

SPECIALIZED TRANSIT SERVICE (STS) POLICIES AND PROCEDURES

Introduction

STS is a door to door shared ride service operating within the City of Spruce Grove and defined limits of Parkland County for all seniors (55+) and persons with mobility challenges.

STS presently operates with three wheelchair accessible vehicles (two vans & one 20-passenger bus). All vehicles are owned by the City of Spruce Grove.

STS provides a reservation trip service and is available for occasional or casual trips, such as medical, business or personal trips. Reservation trips are booked on the basis of the space available and the priority ranking of the trip (medical trips take priority over all other trips and may cause other trips to be cancelled or moved).

STS offers scheduled shopping trips locally on Tuesdays and Thursdays. Twice a month STS provides transit to varied shopping malls in the City of Edmonton and St. Albert.

Service is available on a first come first serve basis for medical appointments. Some medical appointments such as eye examinations with dilation drops will require an attendant.

All appointments must be booked through the office, **Drivers do not book appointments**

All trips are pre-scheduled so that routes may be designed to ensure maximum public use while staying within our present budgetary guidelines.

STS will consider special event service arrangements. Full capacity (15) minimum for seating is a normal requirement. Rates will be adjusted accordingly to ensure cost recovery.

STS will give each user a pick up time. STS reserves the right to have a flexible pick-up time frame before and after the time given. The user is to be available during this time frame.

Eligibility

General Information:

STS is for Spruce Grove and defined areas of Parkland County seniors; 55 years or older, and citizens, who have a mobility challenge.

STS eligibility is established by completing a **STS Application Form (Part A)**. Those citizens who have a disability are required to complete Part B of the form: **Needs assessment for Disabled Applicants (Part B)**. A screening committee for eligibility purposes will be established consisting of 2 STS Board Members and a STS employee to evaluate the application. If the applicant is eligible for STS, a registration number and card will be issued.

All eligible riders are required to inform STS of any address or equipment change. When considering new equipment (wheelchairs, scooter) please ensure that new models can be secured safely in STS vehicles.

MAXIMUM WEIGHT AND BASE DIMENSIONS
The combined weight of the chair (or scooter) and passenger cannot exceed 800 lbs. (364 kg) in total weight.
For wheelchairs, walkers and scooters the maximum base dimensions are 30 x 48 inches (76 x 122 cm) .
Equipment larger than 30” will only be booked based on the availability of approved vehicles

STS reserves the right to refuse services.

Temporary Service:

STS will grant a temporary registration number for individuals who are temporarily disabled. This registration will be in effect only for the period of disability.

STS WILL PROVIDE TRANSPORTATION BETWEEN:	STS OFFICE HOURS FOR BOOKING TRIPS ARE BETWEEN:
Monday 7:00 am to 4:00 pm	Monday 8:30 am to 4:30 pm
Tuesday 7:00 am to 4:00 pm	Tuesday 8:30 am to 4:30 pm
Wednesday 7:00 am to 4:00 pm	Wednesday 8:30 am to 4:30 pm
Thursday 7:00 am to 4:00 pm	Thursday 8:30 am to 4:30 pm
Friday 7:00 am to 4:00 pm	Friday 8:30 am to 4:30 pm
Saturday No service	Saturday Office closed
Sunday No service	Sunday Office closed

Cancellations

STS realizes that unexpected occurrences such as illness, family emergencies, etc. can happen to all of us occasionally and disrupt our daily schedules. We ask that the user endeavor to cancel their trip **24 hours** prior to their pick-up, if the user does not cancel within the 24 hr. period the user will be responsible for the cost of that trip. This will prevent the STS vehicle from making an unnecessary trip and the vehicle can be reassigned to service other passengers.

STS will consider a failure to cancel as a “No Trip”. A user who has frequent “No Trips” may be subject to suspension from the STS Service.

STS reserves the right to charge an additional fee if the user fails to show-up after the time frame window. This is in effect if the pick-up is part of a return trip. In order to avoid this extra charge the user must ensure they have an understanding with the STS office. If a client books a return trip they will not be refunded for that trip if they get an alternate ride while waiting for STS to return for them, they will still be charged for the full return trip.

Fares

STS users may pay the exact fare in cash or by tickets. Cash fare or ticket fares are collected by the STS driver prior to the trip. Users are allowed one stop at the set price of a trip, any additional stops thereafter will be charged at \$1.00 per stop.

STS will announce new rate at least one month prior to changes.

Driver Role/Responsibility

The driver is responsible to:

- a) Operate ramps and secure wheelchairs in wheelchair restraint devices.
- b) assist users on and off vehicles
- c) Assist user to travel between the vehicle and the exterior door of their destination ensuring that the user is safely inside the interior of their home.
- d) A driver has the responsibility to provide additional assistance (if necessary) to the client to ensure their safety and well-being is assured at pick-up and/or drop off.

Attendants

Attendant Definition: A mentally competent & responsible person of 18 years or older who is responsible for the actions and assistance of an STS registered user that requires assistance due to a medical condition and/or behavioral concern while utilizing the services of Spruce Grove Specialized Transit Service (STS). Service Dogs are considered

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an attendant.

STS driver must concentrate on the safe operation of the vehicle and cannot provide supervision to those who require constant or frequent attention because of medical or behavioral reasons. Under these conditions the registrant must travel with an attendant. Service will be denied to individuals who fail to meet this requirement.

STS limits attendants to one. To have an attendant the proper application form sections must be completed by the appropriate personal.

STS will not charge for the attendant. In the case of families only one person will be appointed attendant and all others will be charged the fare. Riders/attendants when making bookings must also book for attendant or family members.

Life Partner Transit Policy

“When life partners are separated due to illness or disability, and one of them still owns and lives in a residence of Spruce Grove/or Parkland Village, that client will still be considered a resident, STS will provide transportation as required to the partner who resides in Spruce Grove, Stony Plain or Parkland Village other than the registered home at the current rate of fare.”

Passenger Safety and Conduct

STS passengers must comply with the driver’s instructions.

STS requires that all wheelchairs be secured by the tie down mechanism provided in the vehicle. Any passenger utilizing a scooter must transfer to a regular vehicle seat and wear a seat belt.

STS requires that all users must wear seat belt. Any modification to this must be approved by the driver.

STS requires that mobility challenged children be secured in a CSA approved car seat supplied by the patron.

In the event of a medical emergency; the STS driver shall call 911 for assistance. The cost of such emergency shall be the sole responsibility of the user.

STS drivers retain the right to refuse service.