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ACCESS AIRDRIE PARATRANSIT SERVICES USER GUIDE

Updated December 30, 2022

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WHAT IS ACCESS AIRDRIE?

Access Airdrie is a shared-ride, curb-to-curb, paratransit service. This service is provided to eligible Airdrie residents that are unable to use fixed route services.

Access Airdrie services that are offered:

- Local trips to locations within Airdrie City limits
- Trips to Calgary for Specialized Medical Appointments

The Specialized Medical Trip Service provides trips into Calgary for medical services that are currently unavailable in Airdrie. This service can be booked up to a maximum of two (2) trips per month.

HOW DO I APPLY?

Applicants can download an application form at [City of Airdrie - Airdrie Transit](#) or alternatively pick one up at City Hall located at 400 Main Street SE.

Completed application forms can be submitted by:

- Emailing transit@airdrie.ca;
- Faxing to Airdrie Transit at 403-948-6567; or
- Mailing to Airdrie Transit c/o The City of Airdrie, 400 Main Street SE, Airdrie AB, T4B 3C3

The application must be signed by both the applicant and a Healthcare Professional. Incomplete forms will be returned to the applicant. There is no application fee for applying to the Access Airdrie service.

Once your application has been received, Airdrie Transit will contact you to schedule an interview to review your application and clarify any questions.

Please note that the submission of an application form does not guarantee approval for services. Airdrie Transit bases eligibility on the physical and/or cognitive ability to use conventional public transit service.

Eligibility is not based on:

- Age
- Income
- Language Barriers
- Fear of driving
- Inability to drive
- Unfamiliarity of how to use Airdrie Transit

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Airdrie Transit will notify all applicants regarding the status of their applications. Applicants who are considered ineligible for Access Airdrie may reapply if there is a change in medical status or circumstances that may affect the applicant's eligibility.

Access Airdrie clients can be suspended or permanently revoked due to safety concerns, abuse of the service, knowingly providing false information, fare evasion, abuse or disrespectful treatment of staff and/or other clients.

WHEN CAN I USE ACCESS AIRDRIE?

Access Airdrie operates 7 days a week within Airdrie. For specialized medical trips into Calgary, service is offered Monday through Friday. Service is not provided on Statutory holidays.

For hours of operation, please see the Airdrie Transit website, [City of Airdrie - Access Airdrie \(Paratransit Service\)](#).

WHO CAN I TRAVEL WITH?

Personal Care Attendant

Access Airdrie clients may designate a person, over the age of 18, to travel with them as a Personal Care Attendant (PCA).

PCA's travel with clients to provide assistance with medical or behavioral needs while travelling. A PCA may also travel with a client in order to provide support at the customer's destination.

There is no charge for a PCA to travel with the registered client.

Companions

A companion, such as a friend or family member, may travel with an Access Airdrie client. All companions are required to pay the regular fare. Access Airdrie clients who are 12 years of age or younger must travel with a parent, guardian or PCA while travelling on Access Airdrie.

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HOW DO I BOOK A TRIP?

Access Airdrie clients can begin booking trips once they have received their approved application status from Airdrie Transit, please allow up to 2 weeks for processing.

To book a trip, call Airdrie Transit at 403-948-8875, Monday to Friday, 8:30am to 4:30pm.

Please have the following information ready when booking your trip:

- Name
- Date(s) and time(s) of the trip(s) you are requesting
- Your exact pick-up and destination addresses
- Whether you are traveling with a Personal Care Attendant or a Companion
- Type of mobility aid you will be using (i.e. walker, wheelchair, scooter)

Bookings are recommended with a minimum of 24 hour notice. Advance bookings can be made up to thirty (30) days in advance.

HOW DO I CANCEL A TRIP?

If you need to cancel your trip, please call Airdrie Transit at 403-948-8875 during regular business hours (8:30am to 4:30pm) if possible. If you are unable to reach a booking agent, please leave a message requesting the cancellation of your trip with your name and travel time(s).

Cancellations should be done no less than one (1) hour before your scheduled pick up time.

Access Airdrie clients may be charged a fee equal to the amount of the missed trip for cancellations that fall into these categories:

- Clients who cancel with less than one (1) hour notice (a late cancellation)
- Clients who are not ready or present when the Access Airdrie vehicle arrives
- Clients who cancel their trip with the driver at the door when the vehicle arrives

Excessive late cancellations and no-shows may result in a review of booking privileges.

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HOW DO I PAY?

Access Airdrie accepts cash, tickets, monthly passes, and online payments.

For the current fare rate and outlets that sell ticket booklets and monthly passes, please visit [City of Airdrie - Passes, tickets and fares](#) or call 403-948-8875.

Bus operators are prohibited from reaching into clients pockets, purses or wallets to obtain fares, even if requested.

Clients who travel to Calgary for specialized medical trips will be provided with an invoice for their trip from the City of Airdrie. The client is not required to pay the driver for trips to Calgary.

CAN I APPLY FOR A TRANSIT SUBSIDY?

The City of Airdrie offers a subsidy program which improves access to services and makes transit affordable for residents.

The Airdrie Fair Access (AFA) program provides three levels of income-based subsidies to residents through a one-step application process. To qualify, applicants must be residents of the City of Airdrie and have a household income that is within 25% of the Low-income Cut-off before taxes (LICO-BT) as defined by Statistics Canada for census metropolitan areas of more than 500,000 people.

AFA applications are processed by Community Links and further information on a transit subsidy can be found at [City of Airdrie - City of Airdrie subsidy program for low-income residents](#).

Please note, Access Airdrie is a separate program. Qualifying for a subsidized rate from AFA does not guarantee approval for Access Airdrie Services.

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WHAT IS MY PICK-UP TIME WINDOW?

When you book your trip, you will be provided with a 15 minute pick-up window time.

For example, if your pick-up window is 10:00am to 10:15am, your vehicle should arrive between 10:00am and 10:15am. Airdrie Transit requests that clients be prepared to board the vehicle at the start of the pick-up window (10:00am).

On-time service and client travel time can be affected by having to wait for another client at their pick-up location. Your cooperation is appreciated and will improve service quality for all clients.

WHAT ASSISTANCE WILL THE OPERATOR PROVIDE?

Professionally trained operators will support your safe travel needs by:

- Operating power lifts and ramps on vehicles (if necessary)
- Securing mobility devices to the floor of the vehicle using the vehicle restraint system
- Assisting clients with lap/shoulder straps and belts
- Assisting clients on and off vehicles

Due to health and safety concerns, our operators are unable to assist with:

- Entering a premise under any circumstances
- Making any repairs or adjustments to mobility devices
- Transferring a client from a mobility device to any kind of lift device
- Helping with numerous packages or baggage
- Securing any doors at a premise.
- Carrying mobility devices up or down stairs.
- Providing medical assistance, administering medicine or adjusting medical equipment.

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WHAT DO WE ASK OF OUR ACCESS AIRDRIE CLIENTS?

We ask our Access Airdrie clients, caregivers, and/or their guardians to help us provide safe, on-time service by providing the following:

- Being prepared for your trip prior to scheduled pick-up time
- Cancelling trips as early as possible
- Ensuring your residence is accessible and clear of debris, ice and snow
- If required, waiting for assistance when entering/exiting a transit vehicle
- Ensuring your mobility device is in working condition and has appropriate securing components
- Limiting the amount of carry-on items you are bringing onboard to two shopping bags or whatever can fit on your lap and/or be safely stored in your mobility device.
- Ensuring children are properly secured by the child's parent/caregiver
- Carrying a snack and water for your personal comfort and safety for any trips outside of the City
- Carrying all necessary medication while traveling in case of a lengthy delay
- Keeping personal information up to date with Airdrie Transit

ADDITIONAL GUIDELINES

Mobility Devices

All mobility devices must meet specific size, weight and safety guidelines as specified below:

- Maximum base dimensions for mobility devices is 30 x 50 inches (76 x 127 cm). Mobility devices larger than these maximum base dimensions cannot be accommodated.
- Combined weight of mobility device and client cannot exceed 750 lbs (340 kg).
- Manual wheelchairs must have escort handles and fully functional brakes
- Scooters may need an attachment (i.e. d-rings) installed so they can be secured safely to the floor of the paratransit vehicle. Tie-downs must be securely fastened to the frame of all scooters. Clients are responsible for any costs associated with these attachments.

Service will not be provided if the mobility device cannot be safely and properly secured in the vehicle. Clients using scooters, will be required to transfer to a seat for their safety.

Service Animals

Registered service animals may travel on Access Airdrie vehicles. When scheduling a trip, please inform the booking agent that a service animal will be accompanying you on the trip.

Lost and Found

Items that may have been lost while on-board our services will be turned into lost and found. For items lost while traveling with us, please contact our service provider at 587-775-0192. You will be provided with instructions on how to retrieve your item.

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WILL I NEED TO RENEW MY SERVICE?

Access Airdrie customers may be contacted by Airdrie Transit to provide updated information.

For renewal questions, please call 403.948.8875 or email transit@airdrie.ca

MORE QUESTIONS?

Please contact Airdrie Transit with any questions, comments, or concerns regarding Access Airdrie:

Phone: 403-948-8875

Email: transit@airdrie.ca

DISCLAIMER

The City of Airdrie/Airdrie Transit reserves the right to amend, update or clarify Access Airdrie program rules, guidelines or procedures at any time.

CONFIDENTIALITY

All personal information on your application is collected under Section 33(c) of the Freedom of Information and Protection of Privacy Act and will be used solely for the purpose of administering Access Airdrie service.

Any questions concerning this collection can be directed to:

Transit Team Leader

City of Airdrie

400 Main Street SE

Airdrie Alberta, T4B 3C3

Phone: 403-948-8875

The application along with any supporting documentation will be discussed only with the applicant or a legal guardian. If a release form is completed, the application may be discussed with the individual named in the release.