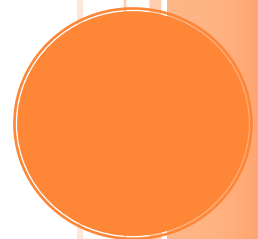


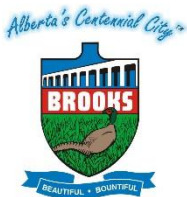


# City of Brooks Handibus Specialized Transit Service

## GUIDE BOOK

---





# CITY OF BROOKS HANDIBUS SPECIALIZED TRANSPORTATION SERVICES

## GUIDE BOOK

## Contents

### [City of Brooks Handibus Specialized Transportation Services](#)

About Brooks Handibus.....	pg.3
How to Apply.....	pg.4
Information Changes/Customer Expectations.....	pg.5

### [Trips](#)

Hours of Operation/Locations of Service.....	pg.5
Types of Trips.....	pg.6
How to Book.....	pg.6
Tips for Booking.....	pg.7
Maximum Trip Times.....	pg.7
Expectations.....	pg.8
Cancellations.....	pg.8
No-Shows.....	pg.9
Trip Adjustments.....	pg.10

Trips (continued)

Fare Payment.....	pg.10
Drivers' Assistance.....	pg.11
Companions on Brooks Handibus.....	pg.12
Mandatory Attendant.....	pg.12
Medical Emergency.....	pg.13
Passenger Code of Conduct.....	pg.13
Service Animals.....	pg.14
Passenger Safety.....	pg.14
Medical Seatbelt Exemption.....	pg.14
Mobility Aid Standards.....	pg.15
Oxygen Use on Handibus.....	pg.15
Customer Service.....	pg.16

# City of Brooks Handibus

## Specialized Transportation Services

### About the City of Brooks Handibus

City of Brooks Handibus is a door-to-door, shared-ride, driver-assisted transportation service for residents of Brooks, including those visiting our community within the City's boundaries. This service is geared towards those who: are 65 years of age or more, are physically and/or cognitively disabled, or who have a temporary disability.

Brooks Handibus is wholly owned, operated and managed by the City of Brooks.

Service hours are:

**Monday to Friday: 8:00 a.m. to 4:00 p.m. (excluding statutory holidays)**

City of Brooks Handibus is a client-based service available to registered individuals only. All persons utilizing the Handibus must complete an application form. City staff will assess whether the applicant is eligible for the Handibus and under what conditions.



## How to Apply

A completed application form must be submitted and approved before you can use the Brooks Handibus. Applicants are responsible for any charges associated with completing the application.

### **Applications are available at:**

City of Brooks Office, 201 1<sup>st</sup> Avenue West, Brooks.

Online at [www.brooks.ca](http://www.brooks.ca)

By calling 403-362-6190.

### **The application process involves two steps:**

- Part A of the application form must be completed in full by all applicants.
- Part B of the application form is to be completed by a qualified medical practitioner (Medical Doctor, Registered Nurse, etc.) to verify medical reasons for not being able to access conventional transit services.

Completed applications can be faxed to 403-362-4787 or returned by mail or in person to:

*City of Brooks Handibus, PO Box 879, 201 1<sup>st</sup> Avenue West, Brooks, Alberta  
T1R 1B7*

*All personal information collected on the application form is collected under the authority of Section 33(C) of the Freedom of Information and Protection of Privacy Act, RSA, 2000 (FOIP) and will be used to determine eligibility for City of Brooks Handibus Services. If you have any questions regarding the collection of this personal information, please contact the FOIP Coordinator at 403-362-3333.*

Applicants will be notified by letter if they are or are not eligible for the Handibus service. For questions or to check the status of your application, contact the City of Brooks at 403-362-3333.

## Information Changes/Customer Expectations

**Clients/Caregivers:** Please call 403-362-3333 to inform us of any changes to a medical condition, address, emergency contact person, phone numbers or the equipment you or your client use. Up-to-date information is essential in order to provide you or your client with the best and safest service.

All locations served by the Brooks Handibus must have an accessible door to and from any location. They must be kept free of any debris, snow and/or ice, or we will be unable to provide service. Please confirm that your destination is accessible before booking a trip.

**Please note:** To ensure the safety of both passengers and operators, temporary, portable, and/or some homemade ramps may **NOT** be acceptable. For more information on ramp safety standards please contact the City of Brooks Engineering & Property Services Department at 403-362-3333.

Abusing service privileges and/or ignoring the Passenger Code of Conduct shall be grounds **for temporary or permanent cancellation of your eligibility.**

## Trips

### Handibus Service

Hours of Operation/Locations of Service

#### **TRAVEL WITHIN THE CITY OF BROOKS**

##### **Service hours:**

**Monday to Friday, 8:00 a.m. to 4:00 p.m. (excluding statutory holidays).**

- Door-to-door service to and from any location within the City of Brooks, providing it is accessible as noted above.

**Please note:** All Handibus bookings are made on a "first come, first served" basis, based on availability. Alternative times will be offered if staff cannot accommodate the time requested.



## Types of Trips

### Reservation Trips

- Are for occasional and casual trips;
- Should be booked at least three (3) business days in advance, as bookings are on a first come first served basis and as vehicle capacity and scheduling allows; and,
- Group charter trips should be booked up to one (1) week in advance, as bookings are on a first come first served basis as driver availability, vehicle capacity and scheduling allows.

### Recurring Trips

- Are trips that travel from the same origin to the same destination, at the same time and on the same day, each week;
- Can be for one or more times a week, one time every two, three or four weeks, or one trip per month (e.g. first Monday of every month, etc.);
- Once booked, subscription service runs as long as it is needed;
- Must be temporarily cancelled if you do not need your subscription trip on a particular day/time; and,
- Should be reviewed regularly based on need (permanently cancel any subscription trips you no longer need).

## How to Book

- Call Brooks Handibus at 403-362-6190 between 8:15 a.m. and 4:00 p.m. on weekdays.

***Please note:*** The City of Brooks Handibus is closed on statutory holidays

When you book a trip you will be asked:

- What day you wish to travel;
- The exact address for your pick-up and drop-off (name of location, business/facility, etc.);
- The time of day you wish to travel;
- If you will be accompanied by a companion or mandatory attendant (MA);
- If you wish to use a wheelchair or another type of mobility aid; and,
- If you wish to book a return trip.

---

**! Remember:**

**City staff will confirm the trip by repeating it back to you. Please ensure all information is correct.**

---

Tips for booking:

- Avoid high-volume call times by calling in the afternoon instead of the morning.
- Plan ahead and try to pre-book your trips up to three (3) business days ahead.

## Maximum Trip Times

The City of Brooks Handibus tries to minimize your travel time. However, because of the shared-ride nature of Handibus, please keep in mind the following maximum trip time guideline when planning your trip.



- Local trips (within Brooks) - can be up to 45 minutes in length.

---

**! Remember:**

**The City of Brooks Handibus is NOT a taxi service.**

---

## Expectations

When you book a City of Brooks Handibus trip, City staff will give you a scheduled thirty (30) minute window of time for pickup. Timely service and customer satisfaction is greatly affected by drivers having to wait for customers to be ready when they arrive. Please be ready at the start of your pickup period at the nearest exterior set of accessible doors or outside door, as this will improve overall service efficiency.

The vehicle will wait a **maximum of five (5) minutes** upon arrival within your scheduled pickup time period.

***Please note:** Drivers will only ring the door bells at single family residences **not** at apartment buildings. Drivers will **not** search buildings for customers not present at the outside door upon arrival.*

## Cancellations

There is a high demand for the Brooks Handibus service, therefore, please call the Handibus promptly if you need to cancel your trip. Please ensure that you give at least two (2) hours-notice of cancellation before your scheduled trip time. Your cancellation saves drivers making an unnecessary trip and may allow another customer the opportunity to book a trip for the same time.

Call 403-362-6190 or 403-362-3333 to place a 'temporary cancel' on your recurring trips when you are not planning to use the Handibus.

Call 403-362-6190 to place a same-day cancellation.

### Tip for Cancelling:

- Let the scheduler/dispatcher know your name as well as the time and date of your trip to be cancelled.
- You can cancel your trip on the phone when you are connected to the City Hall voicemail system the evening before if you no longer need the service the next day.

## No-Shows

A customer is considered a no-show when:

- The vehicle arrives at the scheduled time and pickup location and no one is there within five (5) minutes;
- The customer cancels at the door; or,
- The customer cancels less than two (2) hours before the trip.

No-shows are recorded in customer files and regular no-shows may lead to a suspension of service.



## Trip Adjustments

If you want to adjust your trip, call City Staff prior to noon (12 p.m.) the day before your travel date.

During your trip on the Handibus, you may ask the operator for a change of destination close to your original location and we may be able to accommodate that change. City of Brooks Handibus service standards must be maintained and other customers must not be negatively affected.



## Fare Payment

A bus pass or exact change is required to access the bus. Bus passes can be purchased at:

LOCATIONS	
City of Brooks Firehall	504 Cassils Road East
City Hall	201-1 <sup>st</sup> Avenue West

### Please note:

- All mandatory attendants for registered users will ride for free on the Brooks Handibus.
- A fare is required from all non-mandatory companions (friends or family) accompanying registered users on the Brooks Handibus.
- Debit machines are available at the Firehall and City Hall.

**Fares:**

TRIP	COST
One-way trip within City of Brooks	\$4.00 (exact change only or 1 bus pass punch)
Group Charter	\$55.00 per hour with a minimum two (2) hours booking + \$1.79/km

- Bus passes are sold for: \$40.00 per pass.
  - Each bus pass has 10 trips on them and has no expiration date.
- Packs of five (5) bus passes are sold for: \$180.00 (at a 10% discount)
  - These are great gift ideas.

**Fact:**

You can purchase Brooks Handibus passes from the drivers. Please have exact change, or a cheque (made out to City of Brooks) ready, as the drivers do not carry change.

**Drivers' Assistance****Drivers will:**

- Operate ramps on their vehicle;
- Secure wheelchairs and scooters to the floor of the vehicle using restraint devices;
- Secure walkers in designated location of bus using safety strapping;
- Assist customers with lap/shoulder straps and belts;
- Assist customers on and off vehicles;
- Assist customers between the vehicle and the inside of the nearest exterior set of accessible doors at the place of origin and/or destination; and,
- Help with parcels or baggage at the driver's discretion.

**Drivers will not:**

- Search for patrons in hospitals, stores or other buildings;
- Make any repairs or adjustments to your equipment;
- Enter your premises under any circumstances;
- Take you or your equipment up or down the steps or on unstable/ unsafe ground or ramps;
- Help pull you from a seating position to board/exit the bus;
- Pick up any patrons who have not been booked into the Handibus schedule even if they are a registered user; and,
- Accept gifts or gratuities.
  - If you would like to acknowledge a driver's service, please submit a recommendation by calling City of Brooks Handibus at 403-362-3333.

---

**! Remember:**

**If a customer cannot be left alone at their drop-off destination, someone must be available to meet them.**

---

## Companions on the City of Brooks Handibus

A companion is a person who travels with the Handibus registrant, but is not required to do so as a mandatory attendant. If space is available, you may take a companion on your Handibus trip. Please check with City staff when making your booking. Companions are required to pay the regular Handibus fare.

## Mandatory Attendant

Customers who require a mandatory attendant must request the designation at the time of application. Mandatory attendants are **not** required to pay a fare.

Remember: Customers who are assigned mandatory attendant status are not able to book any trips for travel without an attendant.

Mandatory attendant status may be assigned by City of Brooks Handibus administration when:

- A customer needs individual assistance on the vehicle due to a medical condition and/or behavioural concerns.
- A customer displays unacceptable behaviour that affects other passengers and/or the driver.
- A customer cannot be left alone and no one is available to receive them at their destination.

Mandatory attendant status is assigned to a patron who requires assistance to complete the journey. It does not apply to assistance needed prior to pick up or after drop off.

## Medical Emergency

City of Brooks Handibus drivers must concentrate on the safe operation of their vehicle and the road conditions. The drivers cannot supervise those who require constant or frequent attention due to medical or behavioural reasons.

In the event of a medical emergency, the City of Brooks Handibus driver will call 911 for assistance. The cost of such an emergency shall be the sole responsibility of the client/passenger. All Brooks Handibus drivers are trained in First Aid should an emergency situation arise.



## Passenger Code of Conduct

No person shall cause a disturbance that may negatively affect other passengers and/or distract the driver from the safe operation of the vehicle.

Some examples include:

- Yelling, swearing, hitting or throwing objects;
- Using excessive perfume;
- Spitting or biting;
- Arguing, refusing to cooperate with the Brooks Handibus driver or to adhere to procedures (such as wearing seatbelts or shoulder strap/lap belt assemblies);
- Threatening or harassing the driver or other passengers;
- Excessive, distracting or dangerous movement of arms, legs, head or torso beyond the passenger's personal space in the vehicle;
- Urination, defecation; or,
- Public nudity, sexual conduct or activity.

Please remember: the Brooks Handibus may not meet all of your travel needs. When a higher level of service is required, we recommend a private service option such as a taxi.

For information on private taxi service, please consult your local telephone directory.

## Service Animals

Only certified service/assistance animals are accommodated on Brooks Handibus vehicles to help patrons with visual, hearing or other physical and cognitive disabilities. Service/assistance animals must have the appropriate training and certification, with documentation on file with the City of Brooks verifying that the animal has been trained by a recognized service animal training facility.

## Passenger Safety

The Brooks Handibus is dedicated to the safety of every passenger on every trip. All passengers on the Brooks Handibus are required to use the appropriate securement systems or transfer to a vehicle seat for the safest trip possible. Seatbelts must be fastened when sitting in Handibus seats.

Correct use of a securement safety system (for mobility aids) and seatbelt assemblies (for passengers) is mandatory and is a condition of use while travelling on the Brooks Handibus.

## Medical Seatbelt Exemption

All City of Brooks Handibus registrants are required to wear a seatbelt/shoulder strap, unless they have a medical exemption letter on file, which has been signed by a medical doctor.

The Province of Alberta has specific requirements which Brooks Handibus must follow regarding seatbelt exemptions for medical reasons - these letters must be updated annually.



## Mobility Aid Standards

For the safety of all passengers, all wheelchairs, walkers and scooters transported on the Brooks Handibus must meet specific size, weight and safety guidelines. All mobility aids must be kept in good repair at all times or they will not be taken on the Handibus. If the drivers cannot properly secure your mobility aid, we will not be able to provide you with service using that mobility aid. The use of a wheelchair lap belt and shoulder strap assembly in the vehicles is mandatory.

### **Safety standards:**

- Combined weight of chair or scooter and passenger cannot exceed 750 lbs (340 kilograms).
- Maximum base dimensions for wheelchairs, walkers and scooters is 30" by 50" inches (76 by 127 cm). Equipment larger than this cannot be accommodated.
- Wheelchairs and scooters must have functioning brakes.
- Wheelchairs must have escort handles.
- No flags or other projections are permitted.
- Tie-downs must be securely fastened to the frame of the scooter.
- Scooters may need attachments installed so they can be secured safely to the floor of the vehicle.

### **Tip:**

- Call the City of Brooks Handibus before purchasing new equipment to ensure it can be safely secured on our vehicles.

## Oxygen Use on Handibus

Oxygen tanks are permitted on Handibus vehicles for those clients requiring the constant administration of oxygen. Oxygen tanks must be portable in nature.

Transporting tanks that are not being used, or transporting extra tanks, is not permitted.



## Customer Service

### Commendations

If you are happy with the service you are getting from our Brooks Handibus drivers and staff, please let us know by calling in a commendation.

### Suggestions or concerns:

We are interested in any comments or suggestions you have about the City of Brooks Handibus. We listen to customer concerns and spend considerable time investigating and resolving service issues.

To submit feedback, please call 403-362-3333.

---

**City of Brooks Handibus**

**Telephone: 403-362-6190**

**PO Box 879**

**Fax: 403-362-4787**

**Brooks, AB T1R 1B7**

**[www.brooks.ca](http://www.brooks.ca)**

---

*Date of Publication: October 2015*