

# **Access-A-Bus (AAB) Registered Users Guide**

*Revised:  
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*Prepared by:*  
Metro Transit and the Accessible Transportation Advisory Committee (ATAC)

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 **Access-A-Bus Directory**

**Access-A-Bus Office Telephone Numbers:**

Registration .....	490-6681
General information, comments or complaints .....	HRM Call Centre 490-4000
Access-A-Bus Scheduling .....	490-6999 followed by pressing 1
Access-A-Bus Dispatcher .....	490-6999 followed by pressing 2
Access-A-Bus Cancellation (24 hrs a day) .....	490-6999 followed by pressing 3
TTY .....	490-6645

**Access-A-Bus service schedule:**

Monday – Sunday ..... 6 am to 1am (including Holidays)

**Scheduling/Dispatch office hours:**

Scheduling ..... 9 am to 7 pm - Monday to Friday (excl. Holidays)

Dispatch ..... 5 am to 1am - Monday to Sunday

**AAB Transit Garage Address:**

Metro Transit

Attn: Access-A-Bus Registration

200 Ilsley Avenue

Dartmouth, Nova Scotia B3B 1V1

## **Introduction to Access-A-Bus**

Access-A-Bus (AAB) is a shared ride, door-to-door, public transportation service for persons who are declared eligible through the registration process.

The service is funded and operated by Metro Transit, Halifax Regional Municipality (HRM). The Access-A-Bus service provides transportation for persons eligible within the service area covered by Metro Transit's fixed-route bus service. Buses are designed to carry mobility-impaired persons and those unable to utilize the existing conventional Metro Transit service due to cognitive or physical disabilities.

The Access-A-Bus service is meant to supplement the conventional Metro Transit service and is not designed to be a taxi service.

### **Service Boundaries**

Access-A-Bus operates within 610 meters of a Metro Transit fixed transit route in HRM. Registered Users outside the area may access the AAB transit system once they travel to an area within the service boundary.

### **Visitors to the Service Area**

Anyone visiting the HRM and traveling **within the transit area**, and who are registered with a similar service, may use Access-A-Bus but must register with the service and provide 48 hours notification.

For further information, call registration at 490-6681.

### **Eligibility Criteria for Access-A-Bus**

The level of eligibility granted is reflected of your needs which take into account the Registered User's ability or inability to use the conventional fixed route transit service. Some impairments involve disabilities that call for Access-A-Bus service for all trips, while others may only require service for the winter time, specific trips or for a limited time. As a result, if you are declared eligible, the level of eligibility you are granted will be based on your disabilities.

**The Eligibility Criteria Conditions are:**

- > **Permanent**
- > **Temporary \***
- > **Seasonal** (Winter months)
- > **Conditional** (Travelling alone, Dialysis needs)

**\*Note:**

*It is the user's responsibility to apply for an extension if required*

**You may qualify for the Access-A-Bus service for the following reasons:**

- > Require use of wheelchair or scooter. (Users of scooters must transfer to a regular seat).
- > Unable to step up or down 35 centimeter (13 inch) step unassisted.
- > Unable to walk 175 meters (574 feet) outside unassisted, (one city block).
- > Have 20/200 vision or less (legally blind).
- > Unable to utilize the existing conventional transit due to cognitive or physical disability. (Use of the low floor buses is permitted).
- > Unable to communicate orally or through sign language; this inability must be associated with another significant inability.

 **Registration Procedure**

To register for the Access-A-Bus service, please call 490-6681 during regular business hours and request an Access-A-Bus registration form. This information is also available on the Internet at <http://www.halifax.ca/metrotransit/accessabus>.

The application form consists of two parts. The first part deals with general information and is to be filled out by the applicant or any other person designated by him or her or by an authorized person if the applicant is unable to act. The second part deals with information on the type of impairment and is required to be filled out by a Physician duly licensed to practice medicine in the Province of NS.

Metro Transit considers the information provided as confidential and for the exclusive use of the Access-A-Bus service. Applications are reviewed by Metro Transit and upon approval the applicant will be mailed a letter of acceptance and an I.D. card. Eligibility is determined on the basis of information provided on the application form and, where applicable, a personal interview. If, in the opinion of Metro Transit, a person does not qualify for registration, the applicant may request a review of the application by the Appeals Sub-Committee of the Accessible Transportation Advisory Committee.

### **Renewal of Registration**

Ambulatory Registered Users **must reapply** once every three years. Registered Users who are confined to a wheelchair or who are visually impaired must re-register once every five years (from the date of original approval). Metro Transit requires renewal of your registration application in order to confirm your continued eligibility, to adjust the level of your eligibility conditions or to keep your file active. **The onus is on the Registered User to re-register.** It is very important to report to the Registration line at 490-6681, any changes in your address or telephone number. An address change could affect your subscription trips for a period of time.

### **Medical Personal Attendant**

An essential Medical Personnel Attendant is a person who must accompany a Registered User **because of special needs**. An essential Medical Personnel Attendant travels at the regular applicable fare. **At the time of registration, the need for a Medical Personnel Attendant must be identified.** For trip purposes, once identified, the Medical Personnel Attendant is automatically booked. **Please note that the Registered User is responsible for advising the Scheduler if the Medical Personnel Attendant is NOT required.**

### **Companion**

A Registered User may request one (1), companion, which is a friend or relative to travel with them. The companion must **be more than five years of age** and may accompany a Registered User. If you wish a companion to travel with you, you must notify the scheduler at the time of the booking. If a seat is available for the trip, you will be notified when your trip times are confirmed. It is the Registered User's

responsibility to identify if this companion is ambulatory or non-ambulatory. The companion can only travel where and when the Registered User travels. The companion must pay the regular applicable fare.

### ➤ **Transfer to Metro Transit Ferry Service & Accessible Low Floor Bus Routes**

Metro Transit accepts transfers between the Access-A-Bus and the Ferry Service as well as Metro Transit Accessible Low Floor Bus Routes: #1 Spring Garden; #3 Manor; #6 Quinpool; #7 Robie; #9 Barrington; #14 Leiblin Park; #15 Purcells Cove; #16 Parkland; #17 Saint Mary's; #18 Universities; #19 Greystone; #51 Shannon; #53 Notting Park; #54 Montebello; #56 Dartmouth Crossing; #61 Auburn/North Preston; #63 Woodside; #66; Penhorn; #72 Portland Hills; #87 Downsview; #88 Duke; #89 Bedford; #159 Portland Hills Link; #165 Woodside Link; #185 Sackville Link. Please watch for new Accessible Low Floor Bus Routes being added in the future.

When transferring from Access-A-Bus to the Ferry Service or to one of the low floor Routes, the Access-A-Bus Operator will issue a transfer when requested upon boarding. This transfer should be kept by the passenger for the duration of their one-way trip. When transferring from the Ferry Service to Access-A-Bus ask the Commissionaire at the Ferry Terminal for a transfer. This transfer will be accepted as fare on the Access-A-Bus within the allowable time frame.

### ➤ **Service Standards**

Access-A-Bus, whenever possible will try to ensure that no passenger spends more than one hour travel time on a one-way trip within the communities of Halifax and Dartmouth or one and one-half hours from the community of Bedford and former County areas.

Bus Operators **do not** knock on doors or ring doorbells at private residences or call up to a customer's apartment. **A bus arriving early will wait until the scheduled pick-up time. Operators are not permitted to enter a passenger's residence.** To enable Access-A-Bus to accommodate as many rides as possible and reduce service delays, passengers are requested to be ready and waiting, five (5) minutes prior to the scheduled pick up time at their pick up location.

**The Operator is the only person permitted to operate any of the Access-A-Bus equipment, including safety belts or wheelchair tie-downs.** Buses are equipped with wheelchair lifts or electric ramps, wheelchair anchoring devices, seat belts, handrails, two-way radios, fire and safety kits. Equipment standards are outlined by the Utility and Review Board of Nova Scotia. It is Metro Transit's policy and Provincial regulation that seat belts are to be worn.

Access-A-Bus operators are required to have completed a St. John Ambulance Standard First Aid Course and knowledge of the radio and other equipment. Operators are trained to provide safe and courteous assistance to persons using the service.

**Access-A-Bus is not intended for emergency medical services.**

**If you are experiencing an emergency, please call 911 for assistance.**

***Note:***

*Our staff does their best to maintain schedules so that you may arrive at your destination safely and on time. On occasion, road construction, inclement weather or traffic delays may put our buses behind schedule. Your patience and understanding is appreciated at these times.*

 **Types of Service**

All requests for service are subject to availability of buses, location and prior bookings. Trip booking requests for distances of less than 200 meters (2-3 blocks) will not be accommodated, unless there is construction that interferes with pedestrian movement, no sidewalk in the area, or physical barriers that prevent pedestrian movement. While Access-A-Bus tries to accommodate as many trip requests as possible, Access-A-Bus may not be able to meet all travel needs. Registered Users are encouraged to investigate Metro Transit's accessible low-floor buses. For information on accessible public transit alternatives, please call HRM's Corporate Call Centre at 490-4000. The assignment of vehicles (special buses, etc.) to provide Access-A-Bus service is at the discretion of Access-A-Bus Scheduling and Dispatch. Access-A-Bus will assign the most cost effective vehicle that meets your particular travel requirements. Special requests cannot be met. The following types of service are available for Registered Users:

## **Subscription**

Registered Users (use of Registered User in this document includes a Subscription User unless expressly stated otherwise) are able to book trips using subscription-type bookings. If the Registered User requires a trip on the system for at least three (3) times per week to the same destination, they can qualify for use as a Subscription User for an indefinite period of time subject to seating or bus availability.

Registered Users having to work shift work are also eligible for subscription status provided the shift schedule is consistent and is easily understood due to the repetitive nature of the shifts. Once this is established, they are provided with a trip at their requested times. The Registered Subscription User does not have to confirm each trip but must call the Dispatcher at 490-6999 and press 2 or call the Cancellation Line at 490-6999 and press 3, as soon as possible, in the event of a ride cancellation. **Please note that the Subscription User is required to use a minimum of 75% of their subscription trips each month in order to maintain their subscription service. Subscription Users are responsible for confirming the need for transportation when a statutory Holiday falls on their workday.**

For further details on the “75% Subscription Usage” policy, please refer to Appendix “B” which describes the policy in detail. Excessive cancellations or “No Shows,” may result in the Registered Subscription User being removed from the subscriber listing. The priority for this service is (1) **employment**, (2) **education** and (3) **medical**. Please note that your request for subscription service might take an extended period of time before being granted. An address change will result in having to reapply for subscription service.

## **Advance Booking**

Advance trips are booked on a first-come, first-served basis, with no priority given to trips of any particular purpose. Registered Users are asked to call the Scheduler, at 490-6999 and press 1, between 9:00 a.m. and 7:00 p.m. on Monday to Friday (Excluding Holidays) to make their advanced bookings. Dispatch will then notify the Registered User **two days prior** to the trip date to confirm scheduled times. **Only Registered Users that were successful in getting a booking will be called.** Registered Users not notified, did not receive their booking and will automatically be placed on the waiting list.

**Advance bookings can be made up to eight (8) days in advance, and are limited to a maximum of five (5) trip requests per day. Additional trips must be booked at a later date. Please ensure that you request your trip as early as possible.**

**Due to the number of bookings received on Mondays, and to try and reduce the time Registered Users have to spend on hold, Friday's trips can be booked nine(9) days in advance.**

### **➤ Same Day Bookings**

Same day bookings may be accommodated. These bookings are considered to be "Write-ins." Registered Users are asked to call the Dispatcher at 490-6999 and press 2. "Same Day" bookings will only be considered after Registered Users on the waiting list are offered service.

### **➤ Medical Appointments for Specialists**

Medical appointments for specialists are often made months in advance. Medical appointments for Specialists and Special Medical Procedures can be made thirty (30) days in advance of the date of the appointment through the scheduling department (in advance of the eight (8) day booking window). If Metro Transit feels that the Registered User is abusing this process it reserves the right to ask for appointment information, to confirm that this is a specialist appointment or special medical procedure.

### **➤ Monday Medical Appointment Confirmation**

Registered Users who have medical appointments on a Monday can now call into dispatch on the previous Friday to get booking confirmation. Trip times will still be issued during the regular 2-day callout.

### **➤ Request for Service**

Please call the scheduling department at 490-6999-1 during business hours

When calling to book your trip, please have all your information ready, including pick-up and drop-off times and locations. When requesting service, please give the following data:

1. Your Name or Name of Registered User
2. Date and Time of trip request and return if required
3. **Civic address number** for pick up & drop off destination, also specific door location
4. If a companion is traveling with you, it must be requested at this time

Access-A-Bus will make every attempt to fill your request, **but remember**; sometimes a trip is refused because others requested service before you.

Please note that Access-A-Bus has predetermined pick-up and drop off locations at Hospitals, Shopping Centres, etc. (For a list of common locations please see Pre-Determined Pick UP/Drop Off Locations found on Appendix “C” ).

### **To Cancel a Trip Request**

If you wish to cancel your trip request before you have received trip confirmation (48 hours before your requested trip), call Scheduling at 490-6999 and press 1, during regular hours. After hours, please call the cancellation line at 490-6999-3.

Once you have received your confirmed trip time and wish to cancel your trip, please call dispatch at 490-6999 and press 2, or the trip cancellation line 490-6999 and press 3 and leave your cancellation message on the recording. Give your name, the date and times of the trip you are cancelling.

If you need to cancel a trip, **please** do so as soon as possible before the booked time. If you cancel early, someone else may have the opportunity to use the system. If you fail to cancel a bus up to 1 hour before your scheduled pick up time, you will be considered a “No Show” and charged the full applicable fare the next time a pick up is made. Failure to cancel a bus 24 hours in advance of your scheduled pick up time will result in a “Late Cancellation” and subject to the Cancellation Policy.

As the demand continues to grow for this service, these policies and procedures ensure equal and fair access to the system for all Registered Users. Flexibility within this service is limited and further affected when confirmed trips are later cancelled, quite often resulting in the space going unutilized while other Registered

Users are on a waiting list. Any efforts to minimize these situations would greatly benefit all Registered Users.

**➤ Fare Information**

Access-A-Bus fares are based on conventional Metro Transit fares and are approved by Halifax Regional Council. Registered Users may pay the fare in cash (exact change), by adult transit ticket or by a monthly pass. Cash fares and/or tickets are collected by the Access-A-Bus Operator. Pass holders must show their pass to the Operator each time they travel on Access-A-Bus. The current fares as of July 1, 2009 (fares are subject to change) are as follows:

	<b>Cash</b>		<b>MetroPass</b>		<b>10 tickets</b>
> Adult .....	\$2.25	.....	\$70	.....	\$18
> Senior - age 65 & over ....	\$1.50	.....	\$52	.....	\$13
> Child - age 5-15 .....	\$1.50	.....	\$52	.....	\$13
> Student - .....	\$2.25	.....	\$64	.....	\$18
(Full time with valid photo ID)					

See the Metro Transit Riders’s Guide for further information on locations to purchase tickets or call the HRM Call Centre at 490-4000.

A Registered User’s companion may travel with you only if space permits and they must pay the regular applicable fare. If a person with a disability needs the seat, the companion may be refused the trip. If a trip is confirmed with a companion, they should not be bumped.

**➤ Charter Service**

Metro Transit Access-A-Bus service offers professional, cost effective charter shuttle service with a special bus for your conference or group outing.

- > Return Charter Rate ..... \$165.65 (Includes HST)
- > Hourly Rate or One Way Charter ..... \$106 (Includes HST)

*HRM reserves the right to adjust fares and service levels at any time*

**➤ Access-A-Bus No-Show and Cancellation Policy**

**“No-Show”** is when an Access-A-Bus Registered User fails to cancel a bus trip within 1 hour of the time of his/her confirmed trip, or show up for their scheduled pick up time. This action is viewed to be a serious abuse of the Access-A-Bus service, as it affects the efficient scheduling and use of the service.

**“Late Cancellation”** is when an Assess-A-Bus Registered User cancels his/her trip more than an hour (1 hour) before their scheduled pick up time, up to twenty - four (24) hours before their scheduled trip. As soon as you know you no longer require the bus, please call and cancel your request or confirmed trip times.

**“System No-shows”:** Is when Access-A-Bus could not fulfill their service commitment; including equipment failure, staff error, communication error, etc.

When Registered Users “No-Shows” or “Late Cancels” much-in-demand spaces on the bus may go unused, due to the limited time staff has to re book the spaces on short notice. There are often legitimate reasons for “No-Showing” or “Cancelling,” but often, Registered Users just do not bother to call and cancel their trips, or wait until the last minute.

This policy tries to deal with the “No-Show” or “cancellation” issues in a fair and simple manner. Some missed pickups may not be the Registered User’s fault and the policy clearly reflects the difference between “system” and “Registered User’s” responsibility.

### **What Happens When a “No-Show” Occurs?**

- › When a Registered User “No Show’s” for the first part of a trip, the **return portion of the trip will be automatically cancelled** by the Dispatcher unless the Registered User has called Access-A-Bus.
- › Access-A-Bus Dispatcher or Scheduler will telephone the Registered User to discuss and record why the trip was missed on the day the No-Show occurs.
- › The standard fare will be charged for each Registered User “No-Show”. This fare will be collected the next time when the Registered User is transported.

### **Tracking Procedure for “No-Show” & “Late Cancellation”**

**Policy:**

*Any Registered User who has a combination of five (5) violations (No Shows / Late Cancellations) per calendar month, will be in violation of the No Show / Cancellation Policy and trigger the following procedure.*

- › A record sheet will be kept to track all follow-up calls to “No-Show” and “Late Cancellations”. This sheet shows the number of incidents of “No Shows” or “Late Cancellations” per month and the reasons given by the Registered User for each incident.
- › “No-Show” and “Late Cancellation” lists will be followed up by the Dispatcher or Scheduler with a phone call placed to these Registered Users no earlier than 9:30 AM. The purpose of the call will be to request a reason for the “No-Show” or “Late Cancellation” from the Registered Users, and to advise them of the consequence of their actions, should they continue.
- › The “No-Show” or “Late cancellation” lists will be reviewed on a month by month basis by Staff and the Access-A-Bus No-Show/Cancellation Sub-Committee to determine if any patterns become apparent as to reasons for “No-shows” or “Late Cancellation.” This may include contacting the Registered User to discuss the circumstances surrounding the events and reasons for the “No-Show.”

**\*Note:**

*A Registered User who has received notice of suspension and continues to accumulate violations of the No-Show/Cancellation policy will be subject to additional suspensions.*

** Passenger Code of Conduct**

For the comfort, convenience and safety of others, passengers are required to follow our Code of Conduct while using our service:

**Note:**

*Abuse of service privileges and/or ignoring the Passenger Code of Conduct may be grounds for a temporary or permanent cancellation of your Access-A-Bus eligibility.*

- › Passengers are not permitted to smoke while on transit vehicles.



- › Passengers are to refrain from using profanity when communicating with staff or while travelling on transit vehicles.
- › Passengers are required to be fully clothed while travelling.
- › Many of our passengers are sensitive to fragrances and perfumes, we ask you consider others and go scent free in an effort to promote a safe and healthy transit system.
- › Passengers are not permitted to operate any of the Access-A-Bus equipment, including but not limited to, safety belts, wheelchair tie downs or radio equipment.
- › No drink, liquid or other food items are permitted on transit vehicles for the purpose of passenger consumption.
- › Passengers are asked to refrain from operating any radios, televisions, tape recorders, musical instruments or similar devices on transit vehicles unless headphones are used and adjusted as to not disturb other passengers or Operators.
- › Passengers are cautioned when exiting a transit vehicle not to move out in front of the vehicle without checking for oncoming traffic.
- › For safety reasons wheelchairs and scooters must be backed onto the ramp.

## **Safety Standards**

Safety standards are set by the Nova Scotia Utilities and Review Board and the General Manager, Metro Transit. Registered Users less than five years of age cannot be transported in an adult ambulatory seat or travel on the Access-A-Bus held in the arms or on the lap of a parent or guardian. They may ride in a properly designed wheelchair for young children, suitably secured by Access-A-Bus “Q” restraints or your own C.S.A. approved infant/child seat.

## **General Rules**

For the comfort, convenience and safety of others, passengers are requested to follow the following rules:

- > Please be ready and waiting at the accessible outside entrance of your pick-up location **5 (five)** minutes prior to pick-up time.
- > No passengers are allowed to stand while travelling on Access-A-Bus.
- > Have the exact fare or ticket ready when boarding the bus.
- > Seat belts must be used at all times unless medically exempt.
- > Have your sidewalks and steps **CLEAR**. It is the responsibility of the passengers to keep steps, ramps, lifts, driveways at their residence clear of debris, snow and ice. Operators may, at their own discretion, refuse to transport passengers from a pick-up location if, in their opinion, it may be dangerous to do so (In reference to Nova Scotia Occupational Safety Act).
- > Consult with the Scheduler about the best times for booking a trip for a medical appointment, shopping, etc.
- > Keep your packages to a minimum. Buses are not designed to carry large amounts of groceries, parcels or luggage. Registered Users of Access-A-Bus may only bring parcels on the bus if the **Registered Users are capable of handling and securing them** or if the parcels are secured to their equipment. Operators have the right to refuse to carry packages they consider unsafe.
- > Call Registration for any changes in your address or telephone number.
- > Do not ask the Operators to perform any duties which would be considered unsafe.
- > Operators have been instructed not to back out of driveways or alleys. Instead, the vehicle enters and turns around enabling it to drive out forward. When this is not possible, it is backed in so that the Operator can drive out forward.

- > No animals, except working dogs, are allowed on any transit vehicle unless properly restrained so that in the opinion of the Operator, the animal will not cause a disturbance or damage the transit vehicle.
- > Passengers entitled to a reduced fare must present required identification upon boarding and where such ID is not available, the full fare must be paid.
- > For safety reasons, carriages or wagons will not be permitted on transit buses unless folded, so as not to interfere with other passengers or the operation of the transit vehicle.
- > Wheelchairs, scooters, wagons and bicycles can be accommodated on the ferries.
- > Passengers are cautioned when disembarking from a transit bus not to step out in front of the bus without checking for oncoming traffic.

### **The Accessible Transportation Advisory Committee**

The Accessible Transportation Advisory Committee's mandate is to provide recommendations on the quality and quantity of accessible bus service from a Registered Users perspective. The Committee is established for the purpose to advise, assist and provide recommendations to Metro Transit on all matters relating to accessible transportation provided by Metro Transit

You can write the Committee, c/o Chairperson, Accessible Transportation Advisory Committee, Metro Transit, 150 Thornhill Drive, Dartmouth, N.S. B3B 1S3. The Committee consists of twelve elected members. Nine of the twelve elected members must be Registered (including a Subscription) Users of the system. Four new members are elected every May to serve a three-year term. Any person running for election must be nominated by a Registered User of the system. Meetings are held once a month as well as Executive and Sub-Committee meetings. The minutes of these monthly meetings are available on the Internet at [www.halifax.ca](http://www.halifax.ca)

### **Feedback**

If you would like to register any feedback, compliments or complaints, please call HRM's Corporate Call Centre at 490-4000 (daily 7am to 11pm). Or visit our

website at [www.halifax.ca/metrotransit](http://www.halifax.ca/metrotransit)). This will assist in improving the quality of the Access-A-Bus Service.

**Any information is strictly confidential and it will have no adverse effect on the level of service you receive.**

**Please give us your thoughts and ideas**

## **Liability**

The **Registered User** (including a Subscription User) releases the Halifax Regional Municipality, its officers, employees, or agents (collectively "HRM") from all loss, damage, or injury whatsoever, whether caused by negligence or otherwise, from the use or operation of the Access-A-Bus. The Registered User agrees to indemnify, protect, and hold harmless HRM from any or all liability for all loss, damage or injury to persons or property arising from or related to the use or operation of the Access- A-Bus.

Additionally, the **Registered User** (including a Subscription User) agrees that HRM shall not be liable for:

(a) any incidental, indirect, special or consequential damages, including but not limited to loss of use, revenues, profits or savings, even if HRM knew or should have known of the possibility of such damages or injuries, and

(b) claims, demands, or actions against the **Registered User** (including a Subscription User) by any person, corporation, or other legal entity resulting from the use or operation of the Access-A-Bus.

## Appendix "A"

### **No-Show. Late /Cancellation Suspension Policy**

1. **First Offence** - On the first offence (violation of the No-Show Cancellation Policy 5 times or more in a calendar month), the Registered User will receive a letter of warning that a policy violation has been recorded, a copy of the No Show/Cancellation Policy and that a second offence within 8 months of the first offence will result in a **7-day** suspension of service.
2. **Second Offence** -Registered Users that have received a letter of warning will be given 28 days written notice of a **7-day suspension** of service. A response letter will be included. This letter must be filled out and returned to Metro Transit no later than 15 days before the suspension date. This letter acknowledges the fact that you have received notification of the violation and indicates if you wish to appeal the suspension. Failure to respond, will forfeit the right to file an appeal at a later date. A third offence within 8 months of the second offence will result in a **14-day** suspension of service.
3. **Third Offence** - Registered Users will be given 28 days written notice of a **14-day suspension** of service. A response letter will be included. This letter must be filled out and returned to Metro Transit no later than 15 days before the suspension date. This letter acknowledges that you have received notification of the violation and asks if you wish to appeal the suspension. Failure to respond will forfeit the right to file an appeal at a later date.

A fourth offence within 8 months of the third offence will result in the removal from the service and the Registered User must re-apply to the No Show/Cancellation Committee for reinstatement.

4. **Fourth Offence** - Registered Users, on the fourth offence will be given 7 days written notice of removal from the Access-A-Bus Service. If the Registered User was on subscription service, their name will be removed. The Registered User **must re-apply to the No Show/Cancellation Committee for reinstatement.**

#### **Note:**

*All Appeals will be heard prior to the indicated suspension date. The Registered User may continue to accumulate violations to the No-Show/Late Cancellation Policy, while waiting for notification of violation of the policy and /or for the*

*appeal process.*

## Appendix “B”

### **75% Subscription Usage Policy**

Registered Users are able to book trips using subscription-type bookings. If the Registered User requires a trip, with Access-A-Bus, at least three (3) times per week to the same destination, they can be booked as a subscriber for an indefinite period of time subject to seating and bus availability. Registered Users attending an educational facility, for the duration of the course, are eligible for Subscription

Service provided the schedule to attend classes, from week to week, is repetitive in nature. Registered Users having to work shift work are also eligible for Subscription Service provided the shift schedule is consistent and is easily understood due to the repetitive nature of the shifts.

Once this is established, they are provided with a trip at their requested times. The Registered Subscription User does not have to confirm each trip but must call the Dispatcher at 490-6999 and press 2 or call the Cancellation Line at 490-6999 and press 3, as soon as possible in the event of a ride cancellation.

**Please note that the Subscription User is responsible for confirming the need for transportation when a statutory Holiday falls on their workday.** Successive ride cancellations or “No Shows” may result in the Registered Subscription User being removed from the subscriber listing. The priority for this subscriber service is (1) employment, (2) education and (3) medical. Please note that your request for subscription service may take an extended period of time before being granted and that an address change may require you to reapply for subscription service.

**Registered Subscription Users are required to use a minimum of 75% of their subscription trips each month in order to continue being eligible for subscription service.** For example, a subscriber who uses Subscription Service to travel twenty times a month will be required to use a minimum of fifteen of those trips per month. Subscription rides cancelled less than 24 hours in advance and No-Shows are also included in the 75% subscription usage policy.

**Registered Subscription Users who have not maintained the 75% usage policy will no longer be eligible for Subscription Service and will be removed from this service for a period of one month.** It will be necessary to call scheduling to book for each day’s trips. After one month, the Registered Subscription User can reapply for Subscription Service. The exact trip times may no longer be available

and your request may be placed on the waiting list. Registered Subscription Users who repeatedly violate the 75% subscription usage policy may become permanently ineligible for Subscription Service.

 **Appendix “C”**

**Pre-Determined Pick Up/Drop Off Locations.**

**SHOPPING CENTRES LOCATION**

Bayers Rd. Shopping Ctr .....	Zellers, Red Fox, Desmond Ave.
Halifax Shopping Ctr. ....	Access-A-Bus Stop, Fairlanes Bowling Alley
West End Mall .....	WalMart, Sobey's, Winners
South Ctr. Mall .....	Superstore
Scotia Square .....	Accessible Stop Duke St.
Park Lane .....	Accessible Stop Spring Garden Rd.
Mic Mac Mall .....	Main Entrance next to Winners*
* East Side Mario's after regular mall hours. Monday to Saturday 9pm/Sunday 5pm	
Penhorn Mall .....	Sobey's Mall Entrance, Food Court
Tacoma Ctr. ....	Registered User Specification
Downsview Mall .....	Registered User Specification
Bedford Place Mall .....	Main Entrance
Sunnyside Mall .....	Mall Entrance near Tim Horton`s

**HOSPITALS & MEDICAL CENTRES**

Nova Scotia Rehabilitation Ctr .....	Rear Parking Lot Main Entrance
Acc (Dickson) Ctr. ....	Main Entrance
Victoria General Main .....	Main Entrance
Izaak Walton Killam Hospital (IWK) .....	Grace Maternity Entrance
Queen Elizabeth Health Science Ctr. ....	Main Entrance Summer St.
Abbey J Lane Memorial .....	Main Entrance Veteran's Memorial Lane
Veterans Memorial Hospital .....	Main Entrance Veteran's Memorial Lane
Dartmouth General Hospital .....	Main Entrance Pleasant St.

Nova Scotia Hospital ..... Registered User Specifies Bldg.

**EDUCATIONAL FACILITIES**

St Mary`s University ..... Registered User Specifies Bldg.

Dalhousie University ..... Registered User Specifies Bldg.

N. S. Community College (Leed St.) ..... Main Entrance & Ramp Door

N. S. Community College (Woodlawn Rd.) ..... Main Entrance & Ramp Door

N.S. Community College (Pleasant St.) ..... Main Entrance & Ramp Door

**NURSING HOMES**

Northwood Manor ..... Gottingen St. Bus Stop

Northwood Ctr. .... North St. Bus Stop

Maplestone Enhanced Care ..... Main Entrance

Glades Lodge ..... Main Entrance

Melville Lodge ..... Main Entrance

Arborstone Enhanced Care ..... Main Entrance

Parkstone Enhanced Care ..... Main Entrance

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