

CITY OF AIRDRIE  
ACCESS Airdrie Paratransit Policy

Effective Date: October 17, 2011 Revision Date: \_\_\_\_\_  
Approved By: City Council  
Approved On: October 17, 2011 Resolution #: \_\_\_\_\_

**PURPOSE:**

The purpose of this policy is to outline the guidelines of the City of Airdrie's ACCESS Airdrie 'curb-to-curb' paratransit service. By identifying guidelines such as service standards and eligibility criteria, the City of Airdrie and/or its designated provider can provide consistent service levels to all eligible clients of the service.

**SCOPE:**

This policy covers all paratransit services provided by the City of Airdrie including service within Airdrie and to Calgary. The scope does not cover local or regional transit services provided by the City of Airdrie.

**POLICY:**

The City of Airdrie provides a shared-ride, 'curb-to-curb' paratransit service for people who are unable to use the regular public transit service with safety and dignity called ACCESS Airdrie. ACCESS Airdrie is based on meeting eligibility criteria as set in the application process including the completion of a functional assessment by a health care professional.

ACCESS Airdrie within Airdrie is provided Monday to Friday from 8:00 a.m. to 6:00 p.m. and ACCESS Airdrie service to Calgary is provided Tuesdays from 8:30 a.m. to 4:30 p.m. Service is not provided on statutory or observed holidays.

**RESPONSIBILITIES:**

- **City Council** – will review and approve any revisions or exceptions to this policy.
- **Transit Operations and/or its designated representative** – will carry out the policy based on established procedures.

**PROCEDURES:**

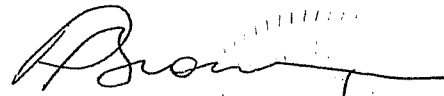
This Policy is to be read in conjunction with the ACCESS Airdrie Handbook, which sets out the manner in which this Policy is to be implemented. The ACCESS Airdrie Handbook is updated annually and is available at Airdrie City Hall and on the City of Airdrie website.

**GUIDELINES:**

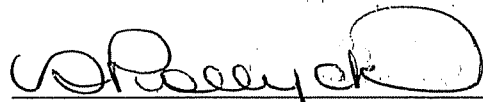
The following guidelines will apply and are detailed in the ACCESS Airdrie Handbook:

- a) Service Standards
- b) Eligibility Criteria
- c) Appeals Process
- d) Booking Procedure
- e) Cancellation Procedure
- f) Responsibilities
- g) Rules of Conduct

---



Mayor



City Clerk