

Access Airdrie Handbook

October 2019

airdrie transit

WHAT IS ACCESS AIRDRIE?

Access Airdrie is a shared-ride curb-to-curb Accessible public transit service available to residents with disabilities. An applicant is eligible for Access Airdrie if they are a City of Airdrie resident and are unable to use conventional transit services due to a physical or functional limitation, defined as “any condition, either short term or long term”.

Conventional transit services means Accessible fixed route public transit and includes the family of services provided by Airdrie Transit (i.e. Intercity Express and Local Routes).

ACCESS AIRDRIE SERVICES

Service in Airdrie

Access Airdrie operates as a shared-ride service Monday to Friday from 8:00 am to 6:00 pm. Access Airdrie does not operate on Saturdays, Sundays or statutory holidays.

Please note that all Access Airdrie trips are considered shared-ride services with OnDemand transit services for the general public.

Specialized Medical Trips to Calgary

Specialized Medical Trips to Calgary is a curb-to-curb service available five days of the week from 7:00 am to 6:00 pm. Specialized medical trips to Calgary do not currently operate on Saturdays, Sundays or statutory holidays.

ELIGIBILITY

If you are unable to use conventional public transit due to a physical or functional disability, Access Airdrie may

be for you. To use this service, you must meet specific eligibility criteria.

Eligibility Criteria

1. Access Airdrie is not for those who find it more difficult or who are reluctant or unwilling to use conventional transit services or;
2. Access Airdrie is not an attendant care service or;
3. Eligibility is not based on a particular disability and persons are approved on a case-by-case basis or;
4. Eligibility is not based on age or income or;
5. Eligibility is not based on the availability of a vehicle or ability to operate a vehicle.

Mandatory Personal Care Attendants

Our contracted drivers must concentrate on the safe operation of their vehicle and cannot supervise Access Airdrie clients who require frequent attention.

Access Airdrie clients who require frequent attention or display unacceptable behaviours that affect other customers or the driver will be required to travel with a mandatory personal care attendant (PCA) at all times.

Please note that an Access Airdrie client with PCA status cannot serve as an attendant for another Access Airdrie client with PCA status. A PCA must also be over the age of 18.

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

Companion

If space is available, a friend or family member may ride with the registered Access Airdrie client. These guests are traveling as companions and are required to pay the regular fare. Please inform the booking agent if a companion will be traveling with you on your trip(s).

Maintaining Your Eligibility

All Access Airdrie clients are responsible to renew their eligibility based on the expiration date indicated on their Access Airdrie client card. Failure to renew eligibility within one (1) month of expiration may result in clients reapplying as a new user to the service.

Temporary Eligibility

Access Airdrie service is available for residents who are temporarily unable to use conventional transit services. Residents may make an application for temporary Access Airdrie service under the same guidelines as outlined for Access Airdrie eligibility.

Visitors to Airdrie with mobility restrictions may be eligible for temporary Access Airdrie service depending on your circumstances. Please contact Airdrie Transit at 403-948-8875 to discuss your transportation needs.

Suspension of Eligibility

Access Airdrie eligibility 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 Access Airdrie staff or other Access Airdrie clients.

APPLYING FOR ACCESS AIRDRIE

Access Airdrie Handbook

Applicants must complete an application to be considered to use the Access Airdrie service. The completion of the Access Airdrie application does not guarantee eligibility.

How to Apply

Complete and submit an Access Airdrie application. Applications are available on the Airdrie Transit website – www.airdrietransit.ca, at City Hall (400 Main Street SE), or requested over the phone by calling 403-948-8875. Completed and signed applications can be forwarded via fax, email or hard copy via mail. There is no application fee for applying for the Access Airdrie service.

Completed applications can be:

- Faxed - 403-948-6567
- Emailed - transit@airdrie.ca
- Or returned by mail or in person:

Airdrie Transit
c/o The City of Airdrie
400 Main Street SE
Airdrie AB T4B 3C3

It may take up to thirty (30) days to assess eligibility and notify applicants.

If eligible, an Access Airdrie eligibility card will be mailed to the provided mailing address. Clients will have the ability to book Access Airdrie service upon receipt of this card. If you are approved and require a PCA, an attendant must be provided by you and accompany you on all of your Access Airdrie trips.

What if my application is denied?

If your application is denied, an appeal can be sent to the Transit Team Leader – Airdrie Transit via mail or email. Requests must be submitted within thirty (30) days of eligibility notification. Applicants will be advised in writing of the Transit Team Leader’s decision within thirty (30) days of receiving the proper appeal documentation.

Applicants who are considered ineligible for the Access Airdrie service may reapply. Access Airdrie staff receives additional information affecting the applicant’s ability to Access fixed-route service, or there is a change in medical status that may affect the applicant’s eligibility.

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.

HOW TO USE ACCESS AIRDRIE

Access Airdrie Handbook

This section provides direction on how eligible clients can arrange trips on Access Airdrie, and the rules for using the service.

Booking a Trip in Airdrie

Please note that all Access Airdrie trips are considered shared-ride services.

Booking Over the Phone

Clients can call 403-948-8888 to make a booking. Bookings are recommended with a minimum 24 hour notice. Same day bookings may be accommodated based on availability.

The following information will be required to book your Access Airdrie 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 companion
- Type of mobility aid you will be using (i.e. walker, wheelchair, scooter)

All information will be repeated back to you before the call is completed.

You should carry all necessary medication while traveling on Access Airdrie in case of a lengthy delay. If you are diabetic or hypoglycemic, bring a snack with you in case travel takes longer than expected.

Booking a Specialized Medical Trip to Calgary

To book your trip, please call 403-948-8875 Monday to Friday between 8:30 am and 4:30 pm. Clients will have the ability to book a maximum of two (2) trips per month based on meeting eligibility criteria and availability. Staff will monitor monthly usage and inform clients when they have reached their maximum number of trips per month.

Cancelling a Trip

If you need to cancel your trip in Airdrie, please do so by calling 403-948-8888. If you need to cancel your specialized medical trip to Calgary, please call 403-948-8875. Cancellations should be done no less than one (1) hour before your trip. 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).

Late Cancellation/No-Show/Cancel at the Door

A late cancellation is a trip that is cancelled with less than sixty (60) minutes notice prior to the scheduled pick-up time. Late cancellations are subject to the Late Cancellation/No-Show Policy.

A no-show occurs when an Access Airdrie client is not ready or not present when the Access Airdrie vehicle arrives at the scheduled time and location.

A cancel at the door occurs when the vehicle arrives and the Access Airdrie client lets the operator know that they are not taking the requested trip.

When does a late cancellation or no-show not count?

If an Access Airdrie vehicle arrives more than fifteen (15) minutes late and the Access Airdrie Handbook

Access Airdrie client wishes to cancel the trip or no-show the trip, it will not count as a late cancellation or no-show.

Late Cancellation/No-Show Policy

The late cancellation/no-show policy was developed to assist in reducing the number of late cancellations and no-shows impacting the Access Airdrie service. The policy is designed for Access Airdrie clients to enjoy more trips and fewer service delays. We understand that on occasion unforeseen circumstances cannot be avoided. However, excessive late cancellations and no-shows can result in service suspension.

Clients who cancel with less than sixty (60) minutes notice (late cancellation), will be charged a fee equal to the amount of the missed trip prior to using the service again.

Excessive frequency of late cancellations will result in the following policy actions:

- If three (3) late cancellations or no-shows occur in any 60-day period, a letter of warning will be issued to the Access Airdrie client and/or their caregiver.
- If six (6) late cancellations or no-shows occur in any 90-day period, a two-day suspension of service will be imposed. A letter of warning explaining the suspension will also be issued to the Access Airdrie client and/or their caregiver.
- If nine (9) late cancellations or no-shows occur in any 120-day period, a one-week suspension of service will be imposed. A letter of warning explaining the suspension will be issued to the Access Airdrie and/or their caregiver. The one-week

suspension will be imposed for seven (7) consecutive days.

- If twelve (12) or more late cancellations or no-shows occur in any 120-day period Access Airdrie eligibility can be revoked. Access Airdrie can revoke the client's eligibility if a satisfactory arrangement to avoid late cancellations and no-shows cannot be reached.

Longer appointment than expected

If your appointment is taking longer than expected, please call the Access Airdrie booking agent at 403-948-8888 for trips in Airdrie or 403-948-8875 for specialized medical trips to Calgary. The agents will discuss alternative pick-up time options. Adjustments will be made if possible.

Pick-up Time Window

The Access Airdrie booking agent will provide a pick-up time for your trip(s). Please remember this time has a pick-up window. The Access Airdrie vehicle may arrive fifteen (15) minutes earlier or up to fifteen (15) minutes later than the time provided by the Access Airdrie booking agent. Every effort is made to operate the service as close to the provided pick-up times as possible.

If the Access Airdrie vehicle is operating fifteen (15) minutes later than the time provided by the Access Airdrie booking agent, Access Airdrie will attempt to notify you.

On-time service and client travel time can be affected by having to wait for another Access Airdrie client at their pick-up location. It is requested that Access Airdrie clients be prepared to board the Access Airdrie service at the start of your pick-up window. Your cooperation is

appreciated and will improve service quality for all Access Airdrie clients.

Trip Adjustments (Airdrie only)

During your trip on Access Airdrie, you may request to change your destination. Please let the driver know about your request as you board the vehicle. This option is only available for trips within Airdrie and not available on the specialized medical trips to Calgary service.

MOBILITY DEVICE GUIDELINES

For the safety of other Access Airdrie clients and contracted drivers, all mobility devices must meet specific size, weight and safety guidelines. All mobility devices must be kept clean and in good repair or they will not be permitted on Access Airdrie service. Service cannot be provided if the contracted driver cannot safely and properly secure a mobility device.

The following are additional mobility aid guidelines:

- Do not overload mobility devices with added weight and additional packages that makes it difficult for Access Airdrie drivers to assist in a safe manner or affects the safety of other Access Airdrie clients.
- The combined weight of the mobility device and Access Airdrie client cannot exceed 750 lbs (340 kg).
- The maximum base dimensions of the mobility device are 30 x 50 inches (76 x 127 cm). Mobility devices larger than these maximum base dimensions cannot be accommodated.

- Manual wheelchairs must have escort handles.
- Fully functional brakes
- Scooters may need an attachment (i.e. d-rings) installed so they can be secured safely to the floor of the Access Airdrie vehicle. Tie-downs must be securely fastened to the frame of all scooters. Access Airdrie clients are responsible for any costs associated with these attachments.

SERVICE ANIMALS

Certified service animals are permitted on Access Airdrie service to assist clients.

DRIVER ASSISTANCE

To ensure Access Airdrie client and employee safety, and to minimize liability, contracted drivers are limited in the assistance they can directly provide to Access Airdrie clients. The following list provide examples of what contracted drivers are permitted and prohibited from doing.

Contracted drivers are authorized to:

- Operate power lifts and ramps on vehicles, secure mobility devices to the floor of the vehicle using the vehicle restraint system
- Assist Access Airdrie clients with lap/shoulder straps and belts
- Assist Access Airdrie clients on and off vehicles

Access Airdrie operators are not authorized to:

- Enter a premise under any circumstances
- Make any repairs or adjustments to mobility devices
- Transfer an Access Airdrie client from a mobility device to any kind of lift device. Access Airdrie clients must have a PCA who will assist them if required.
- Help with packages or baggage. Access Airdrie clients are requested to limit the number of possessions to those that you can safely carry or travel with a PCA who can provide assistance.
- Lock any doors at a premise.
- Carry mobility devices up or down stairs. All mobility devices must be at ground level and ready to board the Access Airdrie vehicle.
- Provide medical assistance, administer medicine or adjust medical equipment.

CLIENT SAFETY

Access Airdrie is dedicated to the safety of all Access Airdrie clients on every trip.

- All locations must be kept free of snow and ice or Access Airdrie will not be able to provide service.
- Correct use of a securement safety system (mobility aids) and seat belt assemblies are mandatory, and a condition of use while traveling on Access Airdrie services.
- All mobility aids must be secured using the restraint systems provided as contracted drivers will not provide service to anyone who is not secured.

CLIENT RESPONSIBILITIES

By registering to use Access Airdrie shared-ride public transit service, clients, caregivers and/or their guardians have

agreed to follow the policies and procedures below:

- No smoking on-board any transit vehicle;
- No use of abusive, threatening, or obscene language or actions towards other customers, contracted drivers or Access Airdrie staff;
- No operating or tempering with any equipment while traveling;
- Be prepared for your trip prior to scheduled pick-up time;
- Cancel trips as early as possible;
- Ensure your residence, and where possible, your destination, is Accessible, i.e. clear of debris, ice and snow;
- Where possible, wear your personal seatbelt, unless provincially exempted and exemption has been submitted to Access Airdrie;
- When required, wait for assistance when entering/exiting a transit vehicle;
- Ensure mobility aid or device is in working condition and has appropriate securing components;
- Limit the amount of items you are bringing onboard to those that you can carry;
- Keep your personal information up to date with Access Airdrie, such as address, emergency contact information and mobility aids by calling 403-948-8875;
- Ensure children are properly secured by the child's parent/caregiver; and
- Be considerate to other clients, the driver and Access Airdrie staff.

FARES

Clients must pay a fare each time they take a trip with Access Airdrie. Access Airdrie accepts exact cash fare, tickets and monthly passes. Contracted drivers are prohibited from reaching into pockets, purses or wallets to obtain fares, even if requested.

Clients may also use credit or debit cards on the specialized medical trips to Calgary service at no additional cost.

Subsidies are available online at: [City of Airdrie - Airdrie Participant Support Program](#)

For the most current fares please visit www.airdrietransit.ca or call 403-948-8875.

- Mandatory PCA travel free when identified by a health care professional during the application process
- Tickets and monthly passes can be purchase at: City Hall (400 Main Street SE), Genesis Place (800 East Lake Blvd), Shoppers Drug Mart (2-804 Main Street and 836-1st Avenue) and Calgary Co-op (2700 Main Street SE).

LOST AND FOUND

We will do our best to reunite you with your lost item. Items that may have been lost while on-board our services will be turned into our lost and found. For items lost on while traveling with us, please contact us at 403-948-8875. We will provide instructions on how to retrieve your item.

CONTACT US

Access Airdrie is intended to provide the best possible service to the maximum number of people who need it.

Comments, concerns or suggestions:
Access Airdrie

Phone: 403-948-8875
Fax: 403-948-6567

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.