



ACCESSIBLE TRANSPORTATION SERVICE

Service Guide



CONTENTS

- Accessible Transportation Service..... 4
 - Welcome to ATS.....4
 - About ATS4
 - How to Apply.....4
 - Attendants.....5
 - Confidentiality5
- Service Details..... 6
 - Hours of Operation6
 - Booking a Trip.....6
 - Cancelling a Trip.....7
 - Mobility Aids.....7
 - Fares8
 - Group Trips8
 - Punch Cards.....8
 - Types of Trips8
 - Passenger Safety & Client Expectations.....9
 - Driver Assistance 10
 - Monthly Calendar & Newsletter 10
 - Customer Service..... 10
 - ATS Fare Chart..... 11

ACCESSIBLE TRANSPORTATION SERVICE

Welcome to ATS

The Accessible Transportation Service (ATS) is a shared ride, door to door transportation service operating within the Town of Stony Plain, City of Spruce Grove, and specific areas of Parkland County.

About ATS

ATS operates six accessible vehicles that can accommodate persons with various abilities. All vehicles are wheelchair accessible with a ramp, a lift or both. ATS is available for medical appointments, grocery trips, personal appointments, social outings and group trips. Custom bookings are also available. All clients must be registered to use the ATS.

How to Apply

ATS is available to residents of the Town of Stony Plain, City of Spruce Grove and specific areas of Parkland County. Persons over the age of 65 as well as persons with cognitive and/or physical disabilities over the age of 16 can apply by completing the application form at the end of this service package.

ATS staff will review and process each application on an individual basis. Please note that applicants are responsible for any fees associated with completing the application. If the applicant meets eligibility guidelines, they will be notified by the ATS Coordinator and may begin using the service at that time. For questions or to check the status of an application, please contact the ATS office.



Application Process

- Applicants need to complete **PARTS A, B, C and D** of the application form.
- Applicants that have a disability and/or health condition need to take **PART E** to a qualified Health Care Practitioner to be completed and signed.
- Applicants that require an attendant to accompany them on their trips must have **PART F** completed by that individual.

Completed application forms can be sent the following ways:

Email: ats@stonyplain.com

Fax: 780-963-0935

Mail or in Person:

Town Of Stony Plain
4905 51 Ave
Stony Plain, AB T7Z 1Y1

Attendants

In order to travel independently with ATS, applicants must be able to look after their own medical needs during a trip. Applicants must also be able to recognize their destination and inform the driver if the drop off location is correct. If applicants are not able to do so, they will require an attendant when travelling with ATS.

An attendant is considered a mentally competent person over the age of 18 who is responsible for the actions and assistance of a registered client. An attendant may be required to support a client due to medical conditions and/or behavioural concerns that is utilizing the services of the ATS.

If no attendant is available at the client's scheduled pick up time and location, ATS is unable to transport the client and the trip will be rescheduled.

Clients who display unacceptable or disruptive behaviour that affects other passengers and/or the driver will be required to ride with an attendant at all times.

It is free for attendants to accompany clients on their trips.

Attendant Guidelines

- Must be registered with ATS in order to ride with a client unless they are from a medical facility, care centre or another facility that has their clients registered for employment purposes.
- Required when a client needs individual assistance in the vehicle and at their destination due to a medical concern and/or behavioural concerns.
- Required to be at the pick-up location with the client.

Confidentiality

All personal information on your application is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used solely for the purpose of responding to your application, and upon approval of your application registering and providing service to you as an eligible passenger. Questions about the collection of personal information should be directed to the Stony Plain Town Office FOIP Coordinator at 780-963-2151.

SERVICE DETAILS

Hours of Operation

The ATS office is open Monday through Friday from 8:30am to 4:30pm. Driving hours are 7:00am to 5:00pm. The earliest booking will be 7:00am and the latest will be 4:00pm or 4:30pm dependant if it is a local or city return ride.

Booking a Trip

All trips must be booked in advance. It is recommended that trips be booked as soon as possible to ensure available travel time. The ATS office staff will do their best to accommodate clients travel needs, however, if it is not possible, alternative suggestions may be made. Last minute bookings may be possible, depending on availability. Medical trips will take priority and other trips may be rescheduled according to ATS and client needs.

Call the ATS office to book your trip. An answering service is provided when the office is closed and all calls will be returned by the end of the next business day.

Trips are scheduled based on availability. If there is a conflict in booking, medical appointments will take priority and trips may be rescheduled according to ATS and client needs. Clients are encouraged to plan ahead and book in advance when they receive an appointment date.

When you book an ATS trip, you will be given a scheduled pick up time frame. Please be ready for this time frame as this will improve your and fellow travellers service quality. On time service and client satisfaction is greatly affected by drivers having to wait for customers when the ATS arrives.

Drivers are unable to ring doorbells or search buildings for clients not present at the outside or main door upon arrival.

Be Prepared

When booking a trip, you will be asked:

- Date and time of travel.
- The exact address for your pick-up and drop-off (name of location – business/facility, etc.).
- If you are booking for a specific appointment, your appointment time and approximately how long it will take.
- If you will be accompanied by an attendant.
- If you use a wheelchair or other type of mobility aid.

Please ensure all the above information is available and correct at the time of booking.

ATS Office: 780-963-5444

Trips are to be scheduled through the ATS office only; drivers cannot book trips.

Cancelling a Trip

Please notify the ATS office as soon as possible to cancel a trip. This will allow for schedule changes and the ability to provide service to another client. Please call the ATS office to cancel a trip.

If you are not ready within your scheduled pick up time frame, the driver will wait a maximum of 5 minutes and then you may be considered a no show. No shows are recorded in client files. Regular no shows will be reviewed and may lead to a suspension of service.

Mobility Aids

For the safety of all passengers, all wheelchairs and walkers transported in the ATS vehicles must meet specific size, weight and safety guidelines. Mobility aids are always to be kept in good repair or they cannot be taken on the ATS vehicle. If a mobility aid cannot be secured properly, ATS cannot provide service to the client using that mobility aid. ATS drivers reserve the right to refuse a client service if they feel that the mobility aid does not meet with appropriate safety size and weight restrictions.

The use of a wheelchair seatbelt is mandatory; if a wheelchair does not have a usable seatbelt (also known as a lap belt), ATS cannot provide service to that client.

Prior to purchasing new equipment, feel free to contact the ATS office to ensure that it can be safely secured in the ATS vehicles.

Medical seatbelt exemption – All ATS clients are required to wear a seatbelt/shoulder strap, unless they have a medical exemption stating that they are unable due to health reasons. If you are not able to use the recommended restraint system due to medical reasons, we require a written exemption signed by a qualified health care practitioner familiar with your case. Letters must be updated annually as The Province of Alberta has specific requirements regarding seatbelt exemptions for medical reasons.

No Shows

A customer is considered a no show when:

- The vehicle arrives at the scheduled time and location and no one is there.
- The customer cancels at the door.

Mobility Aid Guidelines

- Combined weight of chair and passenger cannot exceed 750 lbs (340 kg)
- Maximum base dimensions for wheelchairs and walkers 30 x 50 inches (76 x 127 cm). Equipment that exceeds this maximum cannot be accommodated.
- Wheelchairs must have escort handles.
- Wheelchairs must have functioning brakes.
- No flags or other projections are permitted.

Fares

All trip fares are considered one way. Fares are subject to change at the beginning of the calendar year and are a reflection of increased operating costs. Payment can be made directly to the driver by cheque, cash or punch card only. Please see the ATS Fare Chart for rates to specific locations.

Group Trips

Group trips allow for a more economical option for clients to use the ATS Service. Fares for group trips are a flat rate based upon location of destination and are considered round trips.

If you have questions about fares, please contact the ATS Office.

Punch Cards

ATS punch cards are available at a discounted rate. Punch cards are non-refundable and do not expire. Punch cards can only be used within the Town of Stony Plain and/or the City of Spruce Grove. Each one way trip is one punch on the card.

Types of Trips

Occasional Trips – for occasional or casual trips that are not recurring. An occasional trip can be a medical appointment, grocery shopping trip, restaurant, fitness facility, etc.

Recurring Trips – trips that are scheduled to leave at the same time, from the same origin, going to the same destination each time. A recurring trip is a trip scheduled one or more times each week or one time every two weeks for as long as needed. Please review your travel needs on a monthly basis with the ATS office staff to ensure a correct schedule.

Group Trips – Group trips will occur on a monthly basis and can be local, to Edmonton, or the surrounding area. Some group trips will remain the same each month and some will change on a regular basis. Clients may be notified by mail, website, email or the local newspaper. Clients are also welcome to call the office to find out which group trips are scheduled for the current month.

Group Trips

Destination	Rate
Edmonton & Surrounding Areas	\$20.00
Stony Plain & Spruce Grove	\$5.00

Punch Card

10 Trip Punch Card	\$40.00
25 Trip Punch Card	\$100.00

ATS punch cards can be purchased directly from the drivers or from the following locations:

- Stony Plain Town Office
4905 51 Ave, Stony Plain
- Spruce Grove City Hall
315 Jespersen Ave, Spruce Grove
- Border Paving Athletic Centre
9 Tri Leisure Way, Spruce Grove

Passenger Safety & Client Expectations

ATS staff are dedicated to the safety of each client on every trip. All clients in the ATS vehicle are required to use the appropriate securement system or transfer to a vehicle seat for the safest trip possible. Correct use of a securement safety system for mobility aids and seat belt assemblies for passengers is mandatory and a condition of use while travelling in the ATS vehicles.

All locations served by the ATS vehicles must be accessible. Pick-up and drop-off locations must be kept free of snow and ice to ensure driver and client safety. Please confirm your destination is accessible prior to booking a trip.

ATS has a commitment to provide its clients, attendants, drivers and staff with a safe, respectful service. Individuals shall not cause a disturbance that may negatively affect other clients and/or distract the driver from the safe operation of the vehicle.

Customers are prohibited to be in the possession of or under the influence of alcohol or illegal drugs when obtaining transportation in the vehicles.

The ATS will attempt to accommodate all clients travel needs. However, if a higher level of service is required, a private service option may be recommended.

In the event of a medical emergency, the ATS driver will call 9-1-1 for assistance. The cost of such emergency shall be the sole responsibility of the client.

Driver Assistance

Drivers Can:

- Operate power lifts and ramps on the ATS vehicle and secure equipment (mobility aids) in the safety restraint devices to the floor of the ATS vehicle;
- Assist clients with lap/shoulder straps and belts;
- Assist clients on and off vehicles supported by the hand, forearm or bicep area;
- Assist customers between the vehicle and the inside of the first exterior set of accessible doors at the place of origin and/or destination if requested.

Drivers Cannot:

- Make any repairs or adjustments to clients' equipment;
- Assist with parcels or baggage (please limit purchases to such that can be carried);
- Enter a client's premises under any circumstances.
- Move a client from the seated position to board or exit the ATS vehicle.

Please note that all equipment must be at the ground level when the driver arrives.

Monthly Calendar & Newsletter

The ATS News & Events is published and mailed (via email or Canada Post) to all clients on a bi-monthly basis. If you are interested in receiving a copy, please call 780-963-5444 to have your name added to the mailing list.

Customer Service

If you are happy with the service you are getting from the ATS drivers and staff, let us know. We are also interested in any suggestions, comments or concerns that you may have about the ATS. Please call 780-963-5444 or email ATS@StonyPlain.com.

ATS Fare Chart

Location	Spruce Grove & Stony Plain	Parkland Village	Parkland County
Spruce Grove & Stony Plain	\$5 (\$10 return)	\$10 (\$20 return)	\$15 (\$30 return)
Parkland Village	\$10 (\$20 return)	\$10 (\$20 return)	\$15 (\$30 return)
Parkland County	\$15 (\$30 return)	\$15 (\$30 return)	\$20 (\$40 return)
Edmonton - West	\$25 (\$35 return)	\$30 (\$45 return)	\$40 (\$55 return)
Edmonton – All other areas	\$35 (\$45 return)	\$40 (\$55 return)	\$50 (\$65 return)
St. Albert	\$35 (\$45 return)	\$40 (\$55 return)	\$50 (\$65 return)
Devon & Leduc	\$35 (\$45 return)	\$40 (\$55 return)	\$50 (\$65 return)
Edmonton International Airport	\$60 (\$120 return)	\$65 (\$130 return)	\$80 (\$160 return)
Sherwood Park	\$60 (\$80 return)	\$65 (\$90 return)	\$75 (\$100 return)

10 Punch Card	\$40
25 Punch Card	\$100

Note: Additional stops within and between zones will incur a surcharge dependent on location. Punch cards are available at a discounted rate and only for use within Stony Plain & Spruce Grove.

