

# **Riverview Access Transit User's Guide**

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## **Introduction to Access Transit**

Accessible transportation is a service provided by the Town of Riverview in partnership with the Town of Riverview Advisory Committee on disabilities. Access Transit is a shared ride, door-to-door public transportation service for persons who are declared eligible through the application process. The service is contracted out by the Town of Riverview. Access Transit buses are hired to carry persons who require the use of a wheelchair or scooter. Subsidized funding is provided by the Town of Riverview.

Approval to use the Access Transit service will be revoked if the individual's disability ceases to exist or the application expires. The service provider also has the ability to recommend the suspension of service if the service is being abused or the code of conduct established by the service provider is abused or ignored. In these cases, the service provider will suspend privileges and provide written notification to the Town of Riverview.

## **Service Area**

The Riverview Access Transit Service provides transportation for eligible persons within the Greater Moncton Area.

## Service Levels

Access Transit operates under the following conditions:

- Hours of operation:
  - Monday, Tuesday, Wednesday - 7:00 am to 7:00 pm
  - Thursday, Friday - 7:00 am to 11:00 pm
  - Saturday - 8:00 am to 7:00 pm
  - Closed Sundays and all Statutory Holidays
  - Trips taken outside of the above hours are not part of the subsidized program and users will be responsible for paying the full fare charged by the service provider.
- The cost of the service to the user is currently \$3.00 per one-way trip.
- In order to have a scheduled pick-up time, users must reserve at least 24 hours in advance. **For Service call 384-0969 or 384-8974.** If there is no reservation, the service provider cannot guarantee that the pick-up time requested will be available. Reservations are made on a first come first served basis and during periods of peak usage it is possible that a pick up time will not be available even if a reservation is requested 24 hours in advance.
- Pick-up times are normally on the hour and half-hour. The service provider cannot guarantee that any other time can be accommodated even if an advance reservation is made.
- Permanent users are limited to 50 trips per month at the subsidized rate. If this number is exceeded in any calendar month the user is not eligible for any subsidized trips until the first of the next month. Temporary users are limited to 40 trips per month at the subsidized rate.
- Access Transit is not intended for emergency medical services. If there is an emergency situation users must call 911 and advise them as to the nature of the emergency.

## **Service Priority**

Trips are booked on a first come, first served basis with occasional adjustments on pickup times based on priority in order of: 1. Employment. 2. Education. 3 Medical appointments. 4. Social/Other.

## **Service Continuation/Termination**

- Temporary applicants must reapply once their application has expired, which includes completing new Application and Physician Statement forms.
- Applications are subject to review based on usage and changes in the mobility impairment.
- The service provider also has the ability to recommend the suspension of service if the service is being abused or the code of conduct established by the service provider is abused or ignored. In these cases, the service provider will suspend privileges and provide written notification to the Town of Riverview.