

# MEDICINE HAT SPECIAL TRANSIT

333 – 6 Avenue SE, Medicine Hat, AB T1A 2S6  
Phone: **529-8214** Fax: 527-5844 E-mail: transit\_dept@medicinehat.ca

## WHAT IS SPECIAL TRANSIT?

A specialized curb-to-curb transit service for the disabled community.

## WHO IS ELIGIBLE FOR SPECIAL TRANSIT?

Any person who is physically and/or mentally disabled and unable to use the public transportation system.

## WHAT ARE THE HOURS OF OPERATION?

Monday to Saturday 6:45 am – 7:00 pm.

Peak Hours: Are from 7:30 – 9:00 am and 2:30 – 4:00 pm Monday to Friday. To avoid these peak hours, please schedule medical and social functions between 9:30 am and 2:30 pm.

Limited Sunday service is available.  
Cost is \$6.00 per person each way.  
Operational hours are 8:00 am – 5:00 pm.



## HOW DO I REGISTER?

A registration form can be obtained from the Transportation office. They must be completed and returned to the office.

## WHAT CAN SPECIAL TRANSIT BE USED FOR?

- Employment
- Medical appointments
- Shopping, Social visits, etc.

Charter services are available on request.

## HOW DO I BOOK A TRIP?

To book your trips please call the Transit Office at **529-8214** by noon a minimum of one business day before your appointment. \*\*Office hours are 8:00 am – 4:00 pm Monday to Friday.

Bookings are taken up to 14 days in advance. Special transit is in high demand and trips are refused when buses are full and cannot accommodate further clients.

## WHAT IS THE FARE?

One way fares:

Adults	\$2.50
Youth and Seniors	\$2.50

Convenience tickets (books of 20)

Adults	\$36.00
Youth and Seniors	\$33.00

## PASSENGER RESPONSIBILITIES AND REQUIREMENTS

These are required for the safety of all passengers and drivers and for the most efficient use of the transit system.

1. Be prompt and ready at the appointed pick-up times. Special Transit works with a 20-minute window. Ex. 10 minutes before and 10 minutes after booked pick-up time.
2. The driver is not allowed to leave the bus unattended. It is essential that an attendant accompany you if you need assistance entering or exiting pick-up and/or drop-off locations. One attendant is allowed to ride at no extra charge.
3. All passengers and attendants must use the seat belts provided.
4. All wheelchair clients must be seat belted in their chairs and foot pedals installed for resting their feet.
5. All wheelchairs and scooters must be securely fastened; bags, trays or any other personal belongings interfering with securement will not be permitted.
6. If you must cancel a trip, please notify the Transit office by calling **529-8214** as soon as possible or you could be charged for the trip.

## CONVENTIONAL TRANSIT

ing service begins at 6:45 pm. The last bus leaves the downtown terminal at 10:15 pm. Monday to Saturday.

Conventional Transit is accessible to all clients. Although accessible, there are limited wheelchair spots and passengers may have to wait for the next available time spot.

Transfers from bus to bus are mandatory, however drivers are not required to transfer clients from bus to bus.

Clients in wheelchairs are encouraged to have attendants travel with them at no charge.

If you require curb-to-curb service please contact the Transit Office at **529-8214** before noon one business day prior to your required trip.

\*\*Office hours are 8:00 am – 4:00 pm Monday to Friday.