

Handibus

Specialized Transit Service



ridestat.ca





St. Albert Transit Handibus is a service designed to assist in meeting the mobility needs of City of St. Albert residents, 16 years of age and over, who cannot use regular accessible transit services due to a physical or cognitive disability.

Eligibility

Handibus service is available to any St. Albert resident 16 years of age and over, who is unable to utilize existing fully-accessible conventional public transit due to a physical or cognitive disability.

All Handibus clients must be registered with St. Albert Transit prior to booking a trip.

Registration Process

Registration forms are available online at ridestat.ca or at the St. Albert Transit Office, 235 Carnegie Drive, St. Albert.

- **Part A** of the registration form is to be completed by patron or by a legal guardian.
- **Part B** of the registration 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.

Once completed, return the application form in one of the following ways:

- Drop it off at St. Albert Transit, 235 Carnegie Drive, St. Albert
- Fax to 780-459-4050
- Mail to St. Albert Transit, 235 Carnegie Drive, St. Albert, AB 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 for the issuance of a photo ID registrant card if deemed eligible.

Applicant will be notified by letter if they are or are not eligible for the Handibus Service.



Fares

TRIP	COST
One-way trip within St. Albert	\$3.75 (exact change only or one local ticket)
One-way trip to/from Edmonton	\$6.25 (exact change only or one commuter ticket)

Cash or Tickets

- Local tickets are sold in booklets of 10 for \$30.00.
Commuter tickets are sold in booklets of 10 for \$45.00.
- 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

- 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 must 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.

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

Handibus Service Hours

TRAVEL WITHIN ST. ALBERT

- Monday to Friday, 7:00 a.m. to 6:00 p.m.
(excluding statutory holidays).
- Saturday, 8:30 a.m. to 5:00 p.m. (excluding statutory holidays).
 - Door-to-door service to and from any location within St. Albert

TRAVEL TO/FROM EDMONTON

- Monday to Friday, 7:00 a.m. to 5:00 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

TRAVEL TO/FROM WEST EDMONTON

- Monday to Friday, 7:30 a.m. to 5:00 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

Types of Trips

Reservation Trips

Casual trips booked one to three days in advance.

Subscription Trips

Identical trips going from the same origin to the same destination at the same time and day of the week for a minimum of 6 weeks in duration (for example: every Monday and Thursday to the same physiotherapy clinic). Once booked, subscription services run as long as needed.

Same Day Trips

Subject to availability.

Booking a Trip

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

Monday to Friday: 7:30 a.m. to 5:00 p.m.

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

Note: DATS Customer Care is closed on statutory holidays

OR

Call St. Albert Transit at 780-418-6060 between **8:00 a.m. and 5:00 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.

Please 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.

Services Available

Automated Reminder Phone Calls

A phone call will be made to you the evening prior to your scheduled trip, and again 5 to 10 minutes prior to the actual pickup time. Clients can utilize the “evening before” phone call to cancel the next day’s trip if necessary. Clients can opt out of reminder phone calls.

I-Book Online Trip Booking

Book your trip online, as well as view, confirm, and cancel trips.

Link available at **ridestat.ca**.

Partnership with DATS

St. Albert Transit has partnered with DATS – the City of Edmonton’s Dedicated Accessible Transit Service – to provide booking, scheduling, and dispatch functions for Handibus clients.

This partnership allows St. Albert Transit access to industry-leading technology that enables us to provide enhanced service and to maximize the number of trips possible for our growing client base. St. Albert Transit remains responsible for the overall management of Handibus service, including vehicles, drivers, and the application process.



Wheelchair and Scooter Specifications

- All wheelchairs, walkers and scooters transported on the Handibus must meet specific size, weight and safety guidelines.
- Mobility aids must be kept in good repair at all times and have functioning brakes.
- No flags or projections are permitted.

MAXIMUM WEIGHT AND BASE DIMENSIONS

The combined weight of the chair (or scooter) and passenger **cannot exceed 750 lbs (340 kg)** in total weight.

For wheelchairs, walkers and scooters the **maximum base dimensions are 34 x 48 Inches (86 x 122 cm)**.

Equipment larger than this cannot be accommodated.

Handibus Clients and Conventional Transit Service

All of St. Albert's conventional transit service is fully accessible with low floor buses. Accessible buses permit easy entry by persons using wheelchairs, scooters or those with mobility restrictions and operate on all local transit routes and on commuter routes to and from Edmonton.

A registered Handibus client may bring along a companion (friend or family member) when riding conventional transit. The companion would ride for free.

St. Albert Transit Handibus strives to provide transit service as requested but it should not be treated as a taxi or an ambulance.

**Call to book your Handibus Trip:
780-418-6060**

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

Telephone: 780-418-6060
Fax: 780-459-4050
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