

## **COVID VACCINATION SITES**

Covid vaccinations started being administered in Kingston the week of March 8<sup>th</sup>. At this time there are restrictions on who is eligible to receive their vaccines. KFL&A Public Health is suggesting to plan on your appointment to last 30-45 minutes from your designated appointment time. For example, if your appointment at the clinic is at 2:00pm, you should plan as though you will be there until 2:45pm before finished.

We do offer callbacks from the clinics Monday-Friday from 8:00am to 4:30pm. Please note:

- Geographic restrictions to where we can provide callbacks do apply.
- If/when the vaccination clinics expand their hours we will look to expand our callback hours accordingly.

A bit of information about the Vaccine Clinic at the Invista Centre:

- All entry to the clinic is through the southside entrance of Invista (note: southside is the side of the building closest to Red House, St. Louis Bar & Grill, etc).
- Dress for the elements as you are required to wait outside until your scheduled appointment time. Additionally, there is no exterior seating there.
- There are no public phones inside Invista in the area of the clinic. Thus, if you do want to utilize a callback you will need access to a cell phone to call us.

When the vaccination clinics fully open to the public we expect that there will be considerable demand for service to/from them. We will add extra buses on the road to assist in getting as many passengers to the site as possible.

For more up-to-date information you can:

- Go to the Kingston Access Bus Facebook page; or
- Sign up for newsletters/updates to be e-mailed to you. To be added to the e-mail list send an e-mail to:

[info@kingstonaccessbus.com](mailto:info@kingstonaccessbus.com)

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## **2020 REVIEW**

Certainly 2020 was unlike any year that anybody has experienced, and this was no different for Kingston Access Bus as our ridership for the year was down 55% to 2019. While we have remained operating during the entire pandemic, we have reduced our on-road service due to the decreased ridership. Similar to every business we have implemented policies to assist in keeping our passengers and employees safe. We appreciate all of our passengers and employees efforts throughout the pandemic and look forward to the day when all of society returns to “normal”.

## UPCOMING STAT HOLIDAY SERVICE

Date:	Trip Reservation Office Hours:	On-road service	Bookings Accepted Starting:
GOOD FRIDAY Friday, April 2, 2021	Closed	No service	N/A
EASTER MONDAY Monday, April 5, 2021	8am - Noon	Regular hours and limited service	Monday, March 22, 2021

Permanent bookings are automatically cancelled on the above dates. Dialysis passengers will be scheduled for transportation on Easter Monday, however some changes to times may be required. Note: Permanent bookings remain in place for Easter Sunday (Sunday, April 4, 2021)

## COVID-19 POLICIES, PROCEDURES, & UPDATES

- As per KFL&A public health orders, all passengers are required to wear a face covering over their nose, mouth, and chin when on the bus (unless medically exempt). A “face shield” is not considered a face covering.
  - Please note: Passengers who cannot wear a face covering due to medical exemptions are to use the vehicle’s lift for entry/exit (unless this presents a legitimate safety issue for the passenger).
- Transportation may be denied if passengers display Covid symptoms.
- Drivers wipe down commonly touched surfaces after each passenger. However, the vehicle does not undergo a complete sanitization following each passenger. Hand sanitizer is available from the driver upon request. Every vehicle undergoes a sanitization process involving “fogging” the vehicle following removal from service each day.
- KAS will transport passengers to Covid testing sites (provided they are not displaying any symptoms). ALL passengers **MUST** wear a mask for transportation to/from the testing site (**no medical exemptions are permitted**). We will transport passengers home from the testing site, however the passenger is not permitted to use KAS services until they receive a negative test result.

As demand for trips increases, we add vehicles on the road. What can you do to help...

- Book your buses as far in advance as possible. As always, we accept bookings starting 14 days in advance of the trip date (e.g. on March 15<sup>th</sup> we start taking bookings for March 29<sup>th</sup>).
- Cancel any buses with as much notice as possible if you will not be taking the trip. This opens availability for other passenger trips. Please see information on our “Late Cancellation & No-show Policy” in this newsletter.
- If you operate a program or facility that is re-opening or expanding its hours, capacity, etc., please let Kingston Access Services know in advance.

## BAGS, PARCELS, ETC & BUNDLE BUGGYS

We understand that many passengers are trying to limit how many trips they make to stores for groceries and supplies and thus are buying more on each trip. A few reminders about parcels, groceries, and bags:

- Drivers are not required to carry any items to/from or on/off the bus for you.
- In order to not inconvenience other passengers, we do not have time for passengers to make multiple trips on/off the bus with their personal items.
- Items which can be brought on the bus are limited to those which the passenger can SAFELY secure in their IMMEDIATE possession during transportation.
- We do permit passengers to utilize "bundle buggies/carts" on the bus (see picture for an example of a bundle buggy). A few rules on them:
  - Maximum size cannot exceed 28 inches wide by 28 inches long.
  - Drivers are not responsible for getting the cart to/from the bus.
  - All items must be inside the cart.
  - It must be secured by the wheelchair restraints during transit (please note: as these devices are not designed to meet transportation standards, KAS is not responsible for any damage during transportation to the cart or contents).



Bundle buggies/carts are available through several stores such as Canadian Tire, Wal Mart, or on-line through Amazon.

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## MARCH/APRIL TRIP RESERVATION OFFICE & ON-ROAD HOURS

For the months of March and April our trip reservation office and on-road service hours will be:

	Trip reservation office	On-road service
Sundays	7:30am to 2:00pm	8:15am to 4:30pm
Monday-Saturday	7:30am to 6:00pm	6:00am to 11:30pm

\*\*\*Please note the changes over the Easter weekend on page 2\*\*\*

Should there be any changes to this we will communicate it through our Facebook page and via e-mail to those who sign up for newsletters and updates. To sign up to receive newsletters and updates via e-mail, please send an e-mail requesting such to [info@kingstonaccessbus.com](mailto:info@kingstonaccessbus.com)

Just a reminder that our after-hours answering service cannot take any trip reservation requests.

## LATE CANCELLATION & NO-SHOW POLICY REMINDER

Trips which are cancelled with limited notice or the passenger is a no-show have a major impact on our operations, as in many instances there were other passengers we could have provided transportation to had more notice been provided by the passenger. We recognize that “life happens” and as a result there will be situations where passengers occasionally need to cancel their buses with limited notice. However, for some passengers their late cancellations or no-shows become excessive over multiple months. A late cancellation is when the passenger cancels their trips after 7:00pm on the day preceding the date of the scheduled trip.

Passengers are permitted up to a maximum of:

- A combination of 8 late cancellations or no-shows in a calendar month; OR
- 3 no-shows in a calendar month.

Passengers who exceed this policy are first sent an initial advisory letter. A second occurrence within a 6-month period from the initial letter are sent a registered letter. A third occurrence with a 6-month period from the second letter are issued a 7-day suspension of service. Any subsequent infractions within 6 months are subject to a 7-day suspension of service.

For full information on our “Late cancellation and no-show policy”, please go to the Kingston Access Bus website, or contact our office and we can send you a copy of the policy.

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## A FEW REMINDERS ABOUT MONTHLY PASSES

- Monthly passes are valid for a calendar month. The pass does not cover any trips you have taken in a month prior to the purchase of the pass. Passengers who have not paid the outstanding balance before the end of the month we send an invoice to for the amount owing along with an \$8.00 administration fee.
- Passes are not transferable to other passengers for fares.
- To purchase a monthly pass:
  - Cash can be given to the driver in a marked, sealed envelope, or is accepted at our offices. Due to Covid please call our office in advance to arrange the transfer as our offices are closed to the public.
  - Cheques can be given to a driver, or mailed to our office. You can also provide post-dated cheques to us.
  - Credit card can be done over the phone. Debit can only be done at our office. Please call in advance to arrange this as our offices are closed to the public.
  - You can now purchase monthly passes via e-mail transfer. Send your payment to:

[payments@kingstonaccessbus.com](mailto:payments@kingstonaccessbus.com)

Please remember to include in the transfer, the name of the passenger.

To have newsletters and updates e-mailed to you, please send an e-mail to [info@kingstonaccessbus.com](mailto:info@kingstonaccessbus.com)