



POLICY NAME:
Handi-Bus Service Policy
POLICY AREA: Transportation Services

POLICY NO: TS26-01
APPROVAL DATE: May 11, 2026
LAST UPDATED:

Purpose

1. The purpose of this policy is to establish a clear governance framework for the operation of the Town of Tisdale Handi-Bus service, ensuring safe, accessible, equitable, and efficient transportation for individuals with mobility challenges.

Scope

2. This policy applies to all users, operators, and administrators of the municipal Handi-Bus service.

Definitions

3. **Attendant:** A person required to accompany and assist an eligible rider during travel.
4. **Companion:** A person accompanying a rider who is not required for assistance.
5. **Conventional Transportation:** A traditional mode of transportation, which includes rides from family, friends and any local taxi.
6. **Eligible Rider:** A person who is unable to use conventional transportation services due to a physical, cognitive, or medical condition.
7. **Service Area:** The Town of Tisdale and approved surrounding areas.

Eligibility

8. The individual must be residing in the Town of Tisdale who is unable to use conventional transportation due to mobility limitations/challenges.
9. Residents of local care facilities (e.g., hospital, nursing home, care home)
10. Able-bodied, intellectually/multiple challenged individuals who are under institutional care and unable to use conventional transportation with dignity.
11. Seniors age 65 or older who are living in Tisdale.

Registration

12. Users may be required to complete a registration form prior to accessing the service.
13. Administration may request medical or professional confirmation where appropriate.

Hours of Operation

14. The Handi-Bus shall operate Monday to Friday from 8:00 AM to 6:00 PM.
15. Requests for service shall be made by 5:00 PM on the previous business day.
16. Same-day bookings may be accommodated at the discretion of the driver.

Booking and Scheduling

17. Trips shall be scheduled on a first-come, first-served basis.
18. Priority may be given to medical and essential service trips.
19. Passengers shall be ready for pickup within a 15-minute window before or after the scheduled time.
20. The Chief Administrative Officer may authorize and arrange special trips or complimentary rides in support of community events or activities, including elections.
21. The bus shall not leave town without the authorization from the Council and permission from the CAO.

Fares and Fees

22. Fares shall be established by Council and reviewed periodically.
23. Fees may include:
 - a. Base fare within town limits
 - b. Group rates
 - c. Additional stop charges
 - d. Mileage charges for out-of-town trips
24. Drivers can only accept cash payments or bus passes.
25. Bus passes can be purchased at the Town Office

Attendants and Companions

26. One attendant may accompany an eligible rider at no charge when travelling from the same pickup location.
27. Attendants boarding from a separate location shall be charged the applicable fare.
28. Companions may accompany a rider, subject to space availability and applicable fares.

Cancellations and No-Shows

29. Cancellations must be made a minimum of 3 hours prior to the dispatch of the vehicle.
30. Failure to cancel may result in the full fare being charged.
31. Repeated no-shows may result in suspension of service privileges.

Service Limitations

32. The Handi-Bus is not an emergency medical service.
33. Passengers requiring emergency care shall contact emergency services.
34. Service may be refused where conditions pose a safety risk to passengers or staff.

Safety Requirements

35. Passengers shall:
 - a. Wear seatbelts at all times

- b. Refrain from smoking/vaping in the vehicle
 - c. Ensure access points (steps, ramps, driveways) are clear of hazards such as snow and ice
36. Drivers may refuse service where conditions are deemed unsafe.

Driver Responsibilities

37. Drivers shall:
- a. Operate the vehicle in accordance with all applicable laws and regulations
 - b. Provide reasonable assistance to passengers, including boarding and securing mobility aids
 - c. Exercise discretion in determining safe operating conditions
 - d. Manage scheduling and operations
 - e. Maintain user records and registrations
 - f. Do the minor maintenance on the bus: check oil, antifreeze, tires, lights, fill gas tank as required at the service station that the town is using for the month, etc.
 - g. Keep the bus interior clean at all times and the bus exterior as needed during work hours.
 - h. Ensure that oil changes and other mechanical needs are looked after as required. *(Check with the CAO before major repairs are done or tires are replaced).*
 - i. Take the bus for its annual inspection sometime during the summer months.
38. Drivers must be added to the Town of Tisdale Auto Insurance Policy and pay any surcharges required in relation to the individual's driving record.
39. Provide a copy of a Criminal Records Check as per SGI requirement.

Customers Responsibilities

40. Passengers shall:
- a. Provide the name, pick up location, pick up time, destination, and time for the return trip, if applicable.
 - b. Be ready at the scheduled pickup time
 - c. Treat drivers and other passengers with respect
 - d. Follow all safety instructions
 - e. Failure to comply may result in suspension of service
41. Riders should not be intoxicated. *Drivers may refuse to pick up riders or ask riders who appear intoxicated or otherwise soiled or disorderly to get off the bus.*

Complaints and Appeals

42. Complaints shall be submitted in writing by completing the Complaint Form available on our website or at the Town Office.
43. Administration shall review and respond within a reasonable timeframe.
44. Appeals related to eligibility or service suspension may be brought forward to Council.

Policy Review

45. This policy shall be reviewed every three (3) to five (5) years, or as required.

Effective Date

46. This policy shall come into effect upon adoption by Council.

Mayor

Chief Administrative Officer