

Action Bus

Helping you
MAINTAIN YOUR MOBILITY
wherever life takes you

**Trip
Booking
and
Information
Guide**



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ABOUT ACTION BUS

Action Bus offers door-to-door transit for those unable to use fixed route service. The Action Bus provides service in Red Deer, with limited service to Red Deer County.

Action Bus is not a taxi service; it is a shared-ride, multi-stop public transportation service. Trips are scheduled to allow for as many clients as possible to get to their destinations quickly and efficiently. Clients may be on the bus **up to one hour.**

Action Bus may be available for charter requests if bookings allow.

Note: Red Deer Transit fixed-route service buses are equipped with low floors (no stairs) and ramps to accommodate wheelchairs, walkers and other mobility devices. **Action Bus service is only available to those who are unable to use fixed-route service.**

CONTACT US:

Schedule a ride: **403-309-8400**

General information (service comments and Lost & Found): **403-342-8225**

Fax: **403-314-5843**

Email: **transit@reddeer.ca**

www.reddeer.ca/actionbus

**RELIABLE AND
ACCESSIBLE
TRANSPORTATION**





WHO CAN USE ACTION BUS SERVICE

Action Bus service is available to Red Deer residents who are unable to use fixed-route transit service due to a physical or cognitive disability.

Those wishing to use Action Bus service must be **fully registered** before booking a trip; this includes an application complete with verification of the need for Action Bus service from a certified health care practitioner. Application forms are available online at reddeer.ca/actionbus, at the Transit Customer Service Centre at Sorensen Station (4830 - 48 Street) or City Hall (4914 48 Avenue).

Action Bus service may be approved for ongoing use or shorter terms of service:

Temporary Service

Individuals who are temporarily disabled and meet the registration criteria may be approved for Action Bus service for the duration of the time they are unable to use fixed-route transit.

Conditional Service

Applications may be approved with conditions attached which may limit when Action Bus service can be used. Examples of conditions may include “in winter only,” “in dark conditions only,” or “for medical appointments only.”



CLIENT RESPONSIBILITIES

As a registered Action Bus client, it is your responsibility to:

- 1. Be ready for pickup.** Know your pick-up window and be ready at the door 10 minutes before your scheduled pick-up time.
- 2. Have your fare ready.** Have a pre-purchased ticket or exact fare ready when the Action Bus arrives. Operators cannot provide change.
- 3. Allow up to one hour to reach your destination.** Action Bus is a shared-ride service and may stop for other clients.
- 4. Follow safety procedures:**
 - a. Remain seated with a seatbelt or tie-down fastened while the bus is in motion.
 - b. Clients using mobility scooters may be asked to transfer to a seat.
 - c. Follow Operator's instructions including boarding, riding and exiting the bus.
- 5. Be considerate of fellow clients:**
 - a. Do not wear scented products such as aftershaves or perfumes; other clients or Operators may have allergies to these products.
 - b. Please refrain from smoking within five metres of the vehicle.
- 6. Ensure your pick-up and drop-off locations meet requirements:**
 - a. Action Bus Operators can only help clients in a wheelchair or walker with one step at pick up and drop off.
 - b. Please ensure step and sidewalks are cleared of snow and ice, and that ramps are in good repair. Your trip could be cancelled if we cannot get you to and from the bus safely.
- 7. If you have to cancel your trip, do so as soon as possible.** Action Bus service has limited capacity. If you no longer need a ride, please free your space for someone else.
- 8. Please ensure you take all your belongings with you.** The Operator is not responsible for lost or damaged items left on the Action Bus.



BOOKING A TRIP

Approved clients can call 403-309-8400 to book an Action Bus trip.

A trip is defined as from pick-up location to drop-off destination. The return trip is considered another trip.

Please have the following information ready when booking your trip:

- Client first and last name, and if he or she will be accompanied by a Personal Care Attendant (PCA), companion, or service animal.
- Any special equipment used, such as a wheelchair, scooter, or walker.
- The physical address of the pick-up and drop-off, and the preferred accessible building entrance.
- The appointment time, or the time when the client must arrive at the destination.
- Details for the return trip, if required.

Advance bookings can be made up to 14 days ahead of your trip. All bookings are subject to availability and clients are encouraged to book early to reserve their space.

Note: Clients are limited to **two booking requests per call.**



**Book early to
reserve your space.**

Pick Up

While we do our best to meet scheduled pick up times, please allow for a 20-minute pick-up window **starting ten minutes before and ending ten minutes after your scheduled pick-up time**. Please be ready at the start of this window to prevent delays. If your scheduled ride has not arrived 15 minutes after your scheduled pick-up time, please call us at **403-309-8400**.

Note: Operators will not wait longer than **five minutes** once they arrive at your scheduled pick-up location, and they are not permitted to enter buildings to search for clients. Be ready at the exterior set of accessible doors at the beginning of your pick-up window.

Fares

Fares are due at time of travel, and can be paid by the following:

- **Cash payment:** Operators do not carry change; please be prepared with exact change.
- **Ticket:** Tickets can be pre-purchased on the bus by cash or cheque at the Sorensen Station Customer Service or at City Hall.

Action Bus fare rates are subject to change. For current rates, please call **403-342-8225** or visit **reddeer.ca/actionbus**.

Be ready at the door 10 minutes before your scheduled pick-up time.



CANCELLING A TRIP

If you need to cancel your trip, please do so as soon as possible. Space is limited and your seat could make space for another client.

To cancel a trip call: 403-309-8400

NOTE: Trips cancelled less than 2 hours before the scheduled pick-up time are recorded as a 'Late Cancellation'. Frequent late cancellations may affect client trip booking privileges and lead to a possible suspension of service.

Trip Changes or Adjustments

Action Bus Operators cannot accept requests for changes of destination or pick-up times at the time of boarding. This will disrupt the carefully planned schedule and negatively impact other clients. **Changes must be made by calling the dispatch office at 403-309-8400 a minimum of 2 hours in advance.** Late changes may not be accommodated due to time or space limitations.

No-Shows

Trips are considered a no-show if the Operator arrives at the scheduled time and pick-up location and the client is not there, or if the client cancels at the door.

No-shows are recorded in the client's file at the Action Bus office. Frequent no-shows will be reviewed and may lead to a suspension of service. Operators will wait for **five minutes** upon arrival within your scheduled pick-up window. If you are not ready during this five-minute period, your trip is considered a no-show and the Operator will proceed to their next call.

NOTE: In the event of a no-show, your scheduled return trip will automatically be cancelled and may not be able to be rescheduled.



CLIENT SAFETY

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

It is mandatory to use a securement safety system for any mobility aids and to wear a seatbelt or shoulder strap. If a client is unable to wear a seatbelt or shoulder strap for health reasons, there must be a current medical exemption on file provided by your health care practitioner.

Medical Seatbelt Exemption

The Action Bus will not transport any client without a seat belt unless specific exemption requirements are met. The Province of Alberta has specific regulatory requirements the Action Bus must follow regarding seatbelt exemptions for medical reasons. Notify Action Bus if you have a medical seatbelt exemption provided by your health care provider.

Action Bus has been in operation since 1977.





OPERATOR ASSISTANCE

We are here to make your trip as simple and comfortable as possible, but our Operators can only provide limited service.

Action Bus Operators DO:

- Operate power lifts and ramps on the vehicle.
- Secure wheelchairs and scooters in restraint devices to the floor. Scooter users will be asked to transfer to a seat if they are able.
- Assist clients with lap/shoulder straps and belts.
- Assist clients on and off the bus.
- Assist clients between the vehicle and the inside of the first exterior set of accessible doors at the pick-up and/or drop-off locations. An accessible door is an outside door with no more than one step.

Action Bus Operators DO NOT:

- Assist wheelchair or walker clients in climbing or descending more than one step at pick-up or drop-off locations.
- Enter a client's residence under any circumstances.
- Make repairs or adjustments to equipment.
- Assist clients with carry-on items or baggage.
- Operate clients' powered equipment.



TRAVELLING WITH A **PERSONAL CARE ATTENDANT (PCA)**

If you require assistance during your trip or at your destination, you may be required to travel with a Personal Care Attendant (PCA). Action Bus clients must travel with a Personal Care Attendant (PCA) if:

- You require help beyond the exterior door of the building at your pick-up or drop-off location.
- You require assistance with exterior stairs that exceed the one step policy.
- You require assistance carrying mobility equipment.
- You require assistance with oxygen or other medical equipment.
- You require supervision. Operators will leave the vehicle periodically to escort clients during pick-up and drop-off, and are not responsible for client supervision.
- You cannot be left alone and there is no one to meet you at your destination.
- The Action Bus supervisor has determined an attendant is required because your conduct compromises the safety and/or comfort of yourself, other clients, or the Operator.

The following rules apply to PCAs:

- A PCA must be 12 years of age or older and may be subject to review by Action Bus staff to ensure they are able to supervise and be responsible for the client being transported.
- A registered Action Bus client cannot be a PCA for another registered client.
- PCAs are not charged a fare when accompanying an Action Bus client.

Action Bus clients required to travel with a mandatory PCA can never travel alone on the Action Bus and will have a designation on their file stating that all trips must be booked with an attendant as a condition of travel. The PCA does not have to be the same person for every trip, but they must be able to address the medical condition and/or behavioral concern. Action Bus clients may bring one PCA per trip at no additional charge, but there is a \$3 charge for additional passengers.



TRAVELLING WITH **MOBILITY AIDS AND BAGGAGE**

Mobility aids vary in size, weight and function. Please ensure your mobility aids meet size requirements when using Action Bus service. **The Action Bus may not be able to transport oversized wheelchairs and scooters.**

Wheelchairs

- The base of the wheelchair (with push rings and attachments) cannot measure more than 83.5 cm x 129 cm (33" x 51").
- Bags attached to wheelchairs must be compact and fit behind the chair's back.
- If the wheelchair has handles, bags should not extend past the end of the handles or below the level of the seat.
- Wheelchairs must be equipped with a secure, easily identifiable place on the frame for the tie-downs to be attached at approximately a 45-degree angle to the floor as per manufacturer design.
- The wheelchair, client and baggage cannot have combined weight of more than 337 kg (750 lbs).



**Ensure your mobility aids
meet size requirements.**

Scooters

- The base of the scooter, including bumpers and other attachments, cannot measure more than 83.5 cm x 129 cm (33" x 51").
- Bags attached to scooters cannot extend past the size limit.
- Clients with scooters will be transferred to a seat for their safety if they are able.
- Scooters must be tied down separately. Scooters must have a secure, easily identifiable place on the frame for the tie-downs to be attached at approximately a 45-degree angle to the floor.
- The scooter, client and baggage cannot have combined weight of more than 337 kg (750 lbs.).

If you have questions about your mobility device, call 403-309-8400.

Carry-On Items

Carry-on items are limited to what a client can hold on their lap, conforming to the size restrictions if being attached to a wheelchair or scooter. **Limit carry-on items to what can be carried by you at one time.**



TRAVELLING WITH **ANIMALS ON BOARD**

Service Dogs

The Action Bus Operators are required by law to transport assistance or service dogs.

Upon registration for the Action Bus, clients are required to provide an identification (ID) card for the animal that verifies that a recognized dog school has trained the animal. Assistance dogs do not require a seat as they are trained to sit at the owner's feet.

Family Pets

Clients may travel with their family pet and must notify the Action Bus when booking their trip. Pets must be in a fully enclosed, clean, hand-held crate, appropriate to the animal's size.

Concerns with allergies are minimized when pets are contained in crates, which reduce the spread of dander.



Allow up to one hour to get to your destination.



GUIDELINES FOR **SERVICE LOCATIONS**

Pick-Up and Drop-Off Locations

Locations that the Action Bus serves need to be accessible and safe for public transportation. Please ensure:

- The address is clearly visible from the roadway.
- The area is well-lit.
- Sidewalks and driveways are well maintained and free of snow, ice and debris.
- All ramps are maintained in good condition.
- There is a clear parking area for the Action Bus to safely pick-up and drop-off clients. Action Bus vehicles will not double park to load and unload clients.
- The location has an accessible entrance (see One Step Policy below).

One Step Policy

A building entrance is considered to be wheelchair accessible if it has one step or less to enter it. The Operator will assist a client in a wheelchair or walker up or down a maximum of one step plus the door threshold.

If you have questions or concerns about your pick-up or drop-off locations, call 403-309-8400.

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NOT BE A LIMITATION