complaint Procedures

Paratransit has a commitment to respond to passenger perceptions and complaints.

The phone number and address for passenger commendations or complaints is:

Phone: 780-623-7979 or 780-623-6819

Fax: 780-623-3510

P.O. Box 1679

Lac La Biche, AB T0A 2C0

Clients should submit major complaints in writing with the date of the incident, their name and phone number, as well as the particulars of the incident. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. Paratransit will attempt to respond to comments or complaints within 2 weeks.

Paratransit System Responsibilities:

- ♦ Paratransit is responsible for providing clean, on-time, reliable, safe and efficient service
- ♦ Paratransit is not responsible for passengers' items left on its vehicles.
- ♦ Paratransit is responsible for abiding by the policies detailed in other sections of the service policy.
- ♦ Paratransit has insurance coverage meeting or exceeding legally mandated minimums
- ♦ Paratransit abides by all applicable federal, provincial and local regulations.
- ♦ Paratransit maintains an alcohol-drug-free workplace
- ♦ Paratransit is committed to keeping all vehicles and equipment properly maintained and in safe working order.

Safety

- ♦ Paratransit is committed to the safe operation of vehicles, including the safe boarding and disembarking of passengers
- ♦ Everyone must remain seated, with the seatbelt on (unless with a doctor's written exception), with wheelchair securement requirements adhered to.
- ♦ All drivers have either a class 2 driver's license or a class 4 driver's license, "S" endorsement, regular first aid upgrades, training and a police check
- ♦ Wheelchair tie-downs, safety restraints and child restraint systems are to CSA standards
- ♦ There are secure locations for passengers' packages and belongings
- ♦ There are first aid kits, fire extinguishers, a shovel, blankets for emergencies and operational cell phone or dispatch radio.

EMERGENCY PROCEDURES

If the driver does not feel safe on the road, they may contact dispatch and cancel the trip.

If there is an accident or on-vehicle emergency:

- ♦ Clients must follow the driver's instructions
- ♦ Clients should try to remain calm
- ♦ Make an orderly evacuation only if warranted. The safest place in most situations is sitting in the bus with the seatbelt attached.
- ♦ If there is a need of an evacuation, stay off the roadway in a safe location until further notified
- ♦ Do not smoke anywhere near the vehicle
- ♦ Call for emergency response if required.

It is the responsibility of passengers to notify the driver if they or another passenger is ill, injured or in distress while on the vehicle.

APPENDIX C: Fees for Service

Registered customers will be invoiced on a monthly basis for trips taken during the month.

Urban Service	\$4.00	One way
	\$8.00	Round Trip
Rural Service	\$8.00	One way
	\$16.00	Round Trip

APPENDIX D: Booking Clerk Roles and Responsibilities

The booking clerk has a key role in ensuring that a quality Paratransit System is operating in Lac La Biche County. The Booking Clerk will be responsible for:

- ◆ Managing the information coming from the public, including Paratransit Client Registrations, service bookings, and complaint/compliment forms.
- ◆ Client registrations and service bookings must be entered into the computer Paratransit Database.
- ◆ When booking clients for services, the booking clerk must allow enough time for the driver to get to the pickup point and allow time for the driver to get back from a rural drop off. For example, book a pickup from Owl River for no earlier than an 8:30 a.m. and no later than 3:45 p.m. pickup for a client's ride home to Owl River.
- ◆ The booking clerk will be responsible for producing daily run schedules for the Transit Driver and other reports as requested.