



Municipality of Crowsnest Pass Policy

Policy No.:	1208-01
Policy Title:	RIDECrowsnest Bus Policy
Approval Date:	January 22, 2019
Revision Date:	January 8, 2019
Department:	Community Services – Family and Community Support Services

1.0 PURPOSE

Municipality of the Crowsnest Pass under Family and Community Support Services establishes this Policy in order to establish the parameters of operating a community accessible bus for the use and benefit of all residents.

2.0 DEFINITIONS

“**Chief Administrative Officer**” means the Chief Administrative Officer of the Municipality of Crowsnest Pass and his/her duly authorized designee.

“**Municipality**” or “**Municipal**” means the corporation of the Municipality of Crowsnest Pass located in the Province of Alberta.

“**RIDECrowsnest**” means the Municipal community bus service.

“**RIDECrowsnest Driver**” means the employee or group of employees that are assigned to operate the bus service.

“**RIDECrowsnest Rider**” means any passenger of the bus service at any given time and excludes the Driver.

“**Minimal Assistance**” means guiding hand or support for balance.

3.0 GENERAL POLICY STATEMENTS

- 3.1 RIDECrowsnest will be made available to all residents and community organizations on a first come first serve basis.

- 3.2 Community members may book their ride on RIDECrowsnest up to one week in advance.
- 3.3 Transportation will only be allowed within the boundaries of the Municipality of Crowsnest Pass.
- 3.4 Any damage incurred through transport of special equipment will be the responsibility of the user.
- 3.5 RIDECrowsnest Service will be suspended as deemed necessary when weather and/or road conditions represent a potential hazard. The RIDECrowsnest Driver will follow Livingstone Range School Division local bus service suspension as a guide.
- 3.6 All private rentals of RIDECrowsnest must be made a minimum of one week prior to the booking date.
- 3.7 Notice of cancellation of RIDECrowsnest private rental must be given a minimum of 72 hours prior to the booking date.
- 3.8 All RIDECrowsnest Riders will pay a fee at time of use by cash or punch card.
- 3.9 Animals on the bus - Only small fur-bearing and feathered pets contained in secure, clean, hand-held cages are permitted on the bus. One hand-held cage per passenger. Passengers must hold onto their cages at all times and are responsible for the safety of their pets. The bus operator may refuse a trip if your pet poses a health or safety risk, or if it misbehaves. Certified assistance animals may continue to use public transit as before.
- 3.10 RIDECrowsnest schedule/days and hours of operation may be adjusted periodically.
- 3.11 RIDECrowsnest Bus Driver may assist riders with personal items (limited to 3 bags) from the bus to the first exterior set of accessible doors.
- 3.12 RIDECrowsnest Bus Driver will not enter a personal residence including the private residence of a RIDECrowsnest Rider.
- 3.13 Community members must be capable of accessing RIDECrowsnest independently, requiring minimal assistance or aid.

4.0 RIDER CODE OF CONDUCT

- 4.1 RIDECrowsnest Driver to be treated with respect and their instructions are to be complied with.
- 4.2 Abuse, harassment, and obscene language or behavior will not be tolerated and those found in violation may be suspended from the use of the service
- 4.3 The Chief Administrative Officer (or appointee) reserves the right to refuse usage to organizations and/or individuals who have demonstrated non-adherence to this and any other related, applicable policies/procedures.

5.0 PROCEDURE

- 5.1 All weekly RIDECrowsnest daily bookings will be made through the Main Municipal Office – Reception.
- 5.2 Municipal Staff will provide daily rider schedule to the driver by 9am the day of.
- 5.3 Riders wanting to book their rides can call the main office anytime prior to 8:45am on the day they want to ride. Any bookings after 8:45am on the day of will need to contact the driver directly at 403-563-0040.
- 5.4 All private bookings will be booked through the Community Services Programmer.
- 5.5 Fees shall be applied as per the fee schedule and reviewed periodically by the Family & Community Services Board.

MUNICIPALITY OF CROWSNEST PASS



Blair Painter, Mayor

January 29, 2019.

Date



Patrick Thomas, Chief Administrative Officer

January 30, 2019

Date