



# Para Transit

## **Policies and Procedures**

Service Provided By:

The City of Fredericton  
Transit Division

For Registration, Scheduling, Questions or Concerns:  
Call Fredericton Transit  
460-2212

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## **Objectives**

Para Transit is a service funded by the City of Fredericton and operated by the Transit Division of the Growth & Community Services Department. Our objective is to provide transportation for citizens with disabilities within the geographical limits of the City of Fredericton. This service is designed to supplement, and not replace, existing services operated by, or for, government agencies, institutions and other organizations.

Para Transit service will be provided with wheelchair accessible buses and / or with vehicles operated under a contracted vendor.

## **Eligibility Standards**

This service is available to any person whose mobility or cognitive ability prevents them from using regular fixed route transit services in the City of Fredericton. **Only residents of the City of Fredericton are eligible for registration.** Neither age nor financial need is considered reason for Para Transit eligibility.

Wheelchair clients who cannot transfer from their chairs to a car seat shall have priority over those who can. Those clients with a permanent disability shall have priority over those whose disability is temporary.

Anyone wishing to apply for this service is required to complete and return the application form included in this registration package. A reference must be supplied from a recognized social service or medical/paramedical person.

## **Registration**

Any information collected in the registration package will be held in the strictest confidence, and will be viewed only by those specifically identified in the package. Fredericton Transit will review applications and upon approval, the applicant will be registered and notified of their eligibility.

If an application is rejected by Fredericton Transit the following appeal procedure shall be followed:

- 1). At the request of the applicant, the rejected application will be forwarded to the Para Transit Committee for review and consideration.
- 2). Final approval or rejection of any application will be at the discretion of the Manager of Fredericton Transit.

## **Hours of Service**

Monday - Friday	7:00am to 11:00pm
Saturday	7:00am to 11:00pm

Service is not offered on Sundays or statutory holidays. Hours of service are assessed on a regular basis and adjustments may be made as required.

## **Service Description**

Service will be provided within the City of Fredericton. Service is grouped in three categories:

### **A. Subscription Service**

The subscription service is designed to accommodate travel on a regular basis for work, education or medical appointments only. The subscription service is not intended for social, recreation or leisure bookings.

Clients cannot change an existing subscription booking for a social, recreation or leisure booking. The subscription service does not require a call to book each trip; however, calls must be placed to cancel. Trip priority policies will be followed.

### **B. Reservation Service**

The client is required to call seven days in advance to book each trip. If the exact time slot requested is filled, an alternative time will be suggested for consideration.

### **C. Charter**

Groups wishing to travel at times when regular Para Transit service is not available may charter the accessible bus. Charters can be scheduled for Fredericton and the surrounding area. Inquiries should be directed to:

Operations Supervisor  
470 St. Mary's Street  
Fredericton, New Brunswick  
E3B 8H5  
(506) 460-2205  
[transit@fredericton.ca](mailto:transit@fredericton.ca)  
Or call Para Transit Scheduling at 460-2212.

## Supplemental Service

Fredericton Transit has a contract with a supplemental vendor to provide transportation for registered clients that are able to transfer between vehicles. By using the contracted vendor to transport these clients, more accessible trips are made available. Vehicles used by the vendor shall meet the standards of safety and operation established in the contract.

For clients using the supplemental service, any mobility aid (e.g. a walker, crutches or wheelchair) must fit or fold to fit in the vehicle trunk.

## Scooters

In order for a scooter to be transported by the accessible units used by the Para Transit program, they must meet all safety standards of a wheelchair. This includes, but is not limited to, proper tie downs and fit safely on the lift. If the scooter does not meet the required standards, it cannot be transported on the accessible units. If you have a concern about your scooter, please contact us and we will determine whether we can transport your scooter or not.

## Service Standards

Clients will be limited to two trips per day. This is to ensure all clients have equal opportunity for booking trips. There may be an option for additional trips if a spot was to become available on the requested day.

Every attempt will be made to minimize the waiting time and on-board traveling time. Vehicle routing will attempt to ensure that no individual passenger will spend more than one hour on a one-way trip within the service area. Scheduling will be arranged so that pick up and drop off times will usually be within fifteen minutes of the booked time. Para Transit bookings will be maximized by scheduling multiple clients per trip, whenever possible.

The Para Transit system has a schedule to maintain, therefore, passengers are requested to be ready **fifteen (15) minutes** prior to the scheduled pick up time. When the Para Transit vehicle arrives for a scheduled pick-up, but the client is not ready within the pick-up window, the Para Transit driver is permitted to continue with his or her schedule after a **four (4) minute** wait period. If the vehicle does not arrive within fifteen (15) minutes of the scheduled time, the client should notify Fredericton Transit (460-2212) immediately.

The Para Transit service is a “curb to curb” service and not a “door to door” service. Para Transit drivers, or drivers of our contracted supplemental service, shall only be responsible to assist passengers in to, and out of, the vehicle. Drivers will not assist passengers in any other manner (i.e. walk across a walkway, sidewalk, ramp, parking lot, driveway, into a building or open/unlock doors etc.) due to liability and risk of injury. It is also the responsibility of the client to ensure that they have the appropriate equipment, facilities and/or attendants in place to access their homes, workplace or any other destination. It is also the client’s responsibility to ensure that proper access to destination points is maintained, including snow removal.

If a client's mobility is of a level that an attendant's assistance is required to use the Para Transit service, that attendant will travel at no charge. An attendant must travel to and from the same address as the client, and be physically able to assist the client when required. The need for an attendant must be indicated on the Para Transit registration form.

**Note:** If at any time the client's condition deteriorates or changes in such a manner that his/her safety, that of the Para Transit driver or other clients is threatened, the Manager of Fredericton Transit shall reserve the right to revoke transportation privileges or impose conditions on continued use of the service including, but not limited to, requiring a personal assistant at all times.

### **Client Responsibilities**

The buses are equipped with wheelchair lifts, wheelchair tie downs, seat belts, and handrails. Clients will be secured by wheelchair tie downs while travelling. For passenger safety, all units are equipped with two-way radios, fire extinguishers and first aid kits. The units and equipment are maintained in accordance with the appropriate Provincial regulations. Clients must comply with all procedures regarding use of lifts, tie downs and seatbelts. All clients using power chairs must allow their chair to be rendered inoperable as follows:

#### Boarding -

1. Passenger may power onto the lift
2. Chair is rendered inoperable
3. Driver raises lift and maneuvers chair onto the bus
4. Passenger may power into position

#### Exiting -

1. Passenger may maneuver to the lift door.
2. Chair is rendered inoperable
3. Lift is lowered to horizontal position
4. Driver maneuvers chair onto the lift and lowers the lift to ground level
5. Passenger may power off the lift when safely at ground level

Chair may be rendered inoperable by either disengaging the clutch or turning off the power supply. If the client is unable to render the chair inoperable, he/she must allow the driver to

assist. Under no circumstances will a client be allowed to board without rendering the chair inoperable.

## **Fares**

The one-way fare is \$3.00 and is to be paid to the fare box upon boarding. Please have exact change as drivers will not provide change. **Clients unable to provide fare upon boarding will not be granted the scheduled trip.** Clients who cannot travel alone may bring an attendant free of charge, provided that both travel to and from the same address.

For the convenience of our clients, a card of ten tickets is available from the Para Transit driver at a cost of twenty-five dollars per card. Each ticket is valid for a one way trip. Tickets may also be purchased at City Hall Service Center (397 Queen Street).

Companion passengers (e.g. spouse or friend) may ride with the client, subject to space availability. Under no circumstance will a registered client be denied a seat to provide transportation for a companion passenger. Companion passengers will be charged the regular Para Transit fare.

Fredericton Transit reserves the right to alter fares.

## **Trip Priorities**

On those occasions when demand for transportation exceeds available capacity, it may be necessary to assign the trips based upon the following trip priorities:

1. Work
2. Education
3. Medical
4. Social, recreation, leisure, etc.

## **To Request Service:**

- Call between 7:00am – 4:15pm, Monday to Friday.
- Call 460-2212 at least 24 hours in advance, and be prepared to give the following information:
  - Name
  - Origin and destination of trip
  - Time of appointment and time of return trip (if applicable)
  - One way or return trip
  - Phone number

- Type of journey (for prioritization)
- Ability to transfer
- For subscription service, the dispatcher will need the required days and times of travel and the expected duration of the subscription.

## **Cancellations**

Last minute cancellations often make reassignment of the time to another client impossible. To aid the dispatcher in redistribution of available capacity, the cancellation of any booked trip should be made forty-eight (48) hours in advance.

Except in extreme circumstances, as determined by the Manager of Fredericton Transit, rides cancelled less than twenty-four (24) hours in advance will be charged as having been provided. Consistent failure to comply may lead to suspension of transportation services.

Failure to cancel a trip less than twenty-four (24) **hours** in advance of your scheduled pick up time will result in a **“Late Cancellation”**.

As the demand continues to grow for this service, these policies and procedures ensure equal and fair access to the system for all registered clients. Flexibility within this service is limited and further affected when confirmed trips are later cancelled, quite often resulting in the space going unutilized. Minimizing these situations would greatly benefit all registered clients.

## **What Happens When a No-Show Occurs?**

A no-show occurs when a Para Transit driver arrives for a scheduled pick up and the client cancels or does not show. This no-show will result in a trip charged as having been provided.

When a Client is a no-show for the first part of a trip, **the return portion of the trip will be automatically cancelled** by Para Transit Dispatch unless the Client has contacted Para Transit to re-book.

The standard fare will be charged for each Client no-show on a monthly basis, invoiced by the City of Fredericton.

## **Tracking Procedure for No-Show & Late Cancellation**

*Policy: Any client, who has a combination of three (3) incidents (no-show / Late Cancellations) per calendar month, will be in violation of the Cancellation Policy.*

An electronic record is kept to track all No-Show and Late Cancellations. The individual record tracks the number of incidents per month.

The No-Show or Late cancellation lists will be reviewed on a monthly basis by staff to determine if any patterns become apparent. This will include Para Transit staff contacting the Client to discuss the circumstances surrounding the events and reasons for the violations.

**First Violation:**

On the first violation of the policy (3 incidents or more in a calendar month), the Client will receive an “Advisory phone call” of warning that a policy violation has been recorded.

**Second Violation:**

On the second violation of the policy, the client will receive an advisory letter from Fredericton Transit management. This letter will address the client’s cancellation history and advise that further action will be pursued if the problem persists.

**Third Violation:**

A third offence within a calendar year of the first offence will result in the client being referred to the “Para Transit Committee” for further review and registration re-assessment.

\*NOTE - refusing to meet with the “Para Transit Committee” or failure to honor the appointment without advisement will result in a fourteen (14) day service suspension.

**Fourth Violation:**

A fourth offence within a calendar year will result in a fourteen (14) day suspension.

**Fifth Violation:**

A fifth violation within a calendar year will result in an indefinite suspension of service.

**Service Interruptions**

If circumstances dictate that a scheduled trip cannot be made, whether due to mechanical failure, inclement weather or any other reason, every effort will be made to contact the client as soon as possible. Clients are encouraged to contact Para Transit immediately if a scheduled pickup does not occur. In the case of a missed pickup, the dispatcher will attempt to reschedule the trip with a minimum of inconvenience to the client.

**Visitors to the Fredericton Area**

The service can be used, subject to availability, by persons who are registered for similar services in other cities upon presentation of their proof of registration. This option is intended for those visiting Fredericton in the short term.

### **Failure to Comply**

Failure to comply with the guidelines outlined in this guide may result in suspension of transportation services. All guidelines are created and enforced to ensure the safety and comfort of our clients.

### **Questions?**

For further information, call Fredericton Transit during regular office hours. The Para Transit phone number is 460-2212.