



Transportation Options



A guide for

AGING WELL *in Regina*

is produced by Age-Friendly Regina
agefriendlyregina.ca

Age-Friendly Regina sincerely thanks the many organizations and partners whose ongoing support and encouragement have helped shape and sustain these guides over the years.



Saskatchewan
Health Authority



Please note: Information including programs and services, addresses, links, and email addresses may become out of date. No endorsement is made or intended for any of the services listed. The information provided is not exhaustive.





Transportation Options

If you currently drive, are you looking for information and resources to ensure you continue to drive safely as your abilities change?

Are you interested in finding out more about transportation options that are available in Regina, how to access them, and what you can expect from each service?

Transportation plays a large role in everyone's lives. The information provided can help you feel more comfortable knowing you are making the best choice for you.

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You can click on anything underlined in this list to be taken directly to that section

You will find these symbols throughout:

 → Services that offer wheelchair accessible transportation

 → Services that are able to accommodate people who walk unaided or with minimal support and those who use mobility aids such as walkers and canes

This guide is part of the Aging Well in Regina series that also includes sections on:
Housing Supports and Housing Options, Mental Health and Wellbeing, and Crime Prevention & Safety.

To access the guide online and for information about Age-Friendly Regina visit: agefriendlyregina.ca.

If you don't have access to a computer or need help finding the information, please visit your nearest Regina Public Library for support.



Driving as we age

As we age, natural changes in vision, hearing, reaction time and sometimes memory can affect our ability to drive safely. While these changes often begin gradually around age 50, they become more noticeable as we age.¹

Being aware of these changes and understanding how they affect your driving is an important part of staying safe on the road. Making adjustments to your driving habits can help you maintain your independence and continue driving with confidence for as long as possible. Some helpful strategies include:

- not driving at night if your vision is noticeably worse in the dark
- driving only to familiar places and avoiding busy times
- driving less or not driving at all if your memory or confidence while driving declines

The Mature Driver Guide - Saskatchewan Government Insurance (SGI) has created this guide to help you assess how you drive and offer suggestions for how you can make your driving safer. You can find the guide here:
sgi.sk.ca/documents/37148/138037/older_wiser.pdf/154d5621-53c3-47f5-ad49-ebcf6cfd6f0e

Mature Driver Refresher Course - The Saskatchewan Safety Council offers a FREE 6 hour course that is focused on increasing confidence when driving. It also offers practical ideas to help you adjust your habits and stay safer while driving. There are no tests and your license will not be impacted in any way. If you organize a group of 12 or more, a special session can be conducted, or you can check to see what courses are coming up in your area. Programs are currently being revamped, to find out about the topics that are covered and to look on the calendar for upcoming courses, visit sasksafety.org/mature-driver-refresher-course. You can also call for more information: ☎(306) 757-3197.

All drivers are required by law to report any significant changes to their health that may affect their ability to drive. Many health care professionals, such as doctors, nurse practitioners, occupational therapists and optometrists, must also report patients that have conditions that could make it unsafe for them to drive.

If you know someone who is driving and you are concerned about their ability to drive safely, call ☎ **1-844-TLK-2SGI (1-844-855-2744)**.

Driving and Dementia

If you have dementia or are a family member or friend caring for someone who has dementia, drivinganddementia.ca serves as a guide and information source specifically around driving. It offers a lot of information including:

- licensing and reporting,
- why it's sometimes necessary to stop driving,
- the emotions that surround a decision like that (for the individual with dementia as well as people around them), and
- options for getting around without driving that are specific to where you live.



City of Regina Transit

Public transit is the most affordable way to travel around Regina.

The City of Regina has two options for public transit: **Conventional buses** and **Paratransit**.

Conventional Buses

The conventional buses are all low floor buses, meaning that when they stop at a curb, they can lower the floor, making it easier for the person to get on if they have difficulty walking, use a mobility device like a cane, walker, wheelchair or scooter (with some size limitations), or are pushing a cart or stroller.

Photo credit: City of Regina



There are accessible heated bus shelters on 11th Avenue. They are large enough to accommodate a person using a mobility device. A light in the shelter comes on automatically when it becomes dark outside and they also have heaters you can activate by pushing a button.

There are 66 buses that have a hands-free system to allow individuals who use a wheelchair or scooter to secure themselves on the bus without assistance.

The maximum size for a mobility device on a conventional bus is 34" wide by 51" long. You must be able to make a tight turn from the low floor ramp into the bus.

You can also use the **Night Stop** program, which allows you to get off the bus between regular stops on your route so you don't have to walk as far to your destination. Just let your driver know that you would like to get off at a different location at least one stop *before* your regular stop and stay near the front of the bus until the driver is able to find a safe place to stop.

Did you know? Regina Transit's "Safe Bus" program provides a safe space for anyone who needs help. If you are lost, hurt or in trouble, flag down a Regina Transit bus by holding up your hand, palm facing out, in the direction of an approaching bus to signal you need help, or get on at any bus stop.

Trained transit personnel have direct access to 9-1-1 if needed and you DO NOT need to pay a fare to get help through the Safe Bus program.



If you cannot use the conventional buses and fixed routes some or all of the time, you may qualify for Paratransit.

Paratransit

Like conventional buses, Regina Paratransit is a shared ride service, meaning that there is likely to be more than just you in the vehicle. Paratransit is an option for people who are experiencing a disability and are not able to use the conventional, fixed route transit at least some of the time. The service is a scheduled door-to-door service.

Note: If you are booking Paratransit and want to go to more than one place, you must book separate trips and pay separate fares.

To qualify for Paratransit, someone must be:

Restricted in their ability to:

- Walk or wheel to a bus stop.
- Board fixed route transit independently.
- Identify landmarks, follow directions or navigate fixed route transit, and/or

Experience one or more of the following:

- Get easily confused or disoriented.
- Have a moderate or high risk falling.
- Tire easily.

There are different types of registrations, depending on your circumstances:

- Permanent
- Temporary
- Winter
- Conditional
- Visitor

You can find more information about Paratransit, including the link to the registration form at regina.ca/transportation-roads-parking/transit/paratransit/

Once you submit your registration form, staff will review your eligibility and speak with the professionals you list in the application. You may be asked to attend an in-person interview. Most registrations are reviewed within two weeks.

Note: If you are not able to complete the online application, please call (306) 777-7726 and someone will help you.

Fares and Passes

The fares and passes are the same for conventional buses and Paratransit services. Current rates can be found at regina.ca/transportation-roads-parking/transit/fares-passes



Fares

Operators will collect your fare when you board the bus. If you are paying the fare in cash, keep in mind that they do not take bills and cannot give change, so take exact fare in coins.

Transfers are no longer allowed if you pay with cash. If you pay with cash and have to transfer, you must pay another cash fare when you board the second bus.

Debit, Credit, Apple Pay and Google Pay are now accepted. The city no longer sells paper tickets. Instead, you can use a reloadable Umo card or mobile app to store multiple rides at a reduced cost. Those 65 and older can get regular discounted rides by visiting the Transit Information Centre with proof of age and identity.

Fares and monthly passes can be purchased:

- at any transit agent. A list of transit agents can be found here: regina.ca/transportation-roads-parking/transit/fares-passes/#outline-transit-agents,
- at the Transit Information Centre – 2124 11th Avenue or
- if you are registered to use Paratransit, you can pay over the phone by calling Paratransit at ☎ **306-777-7007**.

Note: If you require an attendant to travel with and assist you, they travel for free on conventional buses and Paratransit.

Passes

Monthly (31 days), semi-annual (6 month), and annual (12 month) passes are available for purchase. Depending on how often you use the bus, this can offer huge savings. If you are over 65 years of age, individual rides cost the same as adult prices. However, monthly, semi-annual and annual passes offer significantly lower prices for unlimited rides.

Umo – Transit Fare System

Umo allows you to pay for your bus fare through the Umo mobile app or a reloadable smart card.

You can “load” your account in three ways: by using the Umo app, visiting a transit agent or the Transit Information Centre, or through www.ca.umopass.com.

- Note:**
- If you qualify for senior or discount rates, your first card must be issued at the Transit Information Centre then you can reload at any agent.
 - You should register your Umo card in case it is lost, stolen, or broken. Registration ensures that you will not lose the rides left on the card.

Photo credit: City of Regina





More information about Umo cards, how to register them, and what to do if you need your card replaced can found at: regina.ca/transportation-roads-parking/transit/coming-soon-new-transit-fare-system/

Affordable Access Program

The City of Regina offers 20% off transit passes for those who meet the eligibility criteria and apply through the “Affordable Access Program”. Those eligible must purchase their pass from the Transit Information Centre (2124 11th Avenue). Find more information and the application form at: regina.ca/parks-recreation-culture/classes-programs/affordable-access-program

Route Planning

You can plan your route a number of ways:

Online:

- 1) Download the “TransitLive Regina” app for your phone to get real time schedule updates. This allows you to track your bus and find out when it will arrive.
- 2) You can also use the TransitLive Regina Planner from your phone or computer without downloading the app. You can find it at transitlive.com/mobile.
- 3) You will find a list of all of the routes and their schedules at: regina.ca/transportation-roads-parking/transit/schedules-routes
- 4) You can also go to google.com/maps:
 - Enter the address of your destination or the business/organization name.
 - Choose your starting point. “Your location” is the default which will give you directions from where you currently are to the destination you choose. If you are looking for future travel and will be starting from a different location, you can change the starting location.
 - Select HOW you will be travelling, so in this case, choose the icon or image that looks like a bus.
 - It will give you a recommended route as well as other options. When you choose a route by clicking on it, it will give you a detailed plan including where to get on the bus, any transfers you will need to make, and any walking that needs to be done.

By phone: A transit staff person is available to assist with schedules and route information at ☎ (306) 777-7433 from Monday-Friday, 8:00 a.m. – 5:00 p.m.

Paper copies: available at the Transit Information Centre – 2124 11th Avenue Monday to Friday between 8:30 a.m. – 4:30 p.m. **or** call and they can send you the route you request by mail between 8:30 a.m.-4:30 p.m.



Quick tip

If you have a cell phone, are waiting at a bus stop, and are not sure when your bus will arrive: **text (306) 596-6136 and put the bus stop number in the message** (the number is at the top right of the bus stop sign). You will get a reply telling you when the next bus should arrive at your stop.

Options for Transportation Only

Wheelchair accessible cabs

Where 2 Transportation

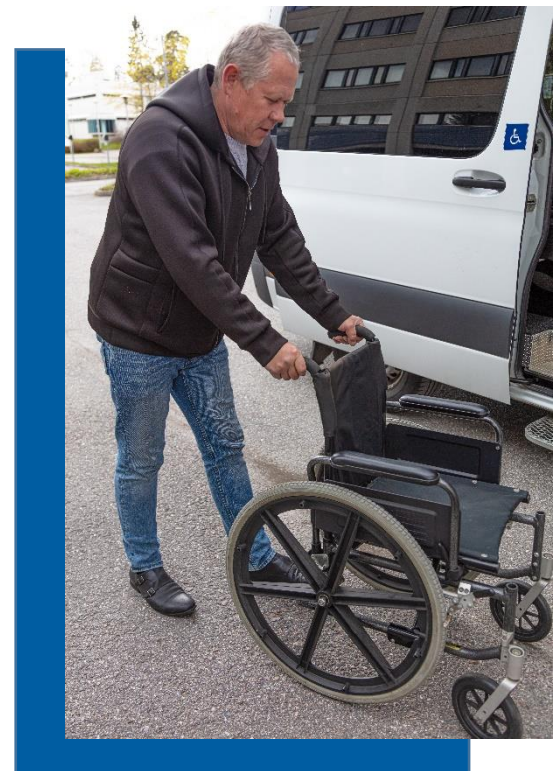
☎ (306) 522-4477 Website: where2transportation.ca

Email: where2transportation@sasktel.net

Where 2 Transportation is available for individual rides 24/7. They have wheelchair accessible buses similar to Paratransit buses and can provide a wheelchair if requested. Where 2 Transportation offers door to door service and can be chartered to travel outside of the city when booking in advance. Drivers do not provide in-home assistance. You may bring a companion or attendant at no extra cost.

Note:

- A minimum of two hours notice is recommended when you are requesting a ride when possible.
- Due to other obligations the company has, it is recommended not to book appointments/rides between 7:30 a.m. and 9:30 a.m. or 2:30 p.m. to 4:00 p.m.



Wheels on Wheels

☎ (306) 536-3379

Available 7:00 a.m. to 5:00 p.m. Can supply wheelchairs to assist with transportation and will assist people into their home (confirm when booking).

Conventional taxi cabs

There are numerous taxi companies operating in the city. Not all taxis in Regina are wheelchair accessible. If you require an accessible vehicle, be sure to request one when booking your ride. Regina taxi companies are required to maintain accessible service, but an accessible vehicle may not be the first taxi dispatched unless it is specifically requested. Some options include:



Capital Cabs

☎ (306) 791-2222

Provides conventional transportation (cars and vans). Request assistance if needed when you book. Drivers cannot perform transfers. If a wheelchair is needed, the individual is responsible to have one available. Available 24/7.

Co-op Taxi



☎ (306) 525-2727

Provides wheelchair accessible and conventional transportation (cars and vans). Drivers provide door-to-door service but please request it when you book. They have wheelchairs they can provide if needed, please let them know when booking that you require one.

Delta Cabs

☎ (306) 924-1010

Provides conventional transportation (cars and vans). Available 24/7.

Regina Cabs



☎ (306) 543-3333

Provides wheelchair accessible and conventional transportation (cars and vans). Must have own wheelchair if needed. If you would like staff to meet you at the door and help you into the building at your destination, please request assistance when booking. Available 24/7.

Riders' Cab

☎ (306) 924-2424

Provides conventional transportation (cars and vans). Available 24/7.

Rideshare Apps

Several rideshare apps have been introduced in Regina, allowing people to book a trip with their smartphone. Payment is automatic using your credit or debit card, and you can track your ride in real time using your phone. Family and friends can also book a trip for you from anywhere in Canada. Options currently available include:

Uber



Website: www.uber.com

Uber provides an on-demand private driver for door-to-door transportation. No cash is required as fees and tip are sent through the app. You are provided a photo of the driver, as well as a photo and the make, model and license plate number of the vehicle so you can identify both the driver and the vehicle. You can also save addresses in the app or call to book an Uber using ☎ 1-833-USE-UBER.



Lyft

Website: www.lyft.com

Lyft works similarly to Uber, with both apps also allowing users to have a simple mode with large font and fewer buttons to book rides. In the Lyft app they also offer 'Lyft Silver' which can match riders with cars that are easier to get in and out of.

Women First

Website: www.womenfirst.ca

Women First is a new rideshare app available in Regina that matches female passengers with female drivers. As a women-only taxi service, this is a trauma-informed business to allow women who may be uncomfortable traveling alone with a man a different option for their transportation.

Transportation with support

Driven with Care

Website: drivenwithcare.com

Email: info@drivenwithcare.com

 (306) 541-7433

The goal of Driven with Care is to help people remain independent and to be there for individuals when family members are not available.

Driven with Care has SUVs as well as wheelchair accessible vans for those who need assistance. Their usual hours are 6 AM to 5 PM and vehicles are configured so passengers who use wheelchairs can sit in the passenger seat rather than in the back. Staff meet you at your door and will assist you to get where you need to go. They can provide more support as needed.



It can “just” be the ride. Staff can accompany you to the office where your appointment is and can wait for you or with you if you wish. They can go into appointments and take notes to share with family members or others about the appointment. They can help you with your grocery shopping whether it's curbside pick-up or walking through the store to pick items out yourself. They can help fill out paperwork if you are being discharged from the hospital. Please check the website for hours of operation and a live chat option under 'Contact Us' or call for more information.

Every member of Driven with Care is required to have the following:

- First Aid
- A clean criminal record
- A clean driving record
- CPR, and AED certification
- Transferring, Lifting, Repositioning (TLR) Certification
- Liability insurance



Wheels for the Wise



☎ 1 (888) 719-9473 Website: wheelsforthewisesaskatchewan.ca/

Email: info@wheelsforthewise.com

Wheels for the Wise provides transportation and appointment support for seniors, veterans, and adults who require assistance attending medical appointments, outpatient procedures, hospital discharges, dialysis treatments, mental health appointments, and other healthcare services. In addition to transportation, drivers can provide accompaniment and support before, during, and after appointments. The service operates seven days a week and offers sedan, SUV, and wheelchair-accessible vehicle options. According to the organization, drivers have vulnerable sector clearances and include individuals with backgrounds in healthcare, emergency services, military service, and other helping professions. Fees apply and advance booking is recommended, with at least 72 hours notice preferred when possible.

Regina Senior Shuttle



☎ (306) 533-3388

Regina Senior Shuttle can be booked for rides to attend appointments, programs, social events, or shopping, with optional assistance when grocery shopping. Staff are also able to help you take your pet to the veterinary clinic. Door to door service. For rates, hours of operation, and availability, call or check out their website. Response times may vary.

Regina 55+ Community Centre Home Support Services



☎ (306) 525-2154 Website: regina55.com/home-support-services/

The Regina 55+ Community Centre can arrange drivers who provide assisted transportation to appointments, shopping, and other activities for individuals who are 55+. They require 72 hours notice, minimum, to arrange for a driver.

There is a roundtrip charge that is slightly reduced if you are a member of the Regina 55+ Community Centre. Memberships are available to those 55+ and offer some perks and discounted rates. Non-members are welcome to participate in all programs and activities but fees are a bit more.

Find more information, pricing, and to schedule services, call and ask for the Home Help Services Coordinator.

Non-emergent patient transfer service

Saskatchewan Patient Transfer Services (SPTS)



☎ (306) 789-7787 Website: spts.ca Email: info@dwcpts.com

Saskatchewan Patient Transfer Services (SPTS) offers reliable transportation for medically stable individuals who require professional assistance but do not require any medical



interventions. The individual may have full physical mobility, use a wheelchair or other mobility aid, or require the use of a stretcher to be transported to their destination.

SPTS works quite closely with the Saskatchewan Health Authority, hospitals, health centres, care homes, and other health providers to offer bedside to bedside stretcher transfers.

Community members can also book on their own trips to safely get to scheduled medical appointments, move between facilities, go home after being discharged from the hospital, or to attend personal events like weddings, funerals, and other family functions or events that are important to them. An app is also available to book online.

The service includes two staff for the duration of trip – one driver and one person who stays in the back with the individual. The cost for SPTS is roughly half the cost of using an ambulance.

Haztech Non-Emergent Medical Transfer Service



 1 (866) 919-9114

Website: haztech.com/patient-transfer/

Email: help@haztech.com

Haztech provides 24/7 non-emergent medical transportation for medically stable individuals who require assistance getting to appointments, returning home from hospital, transferring between healthcare facilities, or travelling long distances within Saskatchewan and beyond. Their patient transfer service offers bedside-to-bedside transportation using stretcher-equipped vehicles staffed by licensed medical professionals. The service can accommodate individuals with mobility challenges, wheelchair users, and those requiring portable oxygen or other non-emergency medical supports during transport. Online booking is available, and seniors aged 65 and older receive discounted rates. Advance booking of at least 24 hours is recommended when possible.

Where did A guide for AGING WELL *in Regina* come from?

Age-Friendly is a worldwide movement that was established by the World Health Organization (WHO) and is promoted by the Public Health Agency of Canada. It focuses on improving communities for everyone.

Age-Friendly Regina believes in listening to and addressing the concerns identified through the lens of older adults for the benefit of people of all ages.

Age-Friendly Regina is made up of community members, community organizations, the University of Regina's Centre on Aging and Health, City of Regina, and the Saskatchewan Health Authority and has been active since 2018. Through its work, the committee asks older adults in Regina to identify and address concerns. Based on what was heard so far, this guide was created.

"Aging Well in Regina" contains information geared to older adults (people aged 55+), but the contents are useful to many age groups. Its purpose is to provide information that makes it easier to understand and access different services and programs in our community.

You can find out more about Age-Friendly Regina visit: agefriendlyregina.ca. To find out how you can get involved, please email agefriendlyregina@gmail.com.