

Handibus

Specialized Transit Service

GUIDE BOOK



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St. Albert Handibus Specialized Transportation Services

About St. Albert Handibus

St. Albert Handibus is a door-to-door, shared-ride, driver-assisted transportation service for residents of St. Albert, 16 years of age and over, who are unable to use regular conventional transit due to a physical or cognitive disability. Individuals with temporary disabilities can also make use of Handibus on a temporary basis.

Handibus is managed and operated by St. Albert Transit (StAT) and is wholly owned by the City of St. Albert.

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



About DATS

St. Albert Transit has partnered with DATS (the City of Edmonton's Dedicated Accessible Transit Service) to assist us in providing Handibus service to our clients. DATS will be providing the booking, scheduling, and dispatch functions on behalf of St. Albert Transit. StAT entered into this partnership to take advantage of industry-leading technology that will allow Handibus to provide enhanced service and to accommodate as many trips as possible for our growing client base.

St. Albert Transit remains responsible for the overall management of Handibus, including vehicles, drivers, fares, and the application process.



How to Apply

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

Applications are available at:

- St. Albert Transit Office, 235 Carnegie Drive, St. Albert.
- Online at **ridestat.ca**.
- By calling 780-418-6060.

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 780-459-4050 or returned by mail or in person to:

St. Albert Transit
235 Carnegie Drive, St. Albert, Alberta
T8N 5A7

Arrangements will be made for an in-person assessment appointment to review the application form, explain the Handibus service and to take a photo of applicant for the issuance of a photo ID registrant card if deemed eligible.

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 St. Albert Handibus Services. If you have any questions regarding the collection of this personal information, please contact the FOIP Coordinator at 780-459-1500.

Information Changes

Clients/Caregivers: Please call 780-418-6020 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.

Client Expectations

All locations served by Handibus drivers must be accessible (an accessible door is an outside door with no more than one step). They must be kept free of snow and ice, or we will be unable to provide service. Please confirm that your destination is accessible before booking a trip.

Note: To ensure the safety of both passengers and operators, temporary, portable or some homemade ramps may NOT be acceptable. For more information on ramp safety standards, please contact St. Albert Transit at 780-418-6020.

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

Handibus Service Hours and Locations

TRAVEL WITHIN ST. ALBERT

Monday to Friday, 7 a.m. to 6 p.m.
(excluding statutory holidays).

Saturday, 8:30 a.m. to 5 p.m. (excluding statutory holidays).

- Door-to-door service to and from any location within St. Albert.

TRAVEL TO/FROM EDMONTON

Monday to Friday, 7 a.m. to 5 p.m.
(excluding statutory holidays).

TRAVEL TO/FROM WEST EDMONTON

Monday to Friday, 7:30 a.m. to 5 p.m.
(excluding statutory holidays).



TRAVEL TO/FROM EDMONTON

Monday to Friday, 7 a.m. to 5 p.m. (excluding statutory holidays).

- Door-to-door service from any location within St. Albert to the following destinations in Edmonton:

DESTINATIONS	ADDRESS
Alberta Retina Consultants	10924 – 107 Avenue
Canada Place	9700 Jasper Avenue
Capital Care Gene Zwozdesky Centre Norwood	10508 – 111 Avenue
Central Lions Senior Rec. Centre	11113 – 113 Street
Chrysalis	13325 St. Albert Trail
Cross Cancer Institute	11560 University Avenue
Edmonton City Centre	10025 – 102A Avenue
First Edmonton Place	10665 Jasper Avenue
Glenrose Rehabilitation Hospital	10230 – 111 Avenue
Hys Medical Centre	11010 – 101 Street
Kaye Edmonton Clinic	11400 University Avenue
Kingsway Mall	109 Street & Kingsway
Kingsway/RAH Transit Centre	106 Street & 111 Avenue
Royal Alexandra Hospital	10240 Kingsway
University of Alberta – Corbett Hall	8205 – 114 Street
University of Alberta Hospital	8440 – 112 Street
University of Alberta – Steadward Centre	2-633 Van Vliet Complex
University Transit Centre	114 Street & 89 Avenue

BOOKING TRIPS INTO EDMONTON

- Commuter trips into Edmonton can be booked Monday to Friday, according to the following time schedule:

ST. ALBERT TO EDMONTON	EDMONTON TO ST. ALBERT
7:00 a.m.	8:00 a.m.
8:00 a.m.	9:00 a.m.
10:00 a.m.	11:00 a.m.
12:00 p.m.	1:00 p.m.
2:00 p.m.	2:45 p.m.
3:45 p.m.	4:45 p.m.

TRAVEL TO/FROM WEST EDMONTON

Monday to Friday, 7:30 a.m. to 5 p.m.

(excluding statutory holidays).

- Door-to-door service from any location within St. Albert to the following destinations in West Edmonton:

DESTINATIONS	ADDRESS
Elves Adult & Youth Centre	10419 – 159 Street
Meadowlark Health and Shopping Centre	156 Street & 87 Avenue
Misericordia Community Hospital	16940 – 87 Avenue
Villa Caritas	16515 – 88 Avenue
West Edmonton Kidney Care	10560 Mayfield Road
West Edmonton Mall	8882 – 170 Street

BOOKING TRIPS INTO WEST EDMONTON

- Commuter trips into West Edmonton can be booked Monday to Friday, according to the following time schedule:

ST. ALBERT TO WEST EDMONTON	WEST EDMONTON TO ST. ALBERT
7:30 a.m.	8:45 a.m.
10:00 a.m.	11:15 a.m.
1:15 p.m.	2:30 p.m.
3:45 p.m.	5:00 p.m.

Types of Trips

Reservation Trips

- Are for occasional or casual trips.
- Can be booked up to three days in advance.
 - » If you are calling to book a trip for the following day, you must call and book before noon. The booking agent will offer alternate times if we cannot accommodate the time requested. You may also request a same-day trip (see the following section); and
- Are made on a first-come, first-served basis, based on availability.

WHEN TO CALL	
For Monday Trips:	Call on Friday/Saturday or Sunday (before noon)
For Tuesday Trips:	Call on Saturday/Sunday or Monday (before noon)
For Wednesday Trips:	Call on Sunday/Monday or Tuesday (before noon)
For Thursday Trips:	Call on Monday/Tuesday or Wednesday (before noon)
For Friday Trips:	Call on Tuesday/Wednesday or Thursday (before noon)
For Saturday Local Trips:	Call on Wednesday/Thursday or Friday (before noon)

Same-Day Trips

St. Albert Handibus tries to accommodate same-day trip requests as vehicle capacity and scheduling allow.

There is no guarantee that a same-day trip request can be accommodated.

Subscription 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 a minimum of 6 weeks in duration.
- 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 a Trip

- Call DATS directly at 780-496-4567 (choose Option 2)

Monday to Friday: 7:30 a.m. to 5 p.m.

Saturdays and Sundays: 7:30 a.m. to noon

Note: DATS Customer Care is closed on statutory holidays

- Extended hours are available through DATS to cancel a trip, to verify a booking, or to check on a late bus. The phone number is 780-496-4567 (choose Option 1) and the hours are:
 - » 5 a.m. to 11 p.m., Monday to Friday
 - » 6 a.m. to 11 p.m., Saturday, Sunday and holidays



Please note: These hours differ from trip booking hours.

OR

- Call St. Albert Transit at 780-418-6060 between **8 a.m. and 5 p.m. on weekdays** and your call will be forwarded to DATS Customer Care. If you call St. Albert Transit outside of regular business hours, you can choose Option 1 to be directed to DATS.

When you book a trip you will be asked:

- Your St. Albert Handibus registration number.
- 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 and have a call reminder prior to your return trip pick-up.



Remember:

The customer care agent 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 days ahead.

DATS Online Booking

Offers online self-serve options including trip bookings, trip cancellations, viewing trips and more.

Visit the DATS website: <https://datsonlinebooking.edmonton.ca/#/auth/signinregister> or click on the Handibus Online Trip Booking link located at ridestat.ca

Registered Handibus clients can register for this service independently. Please call the Customer Care Centre at 780-496-4567 and press "Option 4" for more information.

Travel Times

BOOKING TRIPS WITHIN ST. ALBERT

- Local trips within St. Albert can be booked Monday to Friday at any time between the operation hours of 7 a.m. to 6 p.m., and on Saturday, any time between the operation hours of 8:30 a.m. to 5 p.m.

BOOKING TRIPS INTO EDMONTON

- Commuter trips into Edmonton can be booked Monday to Friday, according to the following time schedule:

ST. ALBERT TO EDMONTON	EDMONTON TO ST. ALBERT
7:00 a.m.	8:00 a.m.
8:00 a.m.	9:00 a.m.
10:00 a.m.	11:00 a.m.
12:00 p.m.	1:00 p.m.
2:00 p.m.	2:45 p.m.
3:45 p.m.	4:45 p.m.

BOOKING TRIPS INTO WEST EDMONTON

- Commuter trips into West Edmonton can be booked Monday to Friday, according to the following time schedule:

ST. ALBERT TO WEST EDMONTON	WEST EDMONTON TO ST. ALBERT
7:30 a.m.	8:45 a.m.
10:00 a.m.	11:15 a.m.
1:15 p.m.	2:30 p.m.
3:45 p.m.	5:00 p.m.

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. Registration ID is required when booking a trip.

Trip Planning

When you book a St. Albert Handibus trip, the customer care agent will give you a scheduled 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 first exterior set of accessible doors or outside door, as this will improve overall service efficiency.

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

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



Please remember:

St. Albert Handibus is NOT a taxi service.

Maximum Trip Times

St. Albert 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 guidelines when planning your trip.

- Local trips (within St. Albert) - can be up to 45 minutes in length.
- Commuter trips (into Edmonton) - can be up to 90 minutes in length.

Interactive Voice Response (IVR) Service

There is a call-ahead function, Interactive Voice Response (IVR), now available to St. Albert Handibus customers. IVR is an automated telephone system that gives clients an advance call to let them know their St. Albert Handibus ride is five to ten minutes away. IVR helps to reduce wait times and uncertainty for customers.

There is also an automated call service the evening before (between 6:30 p.m. and 8 p.m.) to remind you of your reserved trips for the next day.

Please note: If you choose to opt out of the automated call service, please let the customer care agent know when booking your trip.



Tip: You can also cancel your trip on the phone when you get the “evening before” call if you no longer need it the next day.



Cancellations

There is a high demand for St. Albert Handibus service, therefore, please call Handibus promptly if you need to cancel your trip. Please ensure that you give **at least two 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 780-418-6060 or 780-496-4567 (choose Option 1) to place a 'temporary cancel' on your subscription trips when you are not planning to use St. Albert Handibus.

Call 780-418-6060 or 780-496-4567 (choose Option 1) to place a same-day cancellation.

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 minutes,
- The customer cancels at the door, or
- The customer cancels less than two 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 the **DATS Customer Care Centre prior to noon the day before your travel date.**

Please remember: St. Albert 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.

Fares

CASH

TRIP	COST
One-way trip within St. Albert	\$3.25 (exact change only or one local ticket)
One-way trip to/from Edmonton	\$6.00 (exact change only or one commuter ticket)

TICKETS

- Local tickets are sold in booklets of 10 for \$25.50.
Commuter tickets are sold in booklets of 10 for \$43.20.
- Both types of tickets can be purchased from the Handibus driver or the following locations:

LOCATIONS	
Akinsdale 7-Eleven	Appleyard Square
City Cashier	St. Albert Place
Giroux Crossing 7-Eleven	1 Giroux Road
Lennox 7-Eleven	71 Liberton Drive
London Drugs	St. Albert Centre
Petro Canada	174 St. Albert Trail
Petro Canada	770 St. Albert Trail
Shoppers Drug Mart	Mission Hill Plaza
Shoppers Drug Mart	Village Landing
St. Albert Trail 7-Eleven	220 St. Albert Trail
St. Albert Transit	235 Carnegie Drive



If purchasing tickets from the driver, please have exact cash or cheque (made out to St. Albert Transit) ready, as the drivers do not carry change.

Please remember:

Fare is required upon entry for each trip. Do not “owe” the fare or pay in advance for the second trip.

For clients requiring a mandatory attendant, the mandatory attendant will need to travel with the client at all times and will ride for free.

A fare is required from all Companions (friends or family) accompanying registered clients on the Handibus.

St. Albert Transit monthly passes, including U-Pass and All Aboard (AISH) passes are NOT accepted on Handibus.

Handibus clients can take conventional transit anytime with the help of an aide and that aide will ride for free.

Please carry your St. Albert Handibus photo ID card with you at all times while traveling on either Handibus or conventional St. Albert Transit.



Companions on St. Albert 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 DATS 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 St. Albert 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 the 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.

Client 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.

Medical Emergency

St. Albert 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 St. Albert Handibus driver will call 911 for assistance. **The cost of such an emergency shall be the sole responsibility of the client.**

Camera-Equipped Vehicles

All Handibus vehicles are monitored by video technology to help ensure the safety of both passengers and operators.

Service Animals

Only certified service/assistance animals are accommodated on St. Albert 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 at St. Albert Handibus verifying that the animal has been trained by a recognized facility.

Passenger Safety

St. Albert Handibus is dedicated to the safety of every passenger on every trip. All passengers on Handibus are required to use the appropriate securement system 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 St. Albert Handibus.

Mobility Aid Standards

For the safety of all passengers, all wheelchairs, walkers and scooters transported on St. Albert 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 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 34 by 48 inches (86 by 122 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.
- Collapsible mobility aids require patrons to transfer to a bus seat (i.e. portable scooters, transport chairs).



Tip: Call St. Albert Handibus before purchasing new equipment to ensure it can be safely secured on our vehicles.

Medical Seatbelt Exemption

All St. Albert 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 St. Albert Handibus must follow regarding seatbelt exemptions for medical reasons - these letters must be updated annually.

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.



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, and
- Assist customers between the vehicle and the inside of the first exterior set of accessible doors at the place of origin and/or destination.



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

Drivers will not:

- Search for patrons in hospitals, malls or other buildings,
- Make any repairs or adjustments to your equipment,
- Help with parcels or baggage,
- 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,
- Accept gifts or gratuities. If you would like to acknowledge a driver's service, please submit a commendation by calling St. Albert Transit at 780-418-6060.

Customer Service

Lost and Found

For lost and found, please contact St. Albert Transit Customer Service at 780-418-6060. All items must be claimed at the St. Albert Transit office located at 235 Carnegie Drive in St. Albert.

Commendations

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

Suggestions or concerns:

We're interested in any comments or suggestions you have about St. Albert Handibus. We listen to customer concerns and spend considerable time investigating and resolving service issues.

To submit feedback, please call 780-418-6060.



St. Albert Transit reserves the right to amend, update or clarify Handibus service rules, guidelines or procedures at any time.



**ST. ALBERT
TRANSIT**

St. Albert Transit

235 Carnegie Drive

St. Albert, Alberta T8N 5A7

Telephone: 780-418-6060

Fax: 780-459-4050

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