



PARA TRANSIT

POLICIES AND PROCEDURES

Registered Clients Scheduling Trips:
506-460-2212

Administration and Client Services:
Paratransit@fredericton.ca
506-460-2208

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Para Transit is a service provided by the City of Fredericton and is managed by Fredericton Transit. Our objective is to provide transportation for persons 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 is provided with accessible vehicles when required.

CONVENTIONAL TRANSIT

As a travel option, our fixed-route conventional service is operated with accessible buses. The buses have ramps allowing passengers with mobility issues to enter a bus. Also, they will be able to take advantage of dedicated priority space on the bus they travel on. For more information, see the following website <https://www.fredericton.ca/en/resident-services/fredericton-transit>.

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.** Any visitors, please refer to the “Visitors to the Fredericton Area” section. Neither age nor financial need is considered to be a reason for Para Transit eligibility.

Anyone wishing to apply for this service is required to complete and return the application and release forms. All applications must be completed by a qualified health care provider familiar with the Applicant’s condition (such as a physician, nurse practitioner, registered nurse, occupational therapist, physiotherapist, recreational therapist, psychologist or psychiatrist). An application form can be found at <https://www.fredericton.ca/en/resident-services/fredericton-transit/para-transit> under Para Transit or call 460-2020 to receive one in the mail.

REGISTRATION

Any information collected will be held in the strictest confidence as stated in the Para Transit Consent Form. Fredericton Transit will review applications and upon approval, the applicant will be registered and notified of their eligibility.

Final approval or rejection of any application will be at the discretion of the Manager of Fredericton Transit.

HOURS OF SERVICE

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

Saturday 7:00 am to 11:00 pm

Sunday 9:00 am to 6:00 pm

Service is currently not offered on most statutory holidays.

SERVICE DESCRIPTION

Service will be provided within the City of Fredericton. Service is as follows:

SUBSCRIPTION SERVICE

The subscription service is designed to accommodate travel on a regular basis for work, education or recurring medical appointments for treatments 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.

RESERVATION SERVICE

Single trips can be booked seven days in advance. If the exact time slot requested is filled, an alternative time will be suggested for consideration.

LEVEL OF SERVICE

Fredericton Transit has a contract with an external vendor to provide transportation for registered clients. Vehicles used by the vendor shall meet the standards of safety and operation established in the contract and are matched to meet the customer's needs.

SERVICE STANDARDS

Clients can schedule two trips per day. This is to ensure all clients have equal opportunity for booking trips. Additional trips may be available, based on availability. These extra trips can be requested 48 hours in advance. Three-part medical trips will be accommodated whenever possible.

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. Customers should request arrival times for any scheduled trips and schedule a pickup time for the journey home.

- Reminder calls and/or texts can be provided the day before the scheduled trip. Please ensure that the dispatcher has your telephone number and preferred method of communication.
- Para Transit bookings will be maximized by scheduling multiple clients per trip whenever possible, therefore customers are to expect shared rides.
- Customers should be ready and waiting at the entrance of the building five (5) minutes prior to the scheduled pickup window. Customers should wait indoors at the entrance where possible if there is a view to the pickup location.
- When the Para Transit vehicle arrives within the pickup window, the Para Transit driver will wait for **five (5) minutes**. If the customer is not ready and at the curb within five minutes of the vehicle arriving, it will be considered a no-show, and the driver will continue to their next scheduled customer pickup. If the vehicle does not arrive within fifteen (15) minutes of the end of the scheduled window, the client should notify Fredericton Transit (506-460-2212) immediately.
- Para Transit is a “curb to curb” service and not a “door to door” service. Drivers providing Para Transit service shall only be responsible for assisting passengers in to, and out of, the vehicle. Operators are not responsible for carrying any personal items belonging to the customer. Customers must maintain control of all personal items brought on board for safety reasons.
- 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. **Drivers will not assist in carrying packages, parcels or any other items.**
- It is the client’s responsibility to ensure that proper access to destination points is maintained, including snow removal.
- It is the responsibility of the client to have the appropriate assistance in place to safely access their home, workplace or any destination.
- If a client’s condition, as deemed through the application process, is of a level that assistance is required to use the Para Transit service, the customer must ensure that an attendant/support person travels with them at all times. The attendant/support person 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.
- If at any time the client’s condition deteriorates or changes, the customer must advise Fredericton Transit immediately to update their customer file to ensure that appropriate service levels are provided. Further, should a customer’s condition change in a way that presents any safety concerns to the driver or other customers, 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 an attendant/support person at all times.

- If a customer wishes to travel with a companion, i.e. spouse, child, friend, etc., this companion is required to pay a fare. Please inform the Dispatcher that an additional seat is required when booking a trip with a companion. Under no circumstance will a registered client be denied a seat to provide transportation for a companion passenger.
- Customers are permitted to bring a service or emotional support animals on the bus. For the safety of operators and passengers, the service or emotional support animal must be secured at all times either on a leash or in a carrier. Service or emotional support animals are not required to be identified, but it is recommended that customers have documentation or information confirming the use of the service or emotional support animal and to provide it, if requested.
- Regular pets are permitted on the bus if they are travelling with their owner in a locked crate or carrier.

CLIENT RESPONSIBILITIES

The buses are equipped with wheelchair lifts or ramps and appropriate securement. For passenger safety, all vehicles are equipped with communication devices, fire extinguishers and first aid kits. The vehicles and equipment are maintained in accordance with the appropriate Provincial regulations. Clients must comply with all procedures regarding use of lifts, ramps and appropriate securement. All clients using power chairs must allow their chair to be rendered inoperable for lift equipped buses, 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

The 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. Buses equipped with ramps may require driver assistance when boarding and exiting the bus.

SCOOTERS

For a scooter to be transported by Para Transit, it must meet all safety standards of a mobility device including size requirements. Ramp and vehicle space sizing is designed for standard wheelchairs. This includes, but is not limited to, proper securement and fit safely on the lift or ramp. If the scooter does not meet the required standards, it cannot be transported by Para Transit. If you have a concern about your scooter, please contact us and we will determine whether we can transport your scooter.

FARES

The one-way fare is \$3.00 and can be paid by cash in the fare box upon boarding or by debit or credit on the tap payment machine. Clients can also use one-ride tickets. These tickets are sold in sheets of ten at a cost of \$27.50 per sheet and can be purchased at various vendor outlets. A list of outlets is available at Fredericton.ca or call Service Fredericton at (506)460-2020 for more information.

If paying by cash, please have exact change as drivers will not provide change. **Clients unable to provide fare upon boarding will not be granted the scheduled trip.**

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

To book a trip through Para Transit services, the following times are available to call:

- Call between: **7:00 am – 7:00 pm, Monday to Friday**
10:00 am – 2:00 pm, Saturday
- Call (506) 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

- Any changes in medical status
- Changes to an existing trip or a next day booking must be made by 3:30 pm the day before the scheduled trip whenever possible.
- Subscription service is available in a limited capacity for work, school or recurring weekly medical appointments. 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 twenty-four (24) hours in advance.

Failure to cancel a trip less than two **(2) hours** in advance of your scheduled pick-up time will result in a **“Late Cancellation”**.

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 will greatly benefit all registered clients.

NO SHOWS FOR BOOKED TRIPS

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 note on the client's file.

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.

PROCEDURES 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 tracked for 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 monthly 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” warning that a policy violation has been recorded, further action will be pursued if the problem persists.
- **Second Violation:** On the second violation of the policy within twelve months the client will receive a letter from Fredericton Transit management.
- **Third Violation:** A third offence within twelve months of the first offence will result in a second letter from Fredericton Transit management and a possible suspension of service. The length of suspension will be at management’s discretion.
- **Fourth Violation:** A fourth offence within twelve months 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 at (506)460-2212 if a scheduled pickup does not occur within 15 minutes of the end of the pickup window. 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 those who are visiting Fredericton in the short term. Visitors must be registered with Para Transit services in their home community and adhere to the policies and procedures of Fredericton Para Transit.

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.

INQUIRIES

For further information, call Fredericton Transit during regular office hours. The Para Transit phone number is (506) 460-2208 or (506) 460-2020.