

Accessible Transit Handbook

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Accessible Service Overview

Metrobus is pleased to offer its customers wheelchair accessible service through the use of low floor (ALF) buses on Metrobus routes 1, 2, 3, 5, 14 (starting on January 2nd, 2017) and route 23. The ramp can be used at over 80% of bus stops with more than 40% of stops deemed to be fully accessible for customers using mobility devices. Please refer to the Bus Stop Signs Category section for more details. Metrobus is introducing wheelchair accessible service on a phased in basis to increase access for customers using mobility devices. This booklet outlines the various fixed-route accessible service categories and definitions, and a list of bus stops that are currently inaccessible for customers using mobility devices.

What is an Accessible Low Floor (ALF) bus?

ALF buses offer customers using mobility devices greater freedom and flexibility when travelling on fixed-route bus service by offering many options and features including:

- No step entry and exit;
- Bus can be lowered to curb level Entry and exit ramp for quick and safe mobility device access;
- Two designated wheelchair spaces and/or safety secures per bus;
- Extra wide doors and aisles;
- Easy to read electronic exterior destination signs; and,

- Features the international accessibility symbol on all four (4) sides of the bus.

How do I use an ALF bus?

To ensure the safety of customers using mobility devices the following guidelines are to be respected:

1. Maximum size dimensions

- Wheelchairs: 48 inches long by 30 inches wide
- 3-wheel scooters: 40 inches long by 21.25 inches wide
- 4-wheel scooters: 40.25 inches long by 21.25 inches wide
- Maximum weight of passenger and chair combined is 660 lbs.

2. Getting on and off the bus

Customers using mobility devices are reminded to board and exit via the front door. Customers must be able to independently board and exit the bus, deposit the fare, and move into the allocated mobility device space. If a customer using a mobility device requires additional assistance, they must be accompanied by an attendant. See section "What if I Have an Attendant?" on page 11 for more details. If both of the designated accessible spaces on the bus are occupied, or if the bus is full with a standing load and the operator cannot board a customer using a mobility device, the operator will advise the customer to wait for the next ALF bus. The operator will notify Dispatch of the situation to help reduce wait times. The operator may ask another customer to voluntarily vacate a

designated accessible space for a customer using a mobility device; however, the operator cannot displace another fare paying customer if he or she declines to move.

3. Fare payment

Metrobus accepts cash fares as well as our m-Card and the GoBus Go-Card as outlined below. If paying by cash, the exact fare in coins is required as we do not accept bills and our Drivers to not carry change. Please note that the m-Card cannot be used on the GoBus since GoBus customers must be pre-approved for use of the para-transit system.

4. Securing mobility devices on the bus

All wheelchairs and scooters must be secured in the designated space using the bus' securement system. Wheelchairs or scooters that cannot be safely secured will be refused boarding.

All mobility devices will back into the paddle post and require one (1) anchor point to secure the device in the docking station on the bus.

Customers using scooters are required to maneuver into the designated area and transfer to a fixed transit seat independently. The operator will then secure the scooter device to the bus.

Please contact (709) 722-9400 if you:

- Would like to arrange an orientation session.
- Are uncertain if your mobility device can be accommodated on an ALF bus.
- Are uncertain that you will be able to maneuver into the space provided.

Which routes use ALF buses?

Metrobus routes 1, 2, 3, 5, 14 (starting January 2, 2017) and route 23 are designated as accessible for customers using mobility devices with the following features:

- Only ALF buses are used on these routes
- Accessible bus stops with concrete landing pads (minimum size 1.5 m x 2.5 m) leading to a sidewalk to continue your travel
- Ability to lower the ramp for customers using mobility devices

Metrobus is pleased to offer accessible transit on the following fixed-routes:

Route 1

Services The Village Shopping Centre | Cashin Avenue | Crosbie Road | University Avenue | Memorial University | Confederation Building | College of the North Atlantic | Marine Institute | Higgins Line

Route 2

Services The Village Shopping Centre | LeMarchant Road | Pleasantville | Virginia Park | Newfoundland Drive | Torbay Road Mall | Churchill Square | Memorial

University | Avalon Mall

Route 3

Services The Village Shopping Centre | Craigmillar Avenue | Water Street | Kings Bridge Road | New Cove Road | Torbay Road Mall | Stavanger Drive | Hebron Way | Wedgewood Park

Route 5

Services Avalon Mall | Memorial University | Torbay Road Mall | Pleasantville | Virginia Park

Route 14 – effective January 2, 2017

Services Memorial University | Marine Institute | Torbay Road | Eastern Health | Airport Heights | St. John's Airport

Route 23

Services Avalon Mall | Health Sciences Centre | Memorial University | Torbay Road | Stavanger Drive | Aberdeen Avenue | Carrick Drive

If I see an ALF bus on a route not designated as accessible, can I use it?

No, at present, wheelchair accessible service is only available on routes 1, 2, 3, 5, 14 (starting January 2, 2017) and route 23.

Important note

Metrobus cannot guarantee the safety of customers using mobility devices exiting the bus at locations not designated as standard ALF bus stops, and accepts no responsibility for risks to the customer associated with exiting at these locations. It is the responsibility of customers to evaluate, in light of their own individual circumstances, the suitability of exiting the bus at the selected location.

What do the bus stop signs mean?

Standard ALF Bus Stop

Bus stop that meets Metrobus' accessible standards; where the ramp can be lowered, the bus stop has a concrete landing pad (minimum size 1.5 m. x 2.5 m) with access to a sidewalk, and ALF buses are used to serve designated accessible routes at this stop.



Inaccessible Bus Stop

Bus stop where the ramp cannot be lowered.



Non-Standard ALF Bus Stop

Bus stop where the ramp can be lowered, but these stops are not considered accessible under Metrobus standards and may only be used at the individual's own determination and risk.



Which bus stops are not accessible?

The following is a complete list of bus stops listed by route that are inaccessible to customers using mobility devices as the ramp on the bus cannot be safely lowered.

Therefore, the ramps will not be lowered at these stops. Metrobus is committed to making improvements to inaccessible bus stops to convert them to accessible stops as capital budgets allow in future years.

To properly identify the inaccessible bus stop locations by route, please call 722-9400 for bus arrival times or text 'routes' to 393939 for route information using the Stop ID number.

Route 1 Inaccessible Bus Stops (boarding ramp cannot be deployed)

STOP ID	STOP LOCATION
1315	Topsail Road - #322
1232	Stamps Lane - #59
1120	Stamps Lane - #64
1250	Empire Avenue - near West Empire Plaza Empire Avenue
1255	Empire Avenue - near Esso Station Empire Avenue
1260	Empire Avenue - opposite Kelly's Brook Apartments

1285	Symonds Avenue - #21
1190	Ridge Road - east of Gloucester
1205	Higgins Line - Howley Building
1210	Allandale Road opposite Confederation Building
3210	Allandale Road - near entrance to Confederation Building

Route 2 Inaccessible Bus Stops (boarding ramp cannot be deployed)

STOP ID	STOP LOCATION
1605	O'Leary Avenue - #38 (Body Works)
1610	Peet Street - Cora's Restaurant
1540	Elizabeth Avenue - #84
1510	Logy Bay Road - opposite Fairwood Street
1760	Newfoundland Drive - opposite #12 (top of Janeway Hill)
1455	East White Hills Road - near RCMP
1440	Charter Avenue - east of Breen's Convenience
1770	Charter Avenue - west of old Janeway
1780	Charter Avenue - opposite #99

1790	Charter Avenue - Building 314 (Cabot)
1410	The Boulevard - #34
1810	The Boulevard - opposite #32
1815	King's Bridge Road - opposite Dominion
1840	Military Road - Basilica
1315	Topsail Road - #322

Route 3 Inaccessible Bus Stops (boarding ramp cannot be deployed)

STOP ID	STOP LOCATION
1315	Topsail Road - #322
1815	King's Bridge Road - opposite Dominion
2215	Water Street - #726 (opposite Michel's Bakery)
2015	Torbay Road - A & W
2020	Torbay Road - Fall River Plaza
2025	Torbay Road - Esso (north of Highland Drive)
2095	Torbay Road - City Tire
2030	Torbay Road - near Stavanger Drive
2090	Torbay Road - #577
6063	Torbay Road - #464 at Dulux Paints
2125	Torbay Road - south of Gleneyre Street

6062 Hebron Way
6058 Torbay Road - north of Stavanger Drive
2040 Aberdeen Avenue - Staples
2045 Aberdeen Avenue - Costco
4955 Aberdeen Avenue - Swiss Chalet
2050 Stavanger Drive - #391 (near Allied Building)
2070 Carrick Drive - #41 (near Wedgewood Park Rec Center)
2055 Carrick Drive - opposite #164
2060 Carrick Drive - #137
1510 Logy Bay Road - opposite Fairwood Street
2425 Waterford Bridge Road - Littledale
2345 Waterford Bridge Road - #227
2320 Waterford Bridge Road - Bowering Park parking lot west
2450 Waterford Bridge Road - opposite Park Road
2325 Waterford Bridge Road - #309
2330 Waterford Bridge Road - opposite Waterford Hospital
5035 Road de Luxe - opposite Pratt Place

Route 5 Inaccessible Bus Stops (boarding ramp cannot be deployed)

STOP ID	STOP LOCATION
1428	Selfridge Road near Ross Road
1510	Logy Bay Road – opposite Fairwood Street
1760	Newfoundland Drive – opposite #12
1455	East White Hills Road near RCMP
1440	Charter Avenue – east of Breen’s Convenience
1605	O’Leary Avenue - #38
1610	Peet Street – Cora’s Restaurant
1540	Elizabeth Avenue - #84
2680	Westerland Road near CBC
3625	Ennis Avenue - #137

Route 14 Inaccessible Bus Stops (boarding ramp cannot be deployed)

STOP ID	STOP LOCATION
3210	Allandale Road – near entrance to Confederation Building
3215	Higgins Line - #104
1190	Ridge Road – east of Gloucester

2015 Torbay Road - A & W
2020 Torbay Road - Fall River Plaza
2025 Torbay Road - Esso (north of Highland Drive)
2095 Torbay Road - City Tire
3255 Majors Path - #26
3265 Majors Path - #146
3270 Majors Path - #216
6165 Airport Heights Drive - #106
6167 Airport Heights Drive - #208
6168 Airport Heights Drive - #262
3325 Airport Heights Drive - #73
3350 Majors Path – Waterline Road
3355 Majors Path - #123
3365 Majors Path – Canadian Red Cross
2095 Torbay Road – City Tire
3370 Torbay Road – Penney Lane
2125 Torbay Road – south of Gleneyre Street
3420 Gloucester Street - #63
1205 Higgins Line – Howley Building
1210 Allandale Road – opposite Confederation Building

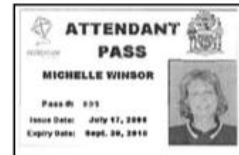
Route 23 Inaccessible Bus Stops (boarding ramp cannot be deployed)

STOP ID	STOP LOCATION
2660	Thorburn Road behind Avalon Mall
2675	Clinch Crescent west of HSC
3210	Allandale Road near Confederation Building
3215	Higgin's Line - #104
3420	Gloucester Street - #63
2015	Torbay Road – A&W
2020	Torbay Road – Fall River Plaza
2025	Torbay Road - Esso
6063	Torbay Road - #464 at Dulux Paints
2030	Torbay Road – near Stavanger Drive
2040	Aberdeen Avenue - Staples
2045	Aberdeen Avenue - Costco
2050	Stavanger Drive - #391
2070	Carrick Drive - #41
1205	Higgin's Line (Howley Building)
1210	Allandale Road opposite Confederation Building
4982	Clinch Crescent opposite Faculty of Medicine
2795	Clinch Crescent near employee parking

What if I have an attendant?

Customers may travel with one attendant, who travels for free, as long as the attendant is physically capable of attending to the customer's needs and assisting in an emergency situation.

The attendant must be at the same pick-up and drop-off point as the customer. If the customer is paying cash fare or using the m-Card, the attendant must show an attendant pass issued by the City of St. John's when boarding. If the customer is using a GoBus Go-Card, the attendant is not required to show the City issued attendant pass when boarding.



What if I require assisted accessible transit service?

Should customers require assisted accessible service, please contact GoBus Accessible Transit at (709) 570-2131 or email GoBus@metrobus.com.

GoBus is a shared ride, door-to-door transit service for persons who are unable to use the fixed-route transit system due to physical or cognitive disabilities, and are declared eligible through a registration process. The Metrobus fixed-route system is meant to supplement the GoBus service.

How do I find service schedules and maps?

Schedule and route information is available in Metrobus' Route Maps and Riders' Guide, which are available at the following locations:

- Website: www.Metrobus.com
- Call Ride Guide Customer Service, 24 hour route and schedule info: (709) 722-9400
- Customer Service Center hours at 25 Messenger Drive
Monday - Friday (730 AM - 700 PM)
Saturday (1000 AM - 500 PM)
Sunday (1000 AM - 500 PM)
- Email: informationservices@metrobus.com
- For trip planning assistance: Call (709) 722-9400
- For bus departure times: Call (709) 722- 9400
- The Metrobus App: M-mobile available for iPhone at the App Store

What if I require a Service Animal?

Customers who require the support of a service animal are permitted to bring them on board our buses. For the safety of all customers, customers travelling with a service animal must ensure the animal is wearing its harness and leash, and must be prepared to present documentation confirming that the service animal is required for reasons related to their disability. Customers must ensure that their service animals do not cause an obstruction nor jeopardize the safety of customers while on the bus.