

Title: Westlock Community Assistance Bus

Resolution: 2017-0238 (Sept 25/17)

Revised:

Special Notes/Cross Reference:

Next Review Date:

POLICY STATEMENT : It is important to the Town that citizens have a high quality of life and accessibility within the community is not a barrier to anyone. Council realizes accessibility can be a challenge to seniors and citizens with mobility challenges.

To ensure accessibility, the Town will provide the community with door to door transportation service for Seniors and people with mobility challenges safely and with dignity.

PURPOSE: To provide safe and reliable transportation services for Seniors and persons with mobility challenges.

Services Provided:

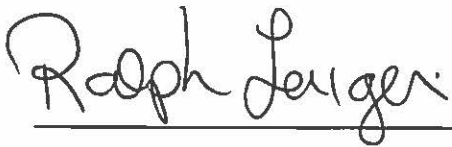
To create and maintain safe and reliable transportation services in the Town of Westlock, the Town shall strive to:

1. Operate the Community Assistance Bus on a weekly basis Monday to Friday from 8am to 4pm except for statutory holidays. This operational time may be disrupted due to bus maintenance, repair, weather or driver ability.
2. The Community Assistance Bus will be available for Town of Westlock residents with pickup and drop off destinations within the Town limits.
3. Users will pay a fee for this service as established by Council from time to time in the Fees and Rates Bylaw.
4. The Community Assistance Bus cannot exceed the manufacturers recommended passenger limit in the interest of the safety of the passengers.
5. The priority service will be a door to door public service for seniors and people with mobility issues who cannot use regular transportation services. This is arranged by phoning the service to schedule time and places.
6. The driver will assist patrons with boarding, departing and travel to the destination's place of entry if safe to do so.
7. Provide service for requests outside regular hours' subject to driver availability and complete cost recovery. Examples of this may include trips for groups from a Senior's Lodge or special events of non-profit groups.



Inclement Weather and other Restrictions:

1. The Community Assistance Bus shall not operate on days when the temperatures are equal to or colder than -40 degrees Celsius 1 hour prior to scheduled departure time or forecasted to be -40 degrees Celsius or colder during the day. Individual drivers may cancel a trip when the weather with wind factored in is equal to or colder than -40 degrees Celsius.
2. The Community Assistance Bus shall not operate on days when there are hazardous road conditions or other emergency reasons constituting a significant hazard to the safety and wellbeing of those on the bus.
3. The Community Assistance Bus shall not operate when a weather warning or watch has been issued prior to a trip.
4. The individual driver is granted discretionary power to cancel a scheduled trip to ensure the safety of those on the bus.
5. The driver may refuse service to any patron that, in the opinion of the driver, is being disruptive, abusive or belligerent.



Mayor Ralph Leriger


Chief Administrative Officer Dean Krause