



Policy Number: ADM – 2026-01	Lake Line Operating Policy
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1. Purpose

This policy aims to:

- Define operational standards and guidelines for the Handi-Van Service.
- Establish equitable fare structures and payment methods.
- Ensure compliance with accessibility and safety regulations.

Riverdale Municipality commits to providing door-to-door transportation services for eligible residents while ensuring that the vehicle is well-maintained and properly staffed in accordance with provincial accessibility standards and regulations.

2. Managerial Guidelines

2.1 Service Availability

- Service operates Monday to Sunday, with flexible hours based on driver’s availability.
- Reservations should be made at least 24 hours in advance.
- Priority is given to medical appointments, followed by work, personal business, social activities & shopping.

2.2 Service Area

Transportation is available within Riverdale Municipality and to neighbouring communities, subject to driver availability and scheduling

2.3 Service Limitations

The Transit service does NOT aid with excess baggage, parcels, or accessing washroom facilities. Drivers are not responsible for assisting passengers beyond boarding and descending.

2.4 Vehicle Maintenance and Driver Qualifications

- Vehicles will undergo regular maintenance to ensure safety and reliability.
- Drivers must possess a valid Class 4 license and receive training in accessibility and safety protocols.

2.5 Limitation of the Municipality

The Municipality shall not be responsible for any loss, damage, cost, or inconvenience incurred by a passenger as a result of using the transit service, including by not limited to missed or delayed appointments, lost wages, or scheduling conflicts.

While every reasonable effort will be made to provide timely and reliable service, transit schedules are not guaranteed.

3. Responsibilities of Passengers

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- Be ready at the designated pickup location at the scheduled time.
- Cancel trips as early as possible to avoid unnecessary delays.
- Wear seatbelts at all times; exceptions require a medical certificate.
- Accompanying people (e.g., caregivers, family members) may travel at no additional charge.
- Notify the driver if assistance is needed beyond standard services.

4. Persons Affected

This policy applies to all residents who utilize the Lake Line Transit Service

4. Review

This policy will be reviewed every 3 years or as determined by Council.

_____ *Original signed by M. Quane* _____

Signatures CAO

_____ *Original signed by H. Lamb* _____

Signatures MAYOR

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Schedule A – Rates Schedule

1. Within Riverdale Municipality

Type	Fee
Standard Fare	\$5.00 / person per trip
Additional Riders	\$5.00 / person per trip
Stand-by Fee	\$5.00 per 30 minutes of wait time
Transit Punch Pass	\$25.00 for 6 round trips

2. Out of Town Trips

Destination	Rate
Brandon, Minnedosa, Hamiota	\$110.00 (up to 3 hours); \$10.00 per additional hour
Other Destinations	\$3.00 per person + \$1.00 per km

Out of Town Trips must be pre-booked at least 24 hours in advance and are subject to driver availability

3. Appointment Cancellations

3.1 Late Cancellations and No-Shows

Transit appointments cancelled with less than 24 hours’ notice, or trips where the passenger does not appear for the scheduled pickup (“no-show”), may be subject to a cancellation fee, as outlined in the current fee schedule.

3.2 Exceptions

Exceptions will be made in circumstances beyond the passengers reasonable control, including but not limited to:

- Severe or unsafe weather conditions
- Acts of God
- Sudden illness or medical emergency affecting the passenger or an immediate caregiver
- Family emergencies including death or urgent care situations
- Transit service disruption or cancellation initiated by the Municipality

Administration reserves the right to waive cancellation fees in exceptional circumstances where enforcing the fee would be unreasonable or inequitable.

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