

Dial-A-Bus is a section of Whitecourt Transit that provides specialized, accessible, to-the-door services within the corporate limits of Whitecourt for individuals with physical or cognitive impairments who are unable to access Public Transit stops. To ensure Dial-A-Bus resources are dedicated to individuals it is intended to serve, all applicants are required to be assessed to confirm that they are unable to utilize the conventional, fixed-route public transit system.

QUALIFICATIONS:

- Resident of the Town of Whitecourt (lives within corporate limits).
- Unable to access Public Transit stops due to a physical or cognitive impairment.
- Doctor assessed.

PASSENGER INFORMATION:

- All passengers must be able to transport themselves to and from the Dial-A-Bus on their own or with an attendant.
- Operators will load wheelchairs and assist with securing mobility aids and seatbelts.
- Operators <u>will not</u> lift or push passengers up stairs or sharp slopes, or across uneven or soft terrain (such as grass or gravel).
- Operators will not carry parcels or bags, so passengers are asked to limit possessions to those they are comfortable carrying on their own and holding in their own lap.
- Approved applicants will be eligible for Transportation Vouchers and a \$40.00 monthly Dial-A-Bus pass.
- Chronic lateness, or scheduled rides that are frequently cancelled, may be suspended at the driver's discretion. All riders are to be ready five minutes prior to scheduled ride as drivers are not required to wait past scheduled ride time.

HOW TO APPLY:

- 1. Fill out Part A of this application.
- 2. Take the application (Parts A and B) to your doctor to have Part B completed. Both Part A and Part B must be completed in order for your application to be considered.
- 3. Return the completed application (Parts A and B) to the Allan & Jean Millar Centre:
 - Drop off: 58 Sunset Boulevard.
 - By mail: Box 509, Whitecourt AB T7S 1N6, Attention Community Services Secretary
 - Email: css@whitecourt.ca

Failure to completely fill out the application will delay the application process. The Community Services Department will notify you of your eligibility for Dial-A-Bus service.

RULES OF USE FOR VOUCHERS

- 1. A set of 12 vouchers is issued twice a year to qualified recipients: 12 vouchers for use between April and September, and 12 for use between October and March.
- 2. Each month vouchers are not picked up, the set of 12 will be reduced by 2 vouchers (pro-rated).
- 3. Vouchers are non-transferable and hold no cash value.
- 4. Vouchers are used in lieu of fare for travel within the corporate limits of the Town of Whitecourt on the Dial-A-Bus, Public Transit and in a taxi (restrictions apply).
- 5. Vouchers are good for travel in a taxi <u>only</u> when the Dial-A-Bus is not operating. Only one voucher per trip is needed, regardless of the number of riders, providing all riders are dropped off at the same destination. Each voucher is valid for any trip point to point within Whitecourt, with a \$3.65 charge per voucher (GST included). Substituting additional tickets for the \$3.65 fee is not acceptable.
- Vouchers can only be used with Cesar's Cabs (780-262-0200) or Candy's Cabs (780-778-1616).
- 7. Each voucher used must be signed by the user. If using a taxi, the driver must sign the voucher and document the day and time the fare took place.
- 8. Abuse of the voucher system outside of the rules of use may result in the user being disqualified from further access to the Transportation Grant Program.

TO BOOK THE DIAL-A-BUS, CALL 780-778-5755
PLEASE LEAVE A MESSAGE IF THE DRIVE IS UNABLE TO ANSWER THE PHONE

For more information, contact the Community Services Secretary at: 780-778-6300 or css@whitecourt.ca www.whitecourt.ca.

The personal information collected through the Dial-A-Bus Application Form is for the purpose of processing applications, including eligibility, review, and communication of decisions. This collection is authorized per section 4(c) of the Protection of Privacy Act. For questions about the collection of personal information, contact the Town of Whitecourt Administration Office at administration@whitecourt.ca or 780-778-2273.

DIAL-A-BUS PROGRAM

PART A - APPLICANT INFORMATION

To be completed by all applicants – PLEASE PRINT CLEARLY

ddress:		Postal Code:
none:	Date of Birth:	(month / day / year)
ame of Care Facility (If applicable):		
MERGENCY CONTACT INFORMATION		
ontact Name:		
none:	Relationship:	
nail:		
Yes No ease explain either answer:		
Check one box that best describes your ability to I can always get to and from a bus stop. I can get to and from a bus stop only if (check)		us stop.
I have an attendant with me.	k an that apply).	
☐ I receive training or orientation for the s	tops I use.	
There are sidewalks available.		
$\hfill\Box$ The sidewalks have curb cuts.		
☐ The ground is level or only slightly incline	ed.	
$\hfill\Box$ The path is free of ice, snow, or debris.		

Check one box that best describes you	r ability to wait outside at a bus stop.				
I can generally wait outside at a bus stop and recognize my bus.					
I can wait outside at a bus stop	I can wait outside at a bus stop only if (check all that apply):				
I have an attendant with n	ne.				
There is a bench.					
There is a shelter.					
The wait is no longer than	minutes.				
Other:					
I cannot wait outside at a bus s	stop (please explain):				
Will you use any of the following when	you ride the Dial-A-Rus? (Check all that apply)				
	Walker				
	Communication Boards				
	Hearing Aid				
	Crutches				
	Leg Braces				
	Interpreter/Intervenor				
	Other:				
	Other:				
	aid equipment are 30×48 inches (76 x 122 cm). Equipment larger than this				
mot be accommodated. The combined w	eight of the equipment and passenger cannot exceed 730ibs (340kg).				
Location recognition - Check one box t	hat best describes your ability to recognize your destination and your home				
(check all that apply):					
I can independently recognize my	destination and leave the bus.				
☐ I cannot independently recognize	my destination and leave the bus.				
☐ I can recognize my destination and	d leave the bus <i>only if</i> (check all that apply):				
I have an attendant with me.					
The driver announces my sto	p.				
☐ I receive travel training.					
Other:					
	I can wait outside at a bus stop I have an attendant with in There is a bench. There is a shelter. The wait is no longer than Other: I cannot wait outside at a bus s Will you use any of the following when Manual Wheelchair Guide Dog Powered Wheelchair Cane Oxygen White Cane Powered Scooter Prosthesis maximum base dimensions of mobility of the accommodated. The combined we contain the accommodated with the combined with the composition of the combined with the combined may be accommodated. The combined with the combined may be accommodated on the combined with the combined may be accommodated. The combined with the combined may be accommodated on the combined may be accommodated on the combined may be accommodated. The combined may be accommodated on the combined may be accommodated. The combined may be accommodated on the combined may be accommodated on the combined may be accommodated on the combined may be accommodated. The combined may be accommodated on the combined m				

6.	If you use mobility a	id equipment, can yo	bu transfer to a four-door sedan automobile without assistance?
	Yes	☐ No	Sometimes
7.	If approved for Dial-	A-Bus service, when c	do you require the service?
	☐ Winter (Approx	. Oct Apr.)	
	Summer (Appro	ox. May - Sept.)	
	Year round		
	☐ If temporary, sp	pecify duration:	
8.	· ·	our disability affect yo additional information	our use of regular fixed-route transit service provided by Public Transit?
9.	Do you require a ma	indatory attendant wl	hen riding the Dial-A-Bus?
ana beh mai	l frequent attention f aviour unacceptable ndatory attendant, Di	or medical or behavio to other passengers, al-A-Bus will only pro	fe operation of their vehicles and cannot supervise those who require constant oural reasons. Registrants requiring attention of this nature, or who display is, will be required to ride with an attendant at all times. If you require a ovide service when an attendant, provided by you, is travelling with you at all timed for any passengers under the age of 12.
10.	Can you be left alon	e at your destination?	?
	Yes	☐ No	
11.	Can you be left alon	e at home?	
	Yes	☐ No	
If yo	ou answered NO to ei	ther question(s), plea	ase explain:

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be assigned a mandatory attendant status and will have to travel with an attendant at all times.

If the registrant cannot be left alone, and no one is available to receive him/her when the vehicle arrives, the registrant will

cannot be dropped off at your h	me.
Name:	Phone:
Address:	
Relationship:	
health care professional name	st of my knowledge, the information given above is accurate and I authorize in Part B to provide information to Whitecourt Transit Dial-A-Bus. If Whitecourt Tranion regarding a change in my functional ability, my eligibility status may be reviewed o
Signature:	Date:
	(month / day / year)
	ation on the Applicant's behalf, please provide the following information:
Name:	
Name:Address:	Postal Code:
Name: Address: Phone:	Postal Code:
Name:Address:Phone:Relationship to Applicant:	Postal Code: Email:
Name:Address:Phone:Relationship to Applicant:	Postal Code: Email: dge the information given above is accurate.
Name:Address:Phone:Relationship to Applicant: Certify to the best of my knowledge and the best of my kn	Postal Code: Email: dge the information given above is accurate. Date: (month / day / year) YE COMPLETED PART A, TAKE PARTS A AND B TO YOUR PHYSICIAN
Name:Address:Phone:Relationship to Applicant: Certify to the best of my knowledge and the second se	Postal Code: Email: dge the information given above is accurate. Date: (month / day / year)

DIAL-A-BUS PROGRAM

PART B: MEDICAL CONFIRMATION FORM

To be completed by a Physician and returned to the Applicant - PLEASE PRINT CLEARLY

Dial-A-Bus is a section of Whitecourt Transit that provides specialized, accessible, to-the-door transit services for individuals with physical or cognitive impairments who are unable to make use of regular fixed-route Whitecourt Transit services. To ensure Dial-A-Bus resources are dedicated to individuals it is intended to serve, all applicants are required to be assessed to confirm that they are unable to utilize the conventional, fixed-route public transit system. Any charges for completing this form or for obtaining additional information are the responsibility of the applicant.

For more information, contact the Community Services Secretary at: 780-778-6300 or css@whitecourt.ca www.whitecourt.ca.

Арј	plicant's Name:
1.	I have read Part A in its entirety.
	☐ Yes ☐ No
2.	I agree with the information provided in Part A.
	☐ Yes ☐ No
If y	ou answered NO to either question(s), please explain:
3.	What is the health condition(s) or disability that prevents the applicant from using the regular transit system?
4.	Severity of disability/limitations: Mild Moderate Severe Profound
5.	Expected duration of disability: Permanent (No expectation of improvement) Seasonal (Approx. October - April)
	Temporary - expected duration:

6.	Does the applicant require an attendant when riding the Dial-A-Bus?
	☐ Yes ☐ No
7.	Can the applicant be left alone at their destination?
	☐ Yes ☐ No
8.	Can the applicant be left alone at home?
	☐ Yes ☐ No
9.	Are there any additional health concerns (i.e. behavioural, aggression, seizure) that Whitecourt Transit Dial-A-Bus should be made aware of?
	eby certify that the information included in this assessment is accurate and a true reflection of the applicant's abili se regular fixed-route Public Transit.
Phy	ician Name: (please print)
Phy	ician Signature:
Dat	<u>:</u>
	(month / day / year)