

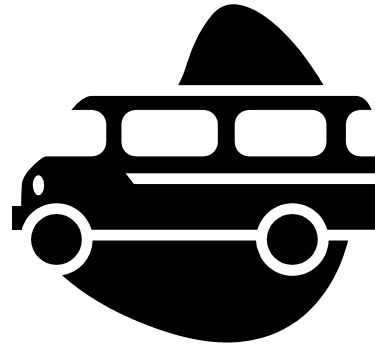


**For
Service
Call:**

752-5600



Sep. 4, 18



Information for and responsibilities of Passengers

Special Needs Transit Committee

Contact:
City of Melfort
Works & Utilities Department
City Hall, Phone: 752-5911
Box 2230, Melfort, SK S0E 1A0
e-mail: city@cityofmelfort.ca
Website: www.cityofmelfort.ca

*City of Melfort
Special Needs Transit Committee*

*Special Needs
Transportation
Service*



For service, phone:

(306) 752-5600

City of Melfort Special Needs Transit Service

Eligibility

- Residents of Melfort or visitors to Melfort who are unable to use regular transportation because of a permanent or temporary disability.
- All clients are required to fill out a Special Needs Transit Application in full, for assessment of their eligibility.
- Any Melfort resident who for whatever reason is unable, without special facilities, to travel from the door of their residence to the door of their destination, provided that it is safe to do so in the driver's opinion.
- Anyone who is a client of a Melfort-based institution (hospital, nursing home, etc.).

Hours of Service

- 8:00 a.m. to 8:00 p.m., seven days a week, including weekends and statutory holidays.
- **Note:** Between the hours of 8:00 and 9:00 a.m. and 3:00 to 4:15 p.m., the bus will be used to transport children to and from school. *Please try to avoid these times.*

Booking a Trip

- For service, call **752-5600**.
- The operator will need to know your name and address, your destination and what time you wish to be there, and the time you wish to return.
- All requests for service must be made by 6:00 p.m. of the previous day.
- Calls will be booked no more than a week in advance.

Fare Structure

Effective July 9, 2018

- \$15.00 per round trip for standing order fares (i.e. school students).
- \$8.00 per passenger for a round trip within the city limits.
- \$5.00 per passenger for a one-way trip within the city limits
- \$8.00 per passenger outside the city limits, plus \$2.20 per km one-way, plus \$25.00 per hour.
- Extended call-out fee (8–11 pm): \$25.00 per client per call-out
- Charter Service—\$75.00 per hour plus mileage rate if applicable
- Trips are limited to within 40 kms of the City of Melfort. If there is more than one passenger, only one excess charge is applied per trip. If more than one trip is required, the excess charge is applicable for both trips. Out-of-town kilometrage begins and ends at the city limits
- Passengers will pay the operator upon boarding.



General Information

- This is a door to door service and the driver is prepared to assist passengers to and from the vehicle and in and out of buildings.
- Passengers with medical needs require an attendant and may be accompanied by one person at no charge.
- Be ready about ten minutes ahead of your scheduled trip. Drivers will wait only ten minutes past your appointed pick-up time.

- People wishing to cancel a trip must do so 3 hours or more ahead of pick up time. Except in extreme circumstances, rides not cancelled will be charged for as having been provided.
- Please **do not** request a trip for emergency cases. The Special Needs vehicle is not equipped to handle a medical emergency.
- All passengers must wear seat belts.
- No smoking is allowed on special needs vehicles.
- It is requested that passengers keep their steps, ramps or lifts at their homes, free of snow and ice. Drivers may refuse to remove a passenger from a dwelling if, in the driver's opinion, it is unsafe to do so.
- Applications for use of the Special Needs vehicle are available from the driver and must be completed and authorized.
- Requests for changes in policy or complaints regarding the service should be directed to the members of the City of Melfort Special Needs Transit Committee. The committee requests that they be in writing and come from the individual concerned or their immediate family.
- Any special requests are to be directed to and approved by the Director of Works & Utilities.

*City of Melfort
Special Needs Transit
Committee*