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APPROVAL BY:

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Resolution No. 64-10
Resolution No. 828-15
Resolution No. 476-19
Resolution No. 20-25

PURPOSE:

Special Needs Van Operational Policy

PROCEDURE:

Introduction:

This Special Needs Transportation service utilizing a specialized Van is provided by the City of Melville in an effort to provide transportation to people with special needs. This service is administered by the City of Melville and the City Van contractor.

Eligibility

All persons with special needs, living within the City of Melville are eligible to make use of this transportation service.

Persons who wish to use this transportation system will have to contact the Special Needs Van Driver for on demand pick-ups. If the user wishes to use the Special Needs Van on a regular (subscription) basis, an application must be submitted to the City of Melville for approval.

Registration

An application form will be given to each person on their initial request for transportation. Application forms can be obtained from the Special Needs Van driver or at City Hall. This form is to be completed and returned to City Hall as soon as possible.

Types of Service

Special Needs Van Service offers two basic types of service. For regularly scheduled travel, eligibility for Subscription service is available. If casual trips are required, then non-subscription or demand service is available.

Subscription Service

Travel that is required regularly to work or school at the same time, four or five days a week, meets requirements for subscription service.

Once approval is received for scheduled subscription service the Van will be there every day at the same time.

If cancellation is necessary, the Van driver must be notified in advance of the scheduled time. Regular fees will be charged if advance notification has not been given.

Demand Service

The demand service is operated like a taxi service. The user is required to call prior to each trip.

Persons using the Van should provide as much notice as possible. If the time conflicts with a subscription service, alternate arrangements will be made. **Priority is given to subscription service.**

Essential appointments will be given priority and other flexible travel will be rescheduled.

When requesting a pickup, the Special Needs Van driver may be contacted at (306) 728-1234. The following information will be required:

1. Name
2. The address where pick up is needed and any special instructions
3. Destination
4. Time of pick up
5. Time for return trip (if required)

Operating Hours

The Special Needs Van operates from Monday to Friday including all statutory holidays, Christmas Eve, Boxing Day, Mother's Day and Father's Day between the hours of 7:00 a.m. to 6:00 p.m. The van will also operate between the hours of 8:00 a.m. and 10:00 p.m. on the first Saturday and Sunday of the month with 24 hours notice. Exceptions to these hours and days of week may be made within 24 hours notice.

Fare Structure

- **\$20.00** per passenger for a round trip
- **\$10.00** per passenger for a one-way trip
- **\$15.00** per passenger for outside of City Limits, plus **\$1.50** per kilometre
- **\$25.00** per group maximum charge (each way) if group is picked up or delivered at one destination

The new rates shall come into effect on Monday, February 17th, 2025.

*****NOTE** When the driver is requested to return a wheelchair/other item immediately, this will constitute a trip.

*****NOTE** Passengers are required to pay the driver when boarding the Van except where a subscription service or credit is pre-arranged.

*****NOTE** Mileage charged is based on the Provincial Saskatchewan Highways Map.

*****NOTE** Passengers who require assistance, may be accompanied by one other person at no charge when travelling to and from the same address. Escorts picked up and returned to different locations will be charged the full fare.

Area of Operation

The Special Needs Van operates within the City of Melville limits. All out of town trips are approved/allowed under Policy No. O 5 at the driver's discretion.

General Information

The operators shall submit to a criminal records check, prior to signing the contract or providing any service.

This is a door to door service and the driver is prepared to assist passengers to and from the vehicle.

Every effort will be made by the driver to arrive at the scheduled pickup time. If there is more than a five (5) minutes delay, operator shall notify user. Passengers should be ready and waiting for the Van as the driver cannot delay more than five minutes.

It is requested that passengers keep their steps, ramps or lifts at their residence free of snow and ice. Drivers may refuse to remove a passenger from a dwelling if, in the driver's opinion, it is dangerous to do so.

Anyone who is a visitor to the City of Melville or Melville resident, and is in the need of

the service of the Special Needs Van, is eligible to use the service for the duration of their visit as per driver discretion.

- There will be no smoking on the Special Needs Van.
- All passengers must wear seat belts.
- All safety equipment on the Van must be utilized.
- The Special Needs Van **can not** be requested for emergency cases. An Ambulance must be called. The Special Needs Van is not equipped to handle a medical emergency.

All complaints or concerns should be addressed in writing to the City Manager or designate and must be signed by complainant.

The operator is required to maintain a detailed log of all Van use.

The operator is responsible to collect fares and provide a financial accounting to the City of Melville bi-weekly.

The operator is responsible for the general upkeep of the Van (eg. Exterior washing, daily fluid and tire pressure checks, cleaning interior, etc.) and for advising the City Mechanic when any Van malfunctions occur and required repair.

The operator is responsible for reporting any, accidents or unusual occurrences involving clients and/or the Van and all traffic violations, in writing to the City Manager within 24 hours or the next business day.

The operator is not required to physically perform any activity that may be provided for under the Occupational Health and Safety Act. The operator must be aware of the potential risk of violence.

The operator must abide by any other policy for the Special Needs Van of the City of Melville.