

Information for Service Eligibility – Special Transit

**If approved for Special Transit, you WILL need this document for future reference.
Keep pages 1-4 for your information.**

SPECIAL TRANSIT is a curb-to-curb transit service for individuals within our community who cannot safely access the regular public transit system due to physical or cognitive disabilities.

A. Application and Registration:

All persons must apply for Special Transit by completing the application form that follows however, completion does not guarantee eligibility. All City of Medicine Hat fixed route buses are low floor and 100% accessible. If citizens need help learning to ride Medicine Hat Transit, please call our office to arrange for a training session.

An applicant may be contacted for clarification by telephone and will be notified of their approval or denial within 5 business days. If an application is approved and the service is not used for a period of 12 consecutive months, the registration will become invalid and the Client will have to reapply for the service.

B. Accessing an Application:

Applications can be picked up at one of two locations **or** the website as noted below:

1. Medicine Hat Transit Administration Office, **460 Spencer Street SE**, Medicine Hat, AB T1A 1Y7
2. Website: www.mhtransit.ca. **Always refer to our website for the most recent copy.** Previous versions may not be accepted.
3. Office Phone: (403) 529-8214/press “1”. Office hours are Monday to Friday, 8 am to 4 pm, (closed from 12 noon to 1 pm). **Lost and found inquiries** can also be directed to this number.

C. Submitting an Application:

The application must be completed in full before submitting. You **may** be required to provide supporting documentation from a medical professional before being considered for approval. **Incomplete applications will be denied or delayed.** Call (403) 529-8214/press “1” if you have questions regarding your application status.

Applications can be submitted as follows:

1. Fax: (403) 525-8894.
2. Scan and email to: mhtransit@medicinehat.ca.
3. Mailed via Canada Post or dropped off: 460 Spencer Street SE, Medicine Hat, AB T1A 1Y7.

D. What types of trips can Special Transit be used for and what are considered priority trips?

- | | | |
|-------------------------|--------------|-------------------|
| 1. Medical Appointments | 3. Education | 5. Social Outings |
| 2. Employment | 4. Shopping | |

E. Hours of Operation of Special Transit Service:

Monday – Wednesday: 6:45 am – 7:00 pm Sundays: 8:00 am – 5:30 pm
Thursday – Saturday: 6:45 am – 10:45 pm Holidays: 6:45 am – 7:00 pm

- **No service on Good Friday or Christmas Day.**

F. Booking of Trips – 3 Types of Bookings are Available:

1. **Casual Booking:** A trip required from various locations and times on an inconsistent basis.
 - Call (403) 529-8214/press “2” for Dispatch (available 24/7) to make a casual booking, to confirm a trip, or to cancel a trip.
2. **Subscription Booking:** A trip from the same origin to the same destination on the same day(s), at the same time of day on a regular basis for an extended period of time.
 - **A “Subscription Request Form” MUST be completed for each new subscription and scanned, faxed or mailed in.**
3. **Charter Booking:** A trip required typically from a facility where many Clients wish to travel to one location and back and Special Transit is not available or is unable to accommodate them.
 - Call (403) 529-8214/press “1”. Charter rates will apply.

Bookings may be made a minimum of **24 hours** in advance and a maximum of **14 days** in advance.

G. Booking, Canceling, or Checking on a Trip:

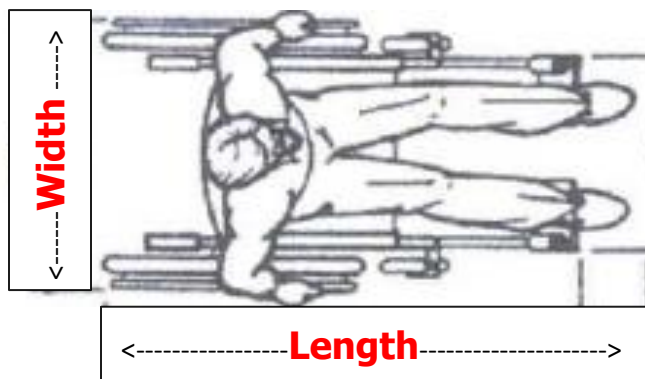
1. To book, cancel or check on a trip, the Client must call (403) 529-8214/press “2” (available 24/7). Bookings may be made a minimum of **24 hours** in advance and a maximum of **14 days** in advance.
2. To cancel a trip, Clients must do so as soon as possible by calling (403) 529-8214/press “2” (24/7 availability). Failure to cancel a trip in advance may result in the Client being charged for the trip and/or refusal of future trips.
3. All subscription trips, with the exception of dialysis appointments, are **automatically canceled on statutory holidays**. Casual bookings on statutory holidays can be made up to 2 weeks in advance, subject to availability.

H. Client’s Responsibilities:

1. **Changes to Contact Information:** Medicine Hat Transit must be advised at least **2 weeks in advance** of address changes, contact information, as well as mobility aide changes and dimensions of wheelchairs and/or scooters if and when changes occur.
2. **Oversize Items:** Will not be permitted on the bus.
3. **Service Pet:** Is allowed only if the Client can provide a legitimate service ID card for the animal. Non-service animals are allowed **ONLY** if they are caged and if the Client is able to physically lift the cage without assistance.
4. **Pick-Up Locations:** Must be kept free of snow, ice and debris.

5. **20-Minute Pick-Up Time Window:** Special Transit works on a 20-minute pick-up time window. This means an Operator could arrive up to 10 minutes prior to or 10 minutes after the scheduled pick-up time. Clients must be prompt and ready within that period of time. If “no-shows” become excessive, the Client may be refused service.
6. **Doctor’s Office Late Appointments:** If the Client is at a doctor’s office and is not ready to leave at the scheduled pick-up time, they must call Dispatch (403) 529-8214/press “2” and advise them, giving as much notice as possible. Otherwise, the driver has the right to leave if the Client is not ready within that 10-minute window. The Client will then be required to arrange their own transportation outside of Special Transit.
7. **Mobility Aides:**
 - a. Clients must use the seat belts provided.
 - b. Clients in scooters must transfer to a bus seat.
 - c. Wheelchairs without foot pegs or seatbelts will result in the passenger(s) being denied a trip for safety reasons (leg amputees exempt). Foot pegs and seatbelts must be provided by the Client and be in good repair.
 - d. All wheelchairs and scooters must be able to be secured to the restraint system on the bus. All bags, trays or any other personal belongings must be securely fastened or stowed so as to not interfere with the securement of the wheelchair or mobility device.
 - e. It is **mandatory** that wheelchair (manual, electric and reclining) as well as scooter Clients provide the dimensions and advise us if any changes occur. The physical space the mobility aide will occupy is required.

How to measure a wheelchair:



I. Special Transit Operator’s Responsibilities:

1. Special Transit Operators are not allowed to leave the bus to assist the Client, therefore if a mandatory attendant is required (as per their application) but not available for EVERY trip to assist the Client to enter or exit the bus, the Client will be refused service. (A “**mandatory attendant**” is defined as someone who is **physically and mentally able** to assist the Client in the event of an incident or medical emergency.) The attendant cannot be a registered Special Transit Client.
2. Operators are not responsible to assist with parcels, groceries, etc., nor are they responsible to go to the Client’s door to check on the Client’s availability.



J. Payment and Fares:

1. ALL passes and tickets as mentioned below are **interchangeable** on Special Transit and Regular Transit.
2. Payment for Special Transit purchases can be made with cash (**exact change required**) or by cheque made payable to “Medicine Hat Transit”.
3. There are **2 types of fares:**
 - a. **Pass or Ticket Purchase:** information follows.
 - b. **One-Way Cash Trip:** \$3.25 (all ages). There is no charge for attendants.
4. There are **2 types of tickets and 3 types of passes:**
 - a. **Book of 10 (large) Tickets** - (for all ages).....\$29.25
 - b. **Sheet of 10 (small) Tickets** - (for all ages)\$29.25
 - c. **Monthly Pass (unlimited use from the first to the last day of the month)**
 - i. **Youth** Pass (age 6-17)\$38.75
 - ii. **Adult** Pass (age 18-64)\$70.50
 - iii. **Senior** Pass (age 65+)\$43.75

Tickets and passes can be purchased from drivers or vendors listed below. If purchasing from a driver, a phone call to the office ((403) 529-8214/press “1”) must be made at least 24 hours in advance to make arrangements.

K. Vendor Sales Outlets for Passes and Tickets (Prices as Noted Above):

1. City Hall – 580 – 1 Street SE (Cashiers – Main Floor)
2. Division Avenue One Stop – 1039 Division Avenue South
3. Esplanade, 401 - 1 Street SE
4. Medicine Hat Co-op Mall, 3030 - 13 Avenue SE
5. Northlands Co-op, 10 Northlands Way NE
6. Medicine Hat College Bookstore, 299 College Drive SE
7. Medicine Hat Hospital Gift Shop, 666 - 5 Street SW
8. Medicine Hat Mall Customer Service, 3292 Dunmore Road SE
9. Pharmasave, 58 - 8 Street NW
10. Pharmasave, 407 - 7 Street SW
11. Southridge Husky, 1276 Strachan Road SE
12. Starlite Convenience Store & Asian Market, 541 Allowance Avenue SE

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