
MOBILITY BUS INFORMATION

Who is Eligible?

Each client is required to meet specific eligibility criteria and be 18 years of age or older. Eligibility is limited to persons who can demonstrate that they are not able to use the Strathcona County Transit fixed-route buses (regular public transit service including commuter routes, local routes and Dial-A-Bus service). Eligibility is considered on a case-by-case basis and is not based on a particular disability or income level.

Eligibility Categories

Eligibility falls into one of three categories:

- Conditional: Mobility Bus can only be used for those types of trips where fixed route transit will not work for a rider (e.g. "in winter only", "in dark conditions only")
- Temporary: Mobility Bus can only be used for a limited period of time (e.g. surgery, recovery, visiting)
- Unconditional: No temporary or conditions restrictions

Fares

Clients must pay a fare each time they take a trip with Mobility Bus. Fares are determined by starting and ending destination points:

- Sherwood Park: \$5
- Rural Strathcona County to Sherwood Park: \$7.25
- Sherwood Park to Edmonton: \$7.75
- Rural Strathcona County to Edmonton: \$15

Mobility Bus Destinations

Generally, Mobility Bus provides service to the same destinations as Strathcona County's fixed-route bus network, while also providing service to additional medical destinations in Edmonton.

- Within Sherwood Park (Urban Service Area)
 - Anywhere within the Urban Service Area (however some neighbourhoods within Sherwood Park mailing addresses are not serviced)
- Within Edmonton
 - Within 400 meters of fixed-route bus stops in the downtown core and University of Alberta areas
 - Capilano Mall and Bonnie Doon Mall
- Supplemental Destinations
 - Royal Alexandra Hospital, Glenrose Rehabilitation Hospital, HYS Medical Centre, Grey Nuns Hospital, Cross Cancer Institute, General Hospital, Northgate Centre, Buchanan Centre, MS Society, Shopper's Medical Supply

Hours of Operation

- Within Sherwood Park and to Edmonton
 - Monday to Saturday: 6:00 am to midnight
 - Sunday: 7:00 am to 8:00 pm
 - No service on New Year's Day, Good Friday, Easter Sunday and Christmas Day
- Rural Service Area
 - Monday to Friday: 6:00 am to 10:00 pm
 - No service on weekends or holidays

Other Facts and Statistics

- Strathcona County currently has 10 buses, each with capacity for 8 ambulatory clients and 3 clients using wheelchairs or scooters
- Approximately 390 active registrants
 - Age:
 - 65% are over age 65
 - Residence Location:
 - 90% live within Sherwood Park
 - 10% are rural residents
 - Status:
 - 59% are considered ambulatory
 - 41% use a wheelchair or scooter
- Daily completed trips average around 75
 - Users
 - 85% are for urban residents
 - 15% are for rural residents
 - Trip Destinations
 - 63% are for urban residents travelling within Sherwood Park
 - 25% are for urban residents travelling into Edmonton
 - 10% are for rural residents travelling to Sherwood Park
 - 2% are for rural residents travelling to Edmonton
- Total Trips for 2015 - 19,634
 - Total trips at end of August 2015 - 12,884
 - Total trips at end of August 2016 - 14,140

Mobility Bus Client Frustrations

- The requirement of booking two days in advance with Mobility Bus does not allow spontaneous travel
- Taxi drivers do not normally offer door to door service which Mobility Bus clients require
- Mobility Bus has a limited service area (only certain Edmonton locations)
- Rural Service is not offered on weekends and holidays
- Sherwood Park does not have any accessible taxis