



REGIONAL MUNICIPALITY  
OF **WOOD BUFFALO**

# **SMART Bus**

## **PASSENGER HANDBOOK**

**Special Mobility Assistance  
Required Transportation**

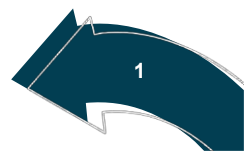
**Booking Line: 780.743.7909**

**Specialized Service provided by the  
Regional Municipality of Wood Buffalo**



# Table of Contents

What is SMART Bus	2
Vision Statement	2
Fares	3
Hours of Service	3
Statutory Bookings	4
Registration	4
Booking	5
Using the Service	6
A) Type of Limitations	
B) Passenger Categories	
C) Types of Bookings You Can Make	
D) How do I cancel a trip I have booked In Advance?	
E) How do I check a booking when the bus is more than 15 minutes late?	
Shared Responsibilities	11
Program Responsibilities	11
Wheelchairs & Scooters	12
Passenger Responsibilities	12
Answers to Commonly Asked Questions	14
Glossary of SMART Bus Terms	15





## What is SMART Bus

Our Special Mobility Assistance Required Transportation (SMART) Bus Service is an accessible curb to curb service for seniors, and those unable to board the regular transit system. Any resident in Fort McMurray whose mobility prevents or inhibits the use of the regular transit system may register to ride on the SMART Bus. All buses are equipped with wheelchair lifts.

## Our Vision Statement

To provide a safe, reliable and efficient transportation service to the residents of the Regional Municipality of Wood Buffalo that allows seniors and individuals with disabilities access to the community by enhancing mobility and enriching their lifestyle.

## Fares

- \$1.50 per trip
- \$15.00 pass (10 rides)

- \$30.00 pass (20 rides)
- \$10.00 one way for Rural Areas
- Rural Area Pickups (Limited service provided Anzac every Wednesday and Janvier every Thursday)

**PASSES** are available for purchase. Please contact the office to request passes.

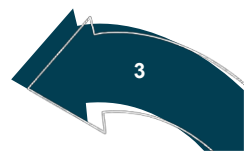
## Hours Of Service

<b>Monday</b>	7:30 a.m. – 7:30 p.m.
<b>Tuesday</b>	7:30 a.m. – 7:30 p.m.
<b>Wednesday</b>	7:30 a.m. – 7:30 p.m.
<b>Thursday</b>	7:30 a.m. – 10 p.m.
<b>Friday</b>	7:30 a.m. – 7:30 p.m.
<b>Saturday</b>	8:30 a.m. – 5:30 p.m.
<b>Sunday</b>	8:30 a.m. – 5:30 p.m.
<b>Statutory Holidays</b>	8:30 a.m. – 5:30 p.m.

Operational hours are subject to change based on Community need.

## Statutory Holidays

- New Year's Day
- Good Friday
- Canada Day
- Labour Day
- Remembrance Day
- Boxing Day
- Family Day
- Victoria Day
- Civic Day
- Thanksgiving Day
- Christmas Day



# Registration

1. Visit our website at [www.woodbuffalo.ab.ca](http://www.woodbuffalo.ab.ca)
2. Click on Bus with moving **WOOSH** sign
3. Click on **Specialized Transit**
4. and download **New Passenger Registration Form**

Complete the Specialized Transportation Application Form and submit for approval as indicated on the Form.

Once approved, you will be notified and you can start using the service.



# Booking

When calling the Booking Line, please have the following information available:

- Your registration number
- Your name
- Your telephone number (where you can be reached during the day)
- Date and time requested (if booking a trip)
- Pickup and destination location
- Whether you'll be travelling with an attendant and/or type of mobility aid.
- Advance bookings can be made for a period up to 2 weeks only.

**Booking Line: (780) 743-7909**

**The Booking Line is open:**

**Monday to Friday, 8:30 a.m. – 4:30 p.m.**

**We require 24 hours' notice for all bookings.**

*Voicemail is available if the scheduler is on another line. Please leave your registration number, name, telephone number, date and destination information and the scheduler will return your call as soon as possible.*

**\* Drivers will not take passengers who have not booked a trip with the scheduler.**

**\*\* Drivers cannot accept any booking from a client**

## **Using the Service**

This section defines the services we provide and how you might qualify for the service. You can use the SMART Bus to go to College, work, therapy, medical appointments, shopping, recreational activities and volunteer commitments. Qualifying for the service allows you to use the bus for any trip. **A. Types of**

### **Limitations:**

#### 1) PHYSICAL:

Applicants are unable to walk a distance of 175 meters / 575 feet.

#### 2) COGNITIVE:

Applicants with cognitive disabilities which impact functional or physical ability to use conventional transit, including: emotional disabilities, brain injury, intellectual or learning disabilities.

#### 3) SENSORY

Applicants experiencing sensory motor area conditions, such as Parkinson's disease, which impact physical ability to use conventional public transit.

#### 4) VISUAL

Applicants who are legally blind and have undergone travel training through an approved agency such as the Canadian National Institute for the blind (CNIB) and are still unable to use conventional public

transit or applicants who have been deemed unsuitable for travel training.

## 5) AGE

Senior citizens (65 and over) automatically qualify, if required and recommended by a medical practitioner. Proof of age is required for all senior applicants.

## **B. Passenger Categories**

### 1) NON-AMBULATORIES PASSENGER

A registered passenger with a temporary or permanent disability who regularly requires the use of a wheel chair or scooter, but who may on occasions use only a walker, cane, crutches, etc.

### 2) AMBULATORY PASSENGER

An ambulatory passenger is a registered passenger with a temporary or permanent disability who is able to walk but cannot use public transit. An ambulatory passenger may use a walker, cane, crutches, etc., but does not require the use of a wheel chair or scooter.

### 3) TEMPORARY PASSENGER

A temporary passenger is a registered passenger with a disability who requires the use of the SMART Bus for at least six (6) weeks. All temporary passenger files are reviewed after 3 months.

### 4) VISITOR

A registered passenger, who does not live permanently in Fort McMurray and fits within our mandate.

### 5) PERSONAL CARE ATTENDANT

A personal care attendant is an individual, who travels with you because you need their assistance. This attendant is required to travel with you on every trip and must have an approved personal care attendant identification card available from the Specialized Transit Office.

### 6) PAYING ATTENDANT



A paying attendant is an individual who travels with you only for some trips because you can travel without assistance.

## 7) WHEELCHAIR SERVICE

Please note the SMART Bus will not transport your wheelchair unless you are travelling with it.

## C. Types of Bookings You Can Make

### 1) SUBSCRIPTION BOOKINGS

Subscription bookings are for ongoing medical appointments, work trips and College only and are known in advance. Subscription trips have a frequency of at least once a week, on the same day(s) of the week, at the same time(s), to and from the same location(s) for a period of at least six weeks. Having a subscription booking means you do not have to call in every week to request your trip.

It does not mean however, that you will always be scheduled with the same driver or that your time will not be changed. If a time change occurs to your subscription booking you will be notified.

### 2) SAME DAY BOOKINGS

Same day bookings are for trips that occur without the opportunity for advance planning (i.e. doctor's appointment). Same day bookings are accommodated on availability only.

### 3) LONG TRIPS

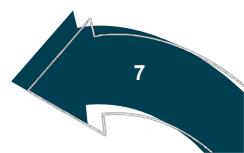
Long Trips require the dedicated use of a bus for an extended period of time.

### 4) GROUP BOOKINGS

Group bookings are for groups of registered passengers who are all traveling to the same destination. If bus is required to stay with the group, an hourly charge of \$35.00 per hour will be applied with a minimum 2 hour charge.

### 5) SPECIAL EVENT BOOKINGS

A Special Event booking is a request by registered passengers for a specific event which takes place outside of the regular hours of operation. The destination of the event must be within city limits. These requests require management approval and are dependent on



driver and bus availability. If approved, the driver and the bus are available to the individual or group for \$35/hour for a minimum of 2 hours. (i.e. 1.5 hours = \$70.00)

## 6) ADVANCED BOOKINGS

Advanced bookings are for trips that do not occur on a regular schedule but are known in advance (i.e. shopping, banking, social outings, etc.). Advance bookings can be booked up to 2 weeks in advance.

If, due to the demand for service, we cannot accept your nonsubscription booking for the time you request, the scheduler will offer alternate times or put you on the waitlist.

You will be contacted by the scheduler if there is an opening in the schedule. Every effort is made to accommodate as many wait listed trips as possible.



### **D. How Do I Cancel a Trip I Booked In Advance?**

- 1) For all cancellations, please call (780) 743-7909. If no attendant is available, leave a message.
- 2) Please provide the following information:
  - Your registration number
  - Your name
  - Date and time of the booking(s) you wish to cancel, including the time(s) for the return trip(s)
- 3) If the cancellation is for a Subscription booking, indicate the date you want the service to start again.

- 4) When you call to cancel the booking, your return trip is automatically cancelled unless you request otherwise.
- 5) If you do not cancel, then your trip is considered “Cancelled at the Door” or “No Show” and your booking for the return trip will automatically be cancelled.

*Passengers whose trips are marked “Same Day Cancel”, “Cancelled at the Door” or “No Show” on a regular basis will have their service reviewed after three incidents by the Program Supervisor. Service will be suspended until such time as it has been reviewed.*



### **E. How do I Check a Booking When the Bus is More Than 15 Minutes Late?**

Due to unforeseen circumstances, the SMART Bus may be delayed beyond 15 minutes. Call the Booking line at (780) 743-7909 and find out the reason for delay and expected time of SMART Bus arrival at pickup location.

### **Shared Responsibilities**

The provision of the shared-ride service is a joint responsibility between the SMART Bus and our passengers. By following these guidelines you will help us provide a safe, efficient and responsive service.

If you have feedback about this service please contact the Program Supervisor at (780) 743-7909.

Your information will be documented. We will respond to your call in a timely fashion and let you know the outcome of the situation.

### **Program Responsibilities**

- The SMART Bus will provide safe, courteous and efficient service.
- The Scheduler will call if a change has been made to your pick-up time from what you originally requested.
- Drivers will provide service to and from the most accessible entrance and exit.

- Drivers will assist passengers on and off the SMART Bus.
- Drivers will ensure that accompanying children, over the age of 5, are properly secured.

## Wheelchairs & Scooters

For the safety of all passengers, all wheelchairs, walkers and scooters transported on SMART Bus 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 the SMART Bus. If SMART Bus cannot properly secure your mobility aid, we will not be able to provide you with service using that mobility aid.

- Combined weight of chair (or scooter) and passenger cannot exceed 750lbs (340kg).
- Maximum base dimensions for wheelchairs, walkers and scooters:  
30 x 50 inches (76 x 127 cm) - equipment larger than this cannot be accommodated.
- Wheelchairs must have escort handles.
- Wheelchairs and scooters must have functioning brakes.
- Drivers will secure all mobility devices which meet with the four point tie-down standards.
- Drivers will assist with the placement and security of the seat belts as required.
- Drivers will assist with bags, parcels or other items for passengers.
- Drivers cannot leave the vehicle unattended while there are passengers on board.

## Passenger Responsibilities

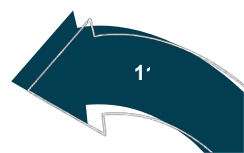
Passengers are asked to be ready 15 minutes before scheduled pick-up time so as not to delay other passengers' trips. Drivers will only wait 3 minutes past your pick-up time.

- Please cancel any bookings that are no longer required within 24 hours
- Ensure that your residence and, where possible, your destinations are wheelchair accessible.

- Ensure the sidewalks and stairs outside the private residence and, where possible, the destinations are cleared of snow and ice .
- Drivers will pick up & drop off on curbside. For safety reasons, drivers are not permitted to back in or out of driveways.
- Driveways that loop in and out of properties and are accessible without any backing maneuvers must be kept clear of snow, ice and debris. Site inspections will be approved by the Supervisor.
- Wear personal wheelchair seatbelt while going aboard and leaving the SMART Bus.
- Wear a seatbelt during transportation unless there is a medical or equipment exemption on file.
- Do not attempt to go aboard or leave the SMART Bus without the assistance of the driver.
- Provide an attendant if:
  - Assistance is required beyond the first exterior door of the point of origin or destination.
  - Assistance is required carrying equipment (i.e. oxygen tank etc.).
  - The SMART Bus administration determines if a passenger's conduct during transportation compromises the safety and comfort of others.
- Please refrain from wearing heavily scented perfumes/deodorants as some of our passengers are allergic to these substances.
- Have bus fare ready (exact change).
- Lost and found, please call (780) 743-7909.

## Answers to Commonly Asked Questions

- Q: I am registered as non-ambulatory but sometimes I am able to make short trips without my wheelchair. Can I make a casual booking if I am not going to be using my wheelchair?
- A: Even if you regularly use a wheelchair (and therefore are registered as non-ambulatory) there may be days when you would prefer to use a walker or cane. If you know you will be using a cane or walker when you are making your booking, please tell dispatch so the ramp will not



be put down when he/ she comes to pick you up. However, if you no longer use your wheelchair on a regular basis please let us know so that we can update your ambulatory status.

**Q:** Can I bring luggage or groceries on the SMART Bus?

**A:** Drivers will assist with parcels. You can also take with you any parcels that can be safely secured in your mobility device. Parcels will not be transported if they cannot be safely stored.

**Q:** Can I take my wheelchair with me on the SMART Bus, even if I am using the bus seat?

**A:** You may transfer from your wheelchair to a seat if you wish. All passengers are required to wear a seatbelt while riding on the bus unless he/she has a medical exemption letter. If you require both a bench seat for yourself and a tie-down position for your wheelchair please inform scheduler at time of booking.

**Q:** My daughter travels with me when I go to my doctor's appointments but not when I go to social functions. Does she have to pay?

**A:** If you want your daughter to accompany you and you do not require a mandatory attendant then she is required to pay.

**Q:** If I am going somewhere like a mall or a place with more than one entrance/exit, how will I know where to meet the SMART Bus for my pick-up?

**A:** The SMART Bus has designated pick-up doors and gates. These are usually the most accessible locations. Passengers will be picked up at the same location they were dropped off.

## Glossary of Terms

### 1) CANCELLED AT THE DOOR

A trip is considered "Cancelled at the Door" if the driver arrives at the location where you are to be picked up and you tell him/her that you will not be taking the trip.

### 2) NO SHOW

A trip is considered a “No Show” if the driver arrives at the location where you are to be picked up and you are not there and you have not called the SMART Bus to cancel your trip.

### 3) TIME CHANGE

To provide a shared-ride service, the scheduler may need to change the time of your pick-up. The scheduler will call if your pick-up time has been altered.

### 4) WAIT LIST TRIP

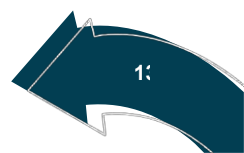
This is a casual trip request that is put on the “Wait List” because the requested times were not available at the time of booking. As we receive cancellations each day we may be able to schedule your trip during your requested time period. You will be contacted if we are able to accommodate your request.

### 5) SHARED SERVICE

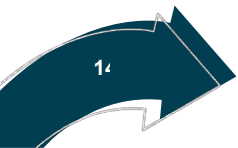
The SMART Bus is a shared service which accommodates more than one passenger at a time and these passengers may be going to different destinations.

Although we do our best to ensure passengers are not riding the bus longer than 45 minutes one way, some circumstances may occur where the duration of the ride is extended.

<b>DATE</b>	<b>TIME</b>	<b>PICK UP LOCATION</b>	<b>DROP OFF LOCATION</b>

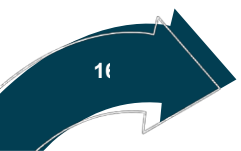



DATE	TIME	PICK UP LOCATION	DROP OFF LOCATION
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REGIONAL MUNICIPALITY  
OF **WOOD BUFFALO**

### **Location**

140 Airport Road  
Fort McMurray, AB  
T9H 4P1

### **MAILING ADDRESS**

#### **SMART Bus Transit Services**

9909 Franklin Avenue  
Fort McMurray, AB  
T9H 2K4

Administration/Registration/Booking Line  
Late Bus Inquiry/Same Day Cancellation  
**(780) 743-7909**