

UPCOMING STAT HOLIDAY SERVICE

Date:	Office Hours:	On-road service	Bookings Accepted Starting:
LABOUR DAY Monday, September 6, 2021	CLOSED	Limited Service Regular Hours	Monday, August 23, 2021
THANKSGIVING Monday, October 11, 2021	CLOSED	Limited Service Regular Hours	Monday, September 27, 2021

Standing Order Trips are automatically cancelled on the above dates. Dialysis passengers will be scheduled for transportation on the above stat holidays, however some changes to times may be required.

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.

COVID PROCEDURES

As of Monday, August 9, 2021, 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).
 - A face shield is not considered a proper face covering as per KFL&A Public Health.
- 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.).

ON-ROAD & OFFICE HOURS

Effective Sunday, August 15, 2021, our on-road and office hours will be:

	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.

STANDING ORDER TRIPS

Similar to all passengers, we are hopeful that society will continue to return to normal, restrictions will be lifted, and there are no further “lockdowns”. This will mean that many passengers will want to resume with trips on a regular recurring basis to destinations such as day programs, shopping, recreation, etc.

As was communicated last Fall, all “Standing Order Trips” (previously called “Permanent Bookings”) which were in place in March 2020 and had not resumed being used by November 1, 2020 were cancelled.

Thus, passengers whose Standing Order Trips were cancelled will need to re-apply when needed. Standing Order Trips are every week:

- On the same day of the week;
- At the same time;
- From the same destination;
- Going to the same destination

Requests for Standing Order Trips are based on first-come/first-serve basis. The purpose of the trip (e.g., medical vs recreational) ARE NOT a consideration. We cannot accommodate all Standing Order Trips as to maintain availability for non-recurring trips we limit the number of Standing Order Trips which are approved.

Once approved a Standing Order Trip must be used unchanged a minimum of 75% of occasions over a 12-week period. Standing Order Trips which do not meet the minimum usage requirements are subject to actions up to and including having the Standing Order cancelled by Kingston Access Bus.

- Standing Order Trips on statutory holidays are automatically cancelled by Kingston Access Bus and do not count towards minimum usage requirements.
- Minimum usage requirements apply to all passengers, as Kingston Access Bus does not factor in the reason for not meeting minimum usage requirements (including the number of or severity of conditions).
- Standing Order Trips can be put on hold for up to 8 weeks per year provided the passenger provides a minimum of 7 days advance notice of such. Standing Order Trips placed on hold do not count towards minimum usage requirements.

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 extending the pink tickets as full fare until the end of 2022.

After 2022 the tickets can still be used, however passengers will be required to pay the difference between the face value of the ticket (\$3.00) and the fare at the time of the trip (currently \$3.25).

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