

Paratransit Newsletter

Fall/Winter 2023



Holiday Service

- **December 24, 2023:** 8 a.m. to 10 p.m.
Subscription trips are **not cancelled**
- **December 25, 2023:** 8 a.m. to 10 p.m.
For **Christmas Day**, riders will be asked about accessibility of their destination and for a contact number.
- **December 26, 2023:** 8 a.m. to 7 p.m.
- **December 31, 2023:** 8 a.m. to 2 a.m.
Subscription trips are **not cancelled**
- **January 1, 2024:** 8 a.m. to 7 p.m.
- **February 19, 2024:** 8 a.m. to 7 p.m.
- **March 29, 2024:** 8 a.m. to 7 p.m.

Subscription Trips on stat holidays are automatically cancelled unless noted above. Holiday trips can be booked up to one week in advance. Customers are encouraged to provide as much notice as possible.



Call **306-777-7007** and **press #4** to leave a trip **cancellation** message if you are off during the holidays.

Ride For Free On New Year's Eve!!!

Transit and Paratransit service will be offered to customers for free from 7 p.m. on **December 31, 2023**, to 2 a.m. on **January 1, 2024**.

Mobility Equipment on the Bus Lift

For safety reasons, Paratransit is unable to transport customers with broken mobility equipment. Walkers, wheelchairs and scooters must have working brakes. Loose wheels, frames, seats and trays are also not permitted because they can cause injury.

All motorized wheelchairs and scooters must be turned off with the brakes applied when on the lift. Customers must also wear the seatbelt attached to the device while being transported.

Customers are expected to check their device for any issues before travelling.

Winter Transit Tips



To make your winter Paratransit experience as smooth as possible:

- Dress warm for cold weather. Even though buses are heated, they can be cold when the doors are open.
- Keep sidewalks, ramps, and steps clear of snow and ice. Operators cannot transport if it isn't safe. Also, operators will not shovel.
- Put an outside light on at night so the operator can see the house number.

Reminder: Winter registrants may ride Paratransit from **November 1, 2023**, to **March 31, 2024**. This time frame will only be extended if there are extreme weather conditions resulting in an accumulation of snow and ice.

Winter Road Conditions

When it snows, Paratransit vehicles can have difficulty until streets are cleared of snow. When a large amount of snow is expected, Paratransit will stop bookings to give the buses more time to travel between trips. Regular trip bookings will resume once road conditions improve. In extreme conditions, where safety is at risk, trip bookings may be **cancelled**.

Fare Collection

Paratransit is experiencing some technical difficulties with card readers used to scan R-Card passes on the bus. Customers are still expected to have an active pass or pay a cash fare when travelling.



A new fare collection system is planned to be in place in 2024, which will feature new ways to make it more convenient to pay to use the bus. Stay tuned for updates in the new year.

Transporting Bags of Goods

Customers using a mobility device are permitted to carry bags of goods on their wheelchair or walker. However, the number and size of bags cannot block the aisle for safety reasons.

Customers who do not have a mobility device are permitted to bring what they, or their attendant, can carry and manage. Operators will only assist with carrying one bag of goods, as their priority is safely escorting people.

Through the Door

For customer safety, paratransit operators are required to escort customers through the door when dropping-off. Customers can't tell the operator they wish to remain outside because the operator **must** escort inside a building. The only exception is if a customer is being dropped-off at an outdoor location such as a park.

Subscription Trip Usage

A subscription trip is a trip that has been entered into the trip booking system that automatically generates so customers do not need to book these trips in advance. Customers must use their subscription trips 70% of the time in order to keep them. This rule is in place because most paratransit trips are subscription trips. When they are not used regularly, other people can't get trips.

Paratransit will call customers who aren't using their subscription trips 70% of the time and advise that trip usage must improve. If usage does not improve, customers will be required to book those trips in advance.

Taxis

Paratransit uses taxis for some trips when requests for trips on buses can't be accommodated. Both accessible and regular taxis are used. Paratransit will tell customers if the trip is on a taxi. Customers cannot request or book a trip on short notice expecting a taxi. Paratransit will decide if a trip will be on a taxi based on the number of taxi trips that are available each day.



A trip may initially be booked on a taxi and then moved onto a bus if there is room. It is important to watch for both types of vehicles. Customers with an **R-Card** do not have to pay for the taxi. Customers who pay cash will be charged \$3.25 by the taxi driver, the same as on a bus. Customers who can't use a taxi will only be booked on a bus. Customers should call **306-777-7007** and **press #2** to advise if they are unable to use a taxi.

Trip Arrival Window

Customers must be ready 10 minutes before their scheduled pick-up time. Once the bus arrives, it will wait 5 minutes before leaving.

Trip Changes

Operators cannot make changes to trips. Changes to your scheduled trips can only be made by calling **306-777-7007** or by emailing paratransit@regina.ca.

Charters

The current rate for chartering a Paratransit bus is **\$90.22** per hour. Non-profit organizations and individuals may charter a Paratransit bus for recreation purposes for half-price.



If you no longer wish to receive this newsletter, email paratransit@regina.ca or call **306-777-7007** and **press #2**.

How Was Your Ride?

Intermittently, Paratransit will be contacting several customers to ask how their bus or taxi ride was. Customers will be asked if the operator gave them good customer service, they were escorted and secured properly, and if there were any difficulties with their trip.

Booking Trips

It is recommended to book trips up to seven days in advance. Trips requested on short notice may not be able to be accommodated. Sometimes there may be long wait times on the phone. Instead of waiting on hold, you can email paratransit@regina.ca or call **306-777-7007** and **press #3**. For emails and voice messages, the goal is to respond within 24 hours, but there are sometimes delays.

We're Listening

If you have any compliments, comments, or concerns about our service, please call **306-777-7000**.

If you are uncomfortable reporting concerns, have a family member, friend, caregiver, or advocate call for you.