

## PROCEDURES FOR CLIENTS

### 1. Fee for Rides

- Fees are based on distance travelled from your home to your destination.
- WA Transpo will bill the member monthly; ***there will be no cash transactions between drivers and members.***

### 2. Reservation Procedures

All rides are to be reserved at least 48 hours in advance by speaking directly to the coordinator/dispatcher.

Drivers will be instructed NOT to take ride reservations other than those arranged through the coordinator/dispatcher.

### 3. Registration Form

Procedures by applicant:

- a) Complete the registration form.
- b) Once the form is completed and signed, send it to the contact information on the application.

Please note that all incomplete or illegible forms will be returned to the applicant and the application will be delayed.

Forms are to be completed by the applicant, any other person designated by him/her, or by his/her legal representative if the applicant cannot act. All incomplete or illegible forms will be returned to the applicant, which will delay the processing of the application.

Confidentiality of information provided will be respected under the Privacy Act respecting access to documents held by public bodies and the protection of personal information. This information is for the exclusive use of WA Transpo.

# CLIENT REGISTRATION FORM

**Please print**

## 1. Identification of the applicant.

Sex:            \_\_\_ Female \_\_\_ Male \_\_\_ Choose not to identify

Date of Birth: \_\_\_\_\_

Preferred communication:

Spoken:      \_\_\_ English \_\_\_ French

Written:     \_\_\_ English \_\_\_ French

Surname: \_\_\_\_\_ Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Cell phone #: \_\_\_\_\_ Home phone #: \_\_\_\_\_

Email: \_\_\_\_\_

The form below is used to help WA Transpo identify the proper fee model for your specific needs. There is no obligation to answer the questions below but please keep in mind by choosing not to answer, WA Transpo will not be able to properly assess your situation and identify a fee structure that works for you.

### What household income bracket do you fall under?

- \$0- \$25,000 per year
- \$25,001 – \$35,000 per year
- \$35,001 – \$45,000 per year
- Over \$45,001 per year

### 2. How did you hear about us?

\_\_\_\_\_

3. Do you own a vehicle?     YES             NO

If yes, why do you require transportation?

\_\_\_\_\_

**4. What will be your reasons for using our services?**

- Medical needs
- Food needs
- Community programs
- Government programs
- Other

Please provide details:

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**5. Are you mobility impaired?**    YES    NO

**Do you require mobility aids to get around?**

- YES    NO

**If yes, please specify**

- Walker:    folding    non-folding
- Cane
- Crutches
- Guide/companion dog
- Other – Please specify: \_\_\_\_\_

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If yes, please describe any assistance you would need to be able to use our service.

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**Please note:**   *The Client is responsible for providing his/her companion, and that person must be present at time of departure and return.*

**8. Do you have children who are in your care?**

YES \_\_\_\_\_ NO \_\_\_\_\_

Surname	Name	Age

**9. Do your children require booster seats or car seats?**

YES \_\_\_\_\_ NO \_\_\_\_\_

**10. Person to be contacted in case of emergency:**

Surname: \_\_\_\_\_ Name: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Relationship with the Applicant  
(Home) \_\_\_\_\_  
( ) \_\_\_\_\_ - \_\_\_\_\_

(Cell) \_\_\_\_\_  
( ) \_\_\_\_\_ - \_\_\_\_\_  
(Office) \_\_\_\_\_ Extension #  
( ) \_\_\_\_\_ - \_\_\_\_\_

I certify the information provided is accurate. I understand that any misrepresentation may result in rejection of my application or revocation thereof. I agree to use the WA Transpo transportation service in compliance with its terms and regulations. I understand that only information necessary for my travel, my safety, and my comfort will be given to the volunteer drivers who will be offering me services.

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Signature of applicant

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Date

## CLIENT AGREEMENT

As a registered customer for the WA Transpo service, I understand that my participation is voluntary, that WA Transpo may restrict or limit the destinations, and WA Transpo is not legally required to provide the service. Therefore, as a passenger, I agree to abide by the following procedures:

1. The coordinator/dispatcher must have at least 48 hours' notice for all transportation requests. This is important because of the time it takes to coordinate transportation needs with the team of volunteer drivers. All requests for transportation are reserved on a first-come, first-serve basis based on availability.
2. Transport can be booked between the hours of 8:30 a.m. and 4:30 p.m., Monday to Friday. There is no emergency transportation.
3. At the time of booking, please advise the dispatcher if you will be accompanied; the coordinator/dispatcher must be advised at time of booking.
4. Please refrain from eating and drinking in the driver's vehicle.
5. This is a non-smoking service; this includes tobacco, e-cigarettes, vaping, and marijuana.
6. The cost of parking at meters or in city parks is the responsibility of the client.
7. Clients must be ready when the volunteer driver arrives to pick you up and to take you back. Remember, there may be other clients who are waiting for the volunteer driver to pick them up. It is important to be on time.
8. All reservations must be made through the office. (drivers ARE not in charge of any bookings.)
9. Volunteer drivers respect predetermined routes made by the office, so please advise the dispatcher at the time of booking where you need to stop. All additional stops must be approved by the coordinator/dispatcher at the time of booking to avoid scheduling conflicts.
10. Office staff and volunteer drivers should be treated with patience, understanding, and respect. Derogatory or discriminatory remarks are not accepted.
11. Clients should not consume alcohol or psychotropic drugs before or during transport. If the volunteer driver believes you to be under the influence or feels uncomfortable, you will be refused transportation.
12. Clients must be ready for the trip at the scheduled time.
13. Clients must inform the coordinator/dispatcher, 24 hours in advance, when the trip is to be canceled. If you fail to do so, you will be charged for the trip.
14. The volunteer driver is not required to carry, lift, or provide special assistance that could harm him/her.
15. Clients are responsible for parking fees.
16. In case of school closure due to bad weather, all rides will be canceled.