

Rocky View Bus

(Operated by RVRHS)

Updated 2025

Description of Service

Rocky View Bus provides transportation for people whose situation or disability prevents them from accessing other forms of transportation. We offer all residents of Rocky View District door to door service for people with all levels of mobility.

Transportation is available for residents of the following communities:

Rocky View County
Town of Cochrane
City of Chestermere

Town of Crossfield
Town of Irricana
Village of Beiseker

Service Area

Rocky View Bus provides transportation to destinations in all municipalities in the Rocky View District, including Calgary. Scheduling permitting, we may consider other destinations outside the region, depending on circumstances (and degree of advance notice)

Note: we do not transport to the Calgary International Airport (YYC).

Days and Hours of Service

Office Hours: Monday to Friday 7:30a.m.-4:00p.m
Service Hours: Monday to Friday 7:30a.m.-4:30p.m
Holiday Hours: Closed
Special Hours: Based on situation
Outside of Hours: Answering machine

Service Restrictions

- Customers can only take ten days of transportation in a month (max of twenty single-direction trips within those ten days).
- Drivers can only assist one step for wheelchairs.
- Drivers are not permitted to enter premises further than one meter from doorway.
- Drivers can only assist with items under 12kg.
- RVB does not provide services to the Calgary International Airport (YYC)
- Our current resources do not permit evening, weekend or holiday service
- Our current resources do not permit travel to workplace situations (including supervised work placement funded by PDD)

Reservation, Scheduling and Cancellations

The Rocky View Bus operates on a reservation model. Transportation is provided on a first-booked basis. Please reserve your trip 3 days in advance, deadline is noon of the business day before your trip. Late calls are based on available space.

Rocky View Bus

(Operated by RVRHS)

Booking Trips/Cancellations/Requesting Changes

Phone 403-948-2887 or toll free 1-877-389-2887

- Book trips during business hours.
- Monday to Friday 7:30 till 4:00
- Actual pick up times may be adjusted based on RVB scheduling needs.
- Pick up times will be confirmed the day before travel
- Cancelling your reservation early will free up the bus for other people. There is an after-hours messaging system for cancellations.

Required Booking Information

- Name and date of travel.
- Pick up address and destination address.
- Your drop off time request (time to arrive) at front door of your destination.
- Your pickup time request (time you are ready to leave)
- The number of people travelling with you. You must reserve seats.
- The type of mobility aid you may have to use.
- A contact number for your destination, or your cell phone number

Dispatch will take your information for your information Your actual pick-up time will be confirmed the business day before you travel. NOTE: please allow time to travel from the drop-off door to your actual destination

Trip Types

Demand Response Requests

Trips can be booked up to three weeks in advance. Bookings are made on a first call-first served basis, depending on availability

Standing Bookings

Trips are repeated and ongoing, to and from same destinations, every week on specific day/days each week. We require several days notice to accommodate these requests. NOTE: just because we take the standing booking, does not mean we can guarantee transportation on every booking occurrence.

Scheduling

We are committed to honoring our passenger's transportation needs in a cost-efficient manor.

Rocky View Bus is a shared ride service covering a large area. Therefore, passengers may experience longer travel times than if they were traveling to the destination on their own. Additionally, we employ scheduling windows to maximize the number of passengers. You may be scheduled for a drop-off some 30 minutes earlier than you expected, so we can get additional passengers to their destinations.

Rocky View Bus

(Operated by RVRHS)

Other Policies

Passenger ready for Pick up Policy

Passengers must be ready to go when the bus arrives. The driver could arrive up to fifteen minutes early

Bus Wait time

A driver will wait 5 minutes at the pickup location. Driver will then inform dispatch before leaving

No-Shows

You are considered a no-show when the driver arrives as scheduled and no one is there within five minutes. You are also considered a no-show if you cancel your trip less than thirty minutes before driver is to arrive, or if the driver has arrived when you cancel already there. "No-shows" are recorded in your file. Too many incidents could lead to suspension of RVB services.

The driver will not leave until they have communicated with dispatch for any updates. If you are delayed, please call 403-948-2887 ASAP to advise us of your situation.

Cancellations

There is an increase in service demand for RVB, so please call in ASAP to cancel a trip. This can save a driver from losing time going to your pick up. It could also open a space for another customer to book a trip

Enroute Delays

In case of any delays, RVB will make every effort to accommodate you. Unfortunately certain circumstances may prevent this. We will inform you of this when you call in

Fares

The fare rate is \$4.50 for every ten km of travel. These are one-way travel rates. Each additional stop will be \$4.50. Fares are subject to review (dependent on fuel/operational costs)

Payments

- RVB invoices for transportation after the last day of the month
- Payment can be made by Cheque, bank transfer or credit card
- Please do not give cash or accept cash/cheque/email transfers on day of trip.
- Please call RVB if need more information

Passenger Assistance

- Drivers will assist passengers door to door, if further assistance is required they will notify dispatch. If unsafe conditions arise, no service will be provided.
- Drivers will ensure all passengers are safely secured while on the bus.
- Passengers with service animals are allowed on the bus.
- Drivers will notify dispatch if passenger has requested an unsafe drop off location/situation

Rocky View Bus

(Operated by RVRHS)

Policy on Attendants/Companions

- Attendants are expected to assist passenger with any behavior/medical/hygienic issues that may arise with passenger that they are accompanying.
- Attendants MUST travel with the passenger the entire journey- otherwise they are considered a companion.
- Attendants travel free, if their travel has been booked. If there is no notice of an attendant at time of booking, your attendant may be declined when the bus arrives
- Children thirteen and older may travel alone on bus with parental consent – subject to Manager approval.
- Attendant and accompanied children under six travel free. If a car seat is required, notify at time of booking.
- Companions pay full price and can travel depending on available space.

Policy on Mobility Aids

- Mobility aids are not provided by RVB.
- Mobility devices should have “transit Connect” attachment points (WC-19) factory installed or installed by an authorized supplier.
- Mobility aids must be a maximum of 1150mm x 825mm (46” x 33”) dimensions to fit on our lift.
- Certain health facility chairs are not suitable for use in a vehicle. For example, We do not accept certain “BRODA” chairs
- Passengers with three wheeled mobility scooters cannot remain seated on the device during transportation as the 3-wheeler’s innate instability creates a safety issue for the passenger.

Loading/Unloading

Drivers will park bus in an appropriate/safe location for loading and unloading of passengers. All loading locations must be accessible, clean of debris/snow/ice. We also need sufficient space to turn our large vehicles around. Some driveways, roads are unsuitable for pickup. If we can’t manoeuvre our bus or load passengers safely, we may be unable to provide service from that particular address/location. Please confirm accessibility when booking your trip.

When booking please advise, of all mobility aids you require for travel. We may decline service if we cannot safely secure your mobility aid

Passenger Conduct and Responsibilities

- Passengers must be ready to board the bus within 5 minutes of arrival time. Please prepare yourself for a possible early arrival (up to 15 minutes early)
- Passengers may be denied service if they do not conduct themselves in an appropriate manor. Be considerate of other people on the bus.
- Driver instructions must be followed.
- Seatbelts are to be used, unless you have a medical seatbelt exemption and have sent it to the office. Inappropriate behavior of any kind will not be tolerated.

Rocky View Bus

(Operated by RVRHS)

- Comply with the fare policy.
- Securing any carry-on items/personal belongings.

RVB has the right to deny service if found in violation of these standards

Passenger Comment and Complaint Procedures

RVB is committed to handling passenger perceptions/comments/complaints in a professional, timely manner. Please notify us either by

phone @ 403-948-2887
fax @ 403-398-0494
mail to P.O. Box 10203, Airdrie, AB T4A 0H
email to Manager@rockyviewbus.ca

We encourage all forms of input.

Once a complaint is received it will be kept strictly confidential. An investigation will be done immediately and all necessary steps will be taken to resolve the issue. RVB will respond to the complaint within a week.

Transit System Responsibilities

- RVB provides clean/on time/safe/reliable/efficient service.
- RVB is not responsible for items left on bus.
- RVB has insurance coverage that meets or exceeds legal minimum requirements.
- RVB abides by all applicable federal, provincial and local regulations.
- RVB maintains an alcohol/drug free work environment.
- RVB is responsible for abiding by the policies detailed in other sections of the service description.
- RVB is committed to maintaining buses and operating equipment in proper, safe working order

Safety

RVB is committed to the safe operation of buses, including loading/unloading of passengers.

- All passengers must remain seated, with appropriate securement measures followed.
- Drivers must carry appropriate driver's license, provide a vulnerable sector check from RCMP,
- Safety equipment is to CSA standards.
- There are first aid kits, fire extinguishers, cut away knives, and shovels on every bus.
- Some buses in rural areas may carry more safety equipment.
- Drivers do daily pre-trip inspections
- Standees are not permitted

Rocky View Bus

(Operated by RVRHS)

Emergency Procedures

- If drivers do not feel safe driving on unsafe roads, or in severe weather situations, they are to notify dispatch and cancel the trip.
- It is the responsibility of the passengers to notify the driver if they or other passengers are ill, injured or in need of medical help while on the vehicle.
- In case of a roadside emergency, passengers are to follow the driver instructions. Such as:
 - Remain calm and evacuate the vehicle if required.
 - Use the roadside safety kit.
 - Designate a muster point.
 - Call for emergency response if needed.
- All office staff are to follow the emergency response plan procedures in the event of an emergency
- RVB provides transportation according to the emergency response plan, and the community's disaster preparedness plan.

Non-Discrimination

RVB will not tolerate any form of discrimination

Closing Statement

RVB welcomes any and all forms of input/comments. We encourage the community to be involved, and appreciate any support they provide us. Comments can be made to:

Rocky View Bus

A program delivered by Rocky View Regional Handibus Society

33 East Lake Way NE

Airdrie, AB

T4A 2J4

Phone: 403-948-2887/Toll Free: 1-877-389-2887

Fax: 403-398-0494

Email: office@rockyviewbus.ca/