

STAT HOLIDAY SERVICE OVER CHRISTMAS & NEW YEARS

As the stat holidays fall on weekend days this year, there are several changes to the on-road and office schedules for Kingston Access Bus.

Date:	Office Hours:	On-road service	Bookings Accepted Starting:
Monday, December 20 th to Friday, December 24 th	7:30am to 6pm	Regular Service & Hours	14 days in advance (December 6 th – 10 th)
Christmas Day – Saturday, December 25 th	CLOSED	NO SERVICE	N/A
Boxing Day – Sunday, December 26 th	CLOSED	LIMITED service & Regular Hours	Sunday, December 12 th
Monday, December 27 th (in lieu of Christmas Day)	7:30am to 3:30pm	LIMITED service & Regular Hours	Monday, December 13 th
Tuesday, December 28 th (in lieu of Boxing Day)	7:30am to 6pm	LIMITED service & Regular Hours	Tuesday, December 14 th
Wednesday, December 29 th to Friday, December 31 st	7:30am to 6pm	Regular service & regular hours	14 Days in advance (December 15 th – 17 th)
New Year's Day – Saturday, January 1, 2022	CLOSED	NO SERVICE	N/A
Sunday, January 2nd	7:30am to 2pm	Regular service & regular hours	Sunday, December 19 th
Monday, January 3 rd (in lieu of New Year's Day)	7:30am to 6pm	LIMITED service & Regular Hours	Monday, December 20 th
Tuesday, January 4 th onward	7:30am to 6pm	Regular service & hours	14 days in advance (December 21 st onward)

Standing Order Trips are automatically cancelled on the following dates:

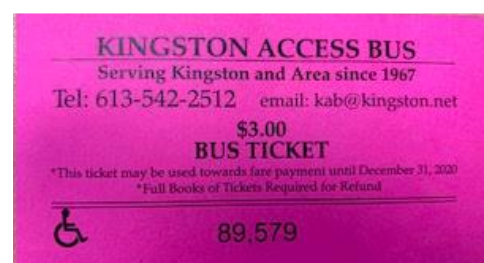
- December 25th, December 26th, December 27th, December 28th, January 1st, January 3rd .
 - Dialysis passengers who have Standing Order Trips on days with limited service will be automatically scheduled, however some changes to normal times may be required.
- All other dates it is the responsibility of the passenger to cancel any Standing Order Trips should they not require their trips. It is NOT the responsibility of the program to cancel trips on your behalf.

BEFORE you call to make a booking, please ensure that any destination/program you are travelling to is in fact open/operating that day. Many programs and workplaces are observing December 27th, 28th, and January 3rd in lieu of the stat holidays falling on weekend days.

Just a reminder that both Modern City Taxi (613-546-2222) and Amey's Taxi (613-546-1111) have multiple accessible taxis available for transportation on the above dates.

PINK TICKETS WITH \$3.00 FACE VALUE

Our pink tickets with a \$3.00 face value state that they are valid for full fare payment until December 31, 2020. Last year due to Covid we announced that we would be extending these tickets until the end of 2021. As Covid has continued to limit travel we will be eliminating the expiry from these tickets entirely. The tickets will be accepted as full fare value (currently \$3.25)



COVID PROCEDURES

The following Covid procedures remain in place:

- As per the order issued Province-wide, passengers are required to wear a proper face covering when riding the bus and when in proximity to our drivers (e.g., when being assisted to/from the bus).
 - If due to medical conditions you cannot wear a proper face covering you are not permitted to use the stairs to enter/exit the vehicle and must use the lift for entering/exiting the vehicle (unless doing so would present a significant safety issue).
- Passengers with Covid symptoms are not permitted to ride the bus.
- Kingston Access Bus will transport passengers to/from assessment centres; however, passengers ARE NOT permitted to ride KAB vehicles again until they have received a negative test result. This applies regardless of the reason for needing a test (e.g., symptoms, requirement for surgery etc.).

SERVICE TO VISITORS / NON-RESIDENTS OF KINGSTON

The Accessibility for Ontarians with Disabilities Act (AODA) requires that Kingston Access Bus provide service to “visitors” to the City of Kingston who meet eligibility requirements for specialized transit services. The Kingston Access Services Board of Directors is seeking input from passengers regarding service levels to “visitors” and “non-residents” of the City of Kingston. In the existing and proposed new policy service would continue to be offered to “visitors” and “non-residents” of the City of Kingston, however some restrictions would be implemented on their use.

To view the proposed changes go to the “What’s New” section of www.kingstonaccessbus.net
Please note the new website address with “.net”

Feedback on the proposed changes can be provided to the Board of Directors through:

- e-mail: info@kingstonaccessservices.com OR
- Letter: Kingston Access Services Board of Directors, 751 Dalton Avenue, Kingston, ON, K7M 8N6

REGULAR ON-ROAD & OFFICE HOURS

	On-Road	Office
Sunday	8am – 9pm (last pick-up 8:30pm)	7:30am – 2pm
Monday – Saturday	6am – midnight (last pick-up 11:30pm)	7:30am – 6pm

Please note: Our after-hours answering service can take cancellations and minor inquiries when our offices are closed. They CANNOT take trip reservations.

SNOW / ICE / WINTER CONDITIONS

It is the responsibility of passengers (or guardians) to ensure that all driveways, walkways, steps, etc. are maintained in safe condition for all parties. This includes the removal of snow and ice.

Drivers have the right to refuse transportation if unsafe conditions are present.

At the discretion of Kingston Access Bus, severe weather conditions causing program/facility closures that result in late cancellations by a substantial number of passengers are not counted towards the “Late Cancellation/No-Show Policy”. Passenger “no-shows” on such days do count towards the policy.

It is the responsibility of passengers to cancel buses in the event of severe weather. It is not the responsibility of programs to cancel buses on behalf of passengers.

WE WISH ALL OUR PASSENGERS A HAPPY & SAFE CHRISTMAS, NEW YEAR’S, & HOLIDAY SEASON

To have newsletters e-mailed to you, please send an e-mail to info@kingstonaccessbus.com