

Title: Westlock Community Assistance Bus

Resolution: 2026-0250, 2017-0238

Revised:

Sept 28/26

Special Notes/Cross Reference:

Next Review Date:

POLICY STATEMENT:

The Town of Westlock will provide the community with door-to-door transportations for Seniors and people with mobility issues, who are unable to use other forms of transportation, safely and with dignity.

PURPOSE:

To provide safe and reliable transportation services for Seniors and persons with mobility limitations.

1. GUIDING PRINCIPLES:

To create and maintain safe and reliable transportation services in the Town of Westlock, the Town shall:

- 1.1 Operate the Community Assistance Bus on a weekly basis Monday to Friday from 8:00 a.m. to 4:00 p.m. except for statutory holidays. The operational time may be disrupted due to bus maintenance and repairs, inclement weather or driver availability.
- 1.2 Ensure the Community Assistance Bus is available for Town of Westlock resident seniors and individuals with mobility limitations. Pick-up and drop-off destinations must be within the Town limits.
- 1.3 Implement a user fee for this service as established by Council in the Fees and Rates Bylaw.
- 1.4 Allow refunds on unused ticket passes. A \$20.00 administration fee will apply.
- 1.5 Ensure priority service with door-to-door public service for seniors and individuals with mobility limitations who cannot use regular transportation services. This is arranged by phoning the service to schedule time and places.
- 1.6 Permit the driver to assist patrons with boarding, departing and ambulating to the destination place of entry.
- 1.7 Restrict drivers from entering client homes at any time. If a client requires help in their home prior to ambulating when the bus arrives, it is the responsibility of the caregiver or companion to make sure they have the assistance needed.

- 1.8 Allow the driver to reserve the right to require a companion or caregiver if the client's condition is compromising the safety of the driver or other clients.
- 1.9 Permit one (1) companion or caregiver to accompany a client at no cost if the client requires assistance.
- 1.10 Require clients to dress appropriately for the weather.
- 1.11 Provide service for requests outside regular hours, subject to driver availability. The fee for this service includes the driver's time and fuel costs. Examples of this may include group trips or for non-profit groups.
- 1.12 Ensure the Community Assistance Bus does not exceed the manufacturers' recommended passenger limit of 15 people (2 wheeled devices and 13 regular seats).
- 1.13 Allow the transportation of walkers, mobility scooters, shopping trolleys and wheelchairs, including Broda chairs.
- 1.14 Require children to use manufacturer built-in seat restraints while the bus is in motion.
- 1.15 Require caregivers to be responsible for ensuring that any child under the age of 16 years is properly restrained.
- 1.16 Drivers may assist if necessary. Require all children to be always supervised by a person over the age of 16 years.

2. Scheduling and Cancelling Rides:

- 2.1 All bookings and cancellations are to be arranged by calling 780-349-9432.
- 2.2 Pickup times may be scheduled weeks in advance.
- 2.3 If individuals consistently and repeatedly cancel bookings without adequate notice, a fee equal to the cost of a round-trip fare may be charged.

3. Inclement Weather and other Restrictions:

- 3.1 The Community Assistance Bus shall not operate on days when the temperatures are equal to or colder than -40C 1 hour prior to scheduled departure time or forecasted to be -40C or colder during the day. Individual drivers may cancel a trip when the weather with wind factored in is equal to or colder than -40C.
- 3.2 The Community Assistance Bus will not operate on days when there are hazardous road conditions or other emergency reasons constituting a significant hazard to the safety of those on the bus.
- 3.3 The Community Assistance Bus shall not operate when a weather warning or watch has been issued prior to a trip.
- 3.4 The individual driver is granted discretionary power to cancel a scheduled trip to ensure the safety of those on the bus.

4. Restrictions

- 4.1 The driver may refuse service to any patron that, in the opinion of the driver, is being disruptive, abusive or belligerent.



Mayor Jon Kramer



CAO Simone Wiley

