



Lac La Biche County
welcoming by nature.

LAC LA BICHE COUNTY POLICY

TITLE: LLB County Community Access Bus	POLICY NO. CM-71-025
RESOLUTION: 18.1022	EFFECTIVE DATE: August 28, 2018
LEAD ROLE: Recreation & Community Enhancement	NEXT REVIEW DATE: August 28, 2022
SPECIAL NOTES/CROSS REFERENCE: Amending Policy CM-71-009	AMENDMENT DATE:

POLICY STATEMENT:

Lac La Biche County believes that a good quality of life should be available to all of its citizens. This includes access to local economic centres, recreation, medical care, shopping and social activities for all Lac La Biche County citizens which includes; seniors, people with special needs, and people with limited household income.

The Community Access Bus service provides a scheduled route for households with limited income access to local economic centres, recreation, medical care, shopping and social activities. This service is also available to local not for profit organizations as a group booking to access to local economic centres, recreation, medical care, shopping and social activities.

COMMUNITY ACCESS BUS PROCEDURE:

1. The Community Access Bus will offer a scheduled route system in Lac La Biche which will include rural communities and special events within Lac La Biche County. Hours of service are detailed in the Community Access Procedures Schedule.
2. Administration may consider use of the bus outside County boundaries if the request proves to be efficient use of the service and does not disrupt the regular scheduled route.
3. The service is provided to permanent residents of Lac La Biche County with low income or limited to no means of transportation. The driver and rider responsibilities are outlined in the Community Access Bus Procedures schedule.

4. The bus fare will be established based on removing financial barriers and will be assessed on a yearly basis.
5. If an individual is found to present disabilities or behaviours which exceed the capabilities of the community bus, a referral to the paratransit bus will be made, or refusal of service if the behaviour is affecting the time schedule or the safety of other users or the driver.
6. All drivers for this service must have a Class 2 or Class 4 license and be authorized to drive by the County Manager or designate. Drivers will follow the County Occupational Health and Safety manual for safe vehicle operation.
7. Drivers are responsible for bus operations, cleanliness, daily pre- and post-travel inspections and general maintenance of the vehicle.
8. The Paratransit Procedures schedule is a living document which may be edited or updated by Administration as required to meet the evolving needs of clientele and staff.

“Original Signed”
Chief Administrative Officer

August 31, 2018

“Original Signed”
Mayor

September 21, 2018



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Lac La Biche County
Community Access Procedures

DRAFT

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Welcome to the CAB

The Community Access Bus (CAB) is a shared-ride, scheduled route system.

Who Can Use CAB

The aim of this program is to ensure all Lac La Biche County residents have access to transportation. The Community Bus offers individuals and families with low household incomes an affordable access to medical, shopping and recreation within Lac La Biche County. **Low income** refers to a household yearly income for a Single Person - under \$30,000, a couple - under \$ 40,000, an adult with one child - \$35,000 (add \$2,500 for each additional person in the family).

CAB is available to permanent residents of Lac La Biche County with limited or no access to transportation. Children 14 years of age or under must be accompanied by an adult.

Transportation Fees

Individual fare- per ride	\$2.00
Family rate fare - per ride	\$5.00
Individual Punch Pass - 12 rides	\$20.00
Family Punch Pass - 12 rides	\$50.00

Fare is collected each time you enter the bus.

Correct fare must be provided, as the driver does not have access to change.

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

Group Trips

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

Operating Hours

Community Access Bus: Tuesday Thursday and Friday excluding all holidays.

See schedule at <http://laclabichedcounty.com/our-services/fcss-and-community-development/community-access-system-busing/>

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

Buses do not run if weather is below -35C, or at anytime the weather or road conditions are deemed unsafe, at the driver's discretion. If you are unsure if buses are running you can call the office at 780-623-6763.

Being Ready

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

Driver Assistance

Drivers can:

- 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.

Drivers cannot:

- Assist with parcels or baggage; please limit purchases to such that can be personally carried off the bus in one trip.

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

CAB 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 in the CAB vehicle are required to use seatbelts for the safest trip possible. For the safety of all riders, the bus stops at designated bus stops only with no exceptions. 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 guardians own discretion whether the child/children should board the bus. If you choose to use them, it is the responsibility of the parent to provide and secure a child safety seat in position and secure the child/children. **Paratransit drivers are not permitted to or responsible for the securement of 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 CAB 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

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

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 CAB.

Food and Beverages

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

Pets

No pets allowed on the CAB. Service animals specifically trained to aid persons with disabilities are welcome.

Medical Emergency

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

Calendar and Newsletter

The CAB 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 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 CAB. Please call 780-623-6763 or email communitybus@laclabichcounty.com