

**Purpose:**

- 1 To establish guidelines for the accessible transportation to public meetings and other City events.

**Policy Statement:**

- 2 When accessible transportation services are not available through the regular service of the Citizen's Action Bus (CAB), special arrangements will be made to ensure the availability of this service for the following types of public meetings and events:
  - (1) Any City sponsored meeting calling for public response/input.
  - (2) Any City sponsored event to which citizens are requested to attend by personal invitation (i.e. Mayor's Volunteer Appreciation, focus groups).
- 3 The Citizen's Action Bus (CAB) operates its regular services during the following hours. Bookings are generally made on a first come, first served basis, and there are some permanent bookings. Service on Saturdays and Sundays is limited by the number of vehicles available.

Monday to Wednesday	7:30 a.m. to 10:00 p.m.
Thursday to Friday	7:30 a.m. to 11:30 p.m.
Saturday	10:00 a.m. to 10:00 p.m.
Sunday	9:00 a.m. to 6:00 p.m.
Statutory Holidays	No Service

- 4 If your event is scheduled outside these regular hours or if your department requires accessible transportation beyond what the regular service can provide, special arrangements with the Citizen's Action Bus to charter a handivan will need to be made by your department.
- 5 To charter a handivan from Citizen's Action Bus, call 403-309-8400. The cost of the charter is \$25.00 per hour per handivan. The average for an event would be \$50.00 (one hour each way).
- 6 Passengers who book the charter service to get to a public meeting or other event should be charged \$3.00 per one way trip. This will help your department offset the cost of the service, and these fares will be consistent with those charged during CAB's regular hours.
- 7 The availability of the charter service should be included in all notification for the event in the following manner:
  - (1) Accessible transportation is available through the Citizen's Action Bus at the regular CAB fare of \$3.00 per one way trip. To arrange for the service call the Citizen's Action Bus at 403-309-8400 no later than the advertised date (Note: A deadline is important; see below).
  - (2) If no one books the service by the advertised deadline, the Citizen's Action Bus will automatically cancel the service (without a follow-up phone call from your department). No cancellation fee will be charged.
  - (3) Any fares collected by Citizen's Action Bus will be applied to the cost of the charter.

**Scope/Application:**

- 1 Any citizen who may need accessible transportation to public events.
- 2 Any person chartering accessible transportation from Citizen's Action Bus.

**Authority/Responsibility:**

- 1 Persons in charge of special events may charter the CAB under the direction of their Department Manager.

**Inquiries/Contact Person:**

- 1 Community Services Department

**Document History:**

<b>Date:</b>	<b>Approved/Reviewed By:</b>	<b>Title:</b>
March 31, 1997		
January, 2001	"Norbert Van Wyk"	City Manager

**Administrative Revisions:**

<b>Date:</b>	<b>Description:</b>
October 15, 2015	Administrative changes: revised to new format.
July 18, 2017	Changed Citizen's Action Bus phone number from "403-343-1199" to "403-309-8400". Updated to the most current template.