



POLICY TITLE: Community Bus Policy
POLICY #: C-001-001A
EFFECTIVE DATE: September 08, 2003
ADOPTED BY COUNCIL ON: September 08, 2003
RESOLUTION #: 343.09.03; 271.06.04
SUPERCEDES: N/A

POLICY STATEMENT:

The lack of community accessible public transportation bus has been a recognized need in Sylvan Lake.

The objective of the community bus will be to assist in the transportation needs of community members to better access activities/programs in the community and enhance local non-profit organizations programs activities.

The first priority of the Community Bus is to provide transportation to the citizens of Sylvan Lake to attend community programs and events and also to meet the transportation needs of the District. This bus will serve as transportation at a low charge if any to those most in need of transportation.

The second priority of the Community Bus will be to meet the transportation needs of Sylvan Lake, Summer Village and surrounding Red Deer County recreation area non-profit groups, programs and organizations. The bus may be booked as outlined in the lease/charter agreement of this policy.

The Town of Sylvan Lake offers the Community Bus as a transportation system for use by municipal departments, local programs and organizations.

1. PROCEDURES:

a. GENERAL

- i. The user must be a resident of Sylvan Lake, Summer Village or surrounding Red Deer County recreation area.
- ii. The Community Bus is available for use during the following hours and according to insurance guidelines:

Monday to Friday 8:00 a.m. to 5:00 p.m.
Saturday & Special Events and Charter's
Sunday
- iii. The overriding philosophy shall be to operate the services on a break-even basis. This break-even basis shall include any operating assistance provided by Family and Community Support Services, donations or grants.

b. VOLUNTEER BUS DRIVER DESCRIPTION/POLICY

- i. Drivers are required to hold a valid Class IV operators license and must present such evidence each time license is renewed.
- ii. Drivers must also provide:
 - a. An acceptable Alberta Drivers Abstract
 - b. A criminal records check with the RCMP
- iii. Drivers are using an identifiable vehicle and representing the Town of Sylvan Lake. Drivers must at all times conduct themselves in an exemplary fashion. They must exercise tolerance, patience, consideration and self-control in dealing with passengers and the public.
- iv. Drivers are expected to dress in a neat clean professional manner at all times. The wearing of slacks, jeans or regulation street shorts is acceptable; however, beach shorts, sweats, tank tops, etc., are not acceptable.
- v. The use of alcohol or similar substances is not considered acceptable behavior and is therefore not permitted while on duty and should not be taken just prior to coming on duty.
- vi. Drivers or passengers are not permitted to eat or smoke in the Community Bus.
- vii. Each driver will be responsible for keeping the bus clean, both inside and out.

viii. Drivers will be responsible for traffic violations and any resulting fines. All accidents/incidents, etc. must be reported to the Town of Sylvan Lake as soon as possible and required forms completed.

c. ACCIDENT PROCEDURES – DRIVERS

In the case of an accident or incident, however slight, to persons or property in connection with or near any bus, the operator in charge will render all assistance necessary and practicable.

- I. Check for injuries
- II. Call the Town of Sylvan Lake, give location and indicate if an ambulance is necessary. The Town office will, in turn, notify the RCMP. On evenings and weekends call 9-1-1
- III. Remain at the scene until directed by the Town of Sylvan Lake or the RCMP.
- IV. A full written report must be submitted as soon as possible but no later than 24 hours after the accident.
- V. Drivers must insure the following information is obtained and is accurate:
 - a. License number, make, year and color of the other vehicle
 - b. Drivers name, address, and telephone number
 - c. Owners name
 - d. Insurance Company and policy number
 - e. Name, address and phone numbers of witnesses and injured persons
 - f. Factual statement of the accident.
- VI. Drivers shall supply only pertinent information to the other driver. Any statements shall be given to recognized officials of the employer and the RCMP
- VII. Drivers must not admit guilt and must not make statements to the media. Officials of the Town of Sylvan Lake shall only make news releases.

d. BUS DRIVERS ABSTRACT/LICENSE

Purpose: To state what driver's license class is required to legally drive the Community Bus and that an abstract is required before this position can be filled by volunteer.

Policy: is as follows:

License – As per Alberta Motor Vehicles Division, a Class 4 Drivers License is acceptable, providing the bus seating capacity is not over 24.

Abstract - must accompany volunteer driver applications.

Costs of the abstract shall be paid by driver or user organization.

e. CRIMINAL RECORDS CHECK

Purpose: To define who is responsible for payment of cost for criminal records check when required for Drivers.

Policy: is as follows

Criminal Records Check – this must accompany volunteer driver applications and may be paid by the driver or through the volunteer organization.

f. INCLEMENT WEATHER OPERATION

Purpose: To state that the bus will not be operating in inclement weather.

Policy is as follows: When weather and/or road conditions compromise the safe use of the Community Bus, use of the bus may be closed down for a period (hours or days) at the discretion of the Director of Community Social Development and driver/drivers.

g. VEHICLE INSURANCE/MAINTENANCE

Purpose: To determine who is responsible for adequate insurance and proper maintenance of Community Bus.

Policy: Is as follows:

I. Vehicle Insurance: The Town of Sylvan Lake is owner of the vehicle and shall be responsible for adequate insurance.

II. Vehicle Maintenance: The Town of Sylvan Lake is owner of the vehicle and shall be responsible for keeping the vehicle in safe operating condition at all times. Cost of all maintenance is the responsibilities of the owner.

h. PR & ADVERTISING

Subject: Newspaper Advertisement for use.

Purpose: To help maintain use and awareness of the Community Bus service.

Policy shall be as follows: To place an appropriate advertisement in the local newspaper once a month for 10 months out of the year, excluding July & August.

Subject: Public Information Release

Purpose: To control and screen all public information regarding Community Bus.

Policy shall be as follows: The policy shall be that the Town of Sylvan Lake must approve any correspondence relating to the Community Bus before it is released to the public.

i. OBJECTIVES

Subject: Objectives of the Community Bus Service

Purpose: To establish the original objectives/purpose of the Community Bus.

Policy shall be as follows: The objective of the Community Bus is to provide a means of transportation to the following persons/organizations:

- Non-Profit groups & organizations serving children

- Seniors Citizens/groups & organizations
- Families with children
- Local Youth Services

Subject: When Community Bus is NOT to be used

Purpose: To state instances when Community Bus shall not be used.

Policy shall be as follows: The community Bus shall not be used in the following instances:

- When an ambulance should be called (except when or if a disaster has occurred and an additional vehicle is needed by the emergency services)
- When it is in obvious conflict with Taxi Services.

j. FUNDING

Subject: Funding for Operations and Bus Replacement

Purpose: To determine how funds shall be acquired to assist with operations/bus replacement.

Policy: shall be as follows.

- I. General –Community and Social Development will seek funding.
- II. Donations – Appeal to Service Clubs, Organizations, and the Public at large if additional funds are required.
- III. Continued Donations – Official Tax Receipts, official tax receipts shall be issued to donors if requested/required
- IV. Continued Donations – Use of Donations
 - Major Bus Repairs & or Bus Replacement
 - Operations, if necessary

Guidelines for Community Bus Bookings

APPENDIX A

The community bus shall be available for booking on weekdays and may be available for use on weekends. The Community Bus is available for use during the following hours and according to insurance guidelines:

- Monday to Friday 8:00 a.m. to 5:00 p.m.
- Groups returning after 5:00 p.m., use of the bus for/during special events and Saturday & Sunday booking will be considered on an individual basis.
- Bookings will be on a first come first served basis
- All bookings shall be made 48 hours in advance

Community Social Development director shall have the right to decline any booking determined to be inappropriate use of the community bus.

1. Local non-profit organizations and groups of the Town of Sylvan Lake, Summer Villages and Red Deer County recreation area may book the community bus. The person(s) booking the community bus will be responsible for the vehicle.
2. Drivers must be Town of Sylvan Lake approved volunteers and are the only drivers permitted to operate the bus.
3. Maximum number of passengers allowed on board is as follows:
 - Twenty-one (21) ambulatory riders.
 - There is 1 wheel chair rack on outside of bus; there is no wheelchair lift.
 - All passengers must be able to board/un-board bus independently.
 - All passengers must remain seated while vehicle is moving.
 - Scooters cannot be secured on or outside the bus, so for safety reasons, users must sit in the bus seat.
4. Bookings are to be made a minimum of 48 hours in advance by contacting 887-1137.
5. Absolutely NO sports equipment, alcohol, smoking, food consumption, soiled clothing, or unruly behavior is permitted on the community bus.
6. The driver will inspect the vehicle, inside and outside, prior to and upon return of the charter trip. Damage incurred is the responsibility of the person(s)/organization booking the vehicle. The Town of Sylvan Lake will arrange for necessary repair with payment of the bill being the responsibility of the person identified.
7. 24-hour notice is required when canceling a booking.

Agency Booking the Community Bus _____
 Driver's Name _____
 Address _____
 Postal Code _____
 Telephone # _____
 Driver's License # _____
 Class _____
 Booking Date _____
 Booking Time _____
 Return Time _____
 Destination _____
 Number of Travelers _____

Additional Comments/Information _____

Signature _____
 Date _____

VOLUNTEER DRIVER POLICY & REGISTRATION

Terms and Conditions

Groups using the Community Bus are responsible for fueling of the bus.

Contact: Community & Social Development @ 887-1137 for further information.

Purpose of the Volunteer Driver Position:

Assist community members in accessing community resources, supports & services, events, as well as medical appointments.

Assignment Profile:

After appropriate training and orientation, transport clients to appointments. Ensure proper use of seat belts, speed adjustment to road conditions, never exceeding posted limits, and car seats when appropriate and when required.

Driver accepts those requests for transportation that he/she wishes. You may decline, or when needed you may cancel a trip. You set the rules on food and smoking in your vehicle.

Prior to providing transportation, drivers calls client and FCSS Volunteer Coordinator to confirm place of pick-up and needed directions. "No shows" or other problems are reported to the FCSS Volunteer Coordinator.

Expectations:

Meet with FCSS Volunteer Coordinator at the Community Centre prior to beginning volunteer position.

Maintain confidentiality regarding the senior or family (clients) situation.

Maintain a minimal of \$2,000,000 liability insurance.

Follow through with commitments at every opportunity.

You will not be expected to transport someone of the opposite sex if you are not comfortable with the situation or the FCSS Volunteer Coordinator believes that it would put the volunteer at risk.

Benefits:

Exposure to a variety of people and environments that the opportunity.

Opportunity to gain skills and knowledge, which may later be applied to paid work.

References for volunteers will be given.

Provide support to families and individuals, improving quality of life.

Qualifications:

A good driving record and \$2,000,000 liability insurance.

Respect for other and the ability to accept differences. Patience and a non-judgmental attitude.

Good communication skills.

Criminal Records and Child Welfare Check.

Drivers Abstract

Time Required: Depends on your availability and volunteer driver opportunity.

General Policies:

Use seatbelts at all times.

Car seats are required for children four years and under.

Children are required to be left with a parent or guardian; volunteers are not expected to watch children.

Speed adjusted to the posted limits, road and weather conditions.

Driver must maintain a minimum of \$2, 000, 000 insurance liability and clean driving record.

In the event of an accident, follow the legal procedures and contact our office as soon as possible.

Driver/Client Relationships:

Call before making the trip to verify the time and place of pick-up and for directions if needed.

If it is your vehicle, you set the rules regarding smoking, eating, drinking and acceptable behaviors, there is no smoking, food or beverage permitted on the community bus.

If the client will be unable to make schedules appointments, he or she is responsible for notifying the FCSS Volunteer Coordinator as soon as possible. With 3 no shows the client may lose his/her volunteer driver privileges.

You may cancel or refuse any trip. Please let the FCSS Volunteer Coordinator know with as much advance notice as possible.

Confidentiality Pledge

As a participant in the FCSS Volunteer Services Program, you will meet clients and have access to identifying information. Federal and Provincial laws require that such information be kept confidential. While you are free to discuss in general the needs and characteristics of clients, we ask you to sign the pledge of confidentiality regarding disclosure of any identifying information.

Signature

Date

Please list two references with addresses and phone numbers:

Name: _____

Name: _____

Address: _____

Address: _____

Phone#: _____

Phone#: _____

Relationship: _____

Relationship: _____

Please bring in the following items:

- ___ Criminal Records Check
- ___ Child Welfare Check
- ___ Driver's Abstract
- ___ Copy of your Drivers License
- ___ Copy of your Insurance
- ___ Confidentiality Pledge
- ___ Registration Form (please include your availability).

FORMS COMPLETED:
CRIMINAL RECORD CHECK ___
CHILD WELFARE INFORMATION SYSTEM (CWIS) CHECK ___
COPY OF DRIVERS LICENSE ___
COPY OF INSURANCE ___
CONFIDENTIALITY PLEDGE ___
DRIVERS ABSTRACT ___