



User Handbook

Every passenger of GoBus Accessible Transit is subject to the operating guidelines outlined in this handbook.

GoBus Accessible Transit users will be made aware of changes to the guidelines in a timely fashion.

Revised: March 2023



Public Transit in St. John's

GoBus Accessible Transit (GoBus) is a shared ride, door-to-door public transportation system. Its mandate is to provide persons with disabilities equal access to a transportation system so as to enhance their participation in all aspects of community life. GoBus is funded by the City of St. John's, City of Mount Pearl and Province of Newfoundland and Labrador.

In October 2016, the City of St. John's transferred the administration of the GoBus service to the **St. John's Transportation Commission (Metrobus)**. Metrobus is responsible for administering the GoBus contract, including ensuring service standards are met, establishing policies, processing applications for new customers and networking with stakeholders to ensure the service is operating as it should and meeting the needs of customers.

The City of St. John's has hired **TOK Transit (TOK)**, an independent transit operator, to operate the GoBus service and maintain the GoBus fleet, effective January 1, 2023. TOK has been contracted to accept as many trips as possible, consistent with the availability of vehicles and passenger capacity and within the limits of available resources. All GoBus dispatchers and drivers are employed by TOK.

A **Paratransit Working Group** exists to support the work of Accessible Transit Services in ensuring GoBus operates effectively and efficiently. This group is comprised of individual GoBus customers, Metrobus staff, and representatives from our funding partners.

Personal Information and Privacy

GoBus Accessible Transit requires certain personal information in order to determine eligibility and provide transportation services to our customers.

Medical information is collected for the sole purpose of determining eligibility status. This information is maintained by the Manager of Accessible Transit Services. Paper applications and medical documents will be held for at least one year (or longer as required) in accordance with the Access to Information and Protection of Privacy Act (ATIPPA 2015). Any such documents are held within a locked cabinet to which only the Manager of Accessible Transit Services has a key. A third-party company – Telus Health Care Centres – have been contracted to complete transit assessments as part of the application process. The application form and accompanying medical documentation will be shared with Telus for this purpose. Documentation is maintained by Telus in accordance with the NL Personal Health Information Act.

Personal information such as name, address, supports required, and other non-medical information will be shared with TOK, operator of GoBus, and any sub-contractors only as required for them to operate the service.

Trip related information (such as time/date of trip, trip status, passenger type, origin/destination address) will be shared with GoBus' funding partners as part of our reporting and accountability requirements – City of St. John's, City of Mount Pearl, and Government of NL. No personal information is shared with funding partners.

Information about a customer will not be provided to any person unless authorized by the customer. In addition, no person will be able to book or cancel trips on behalf of a customer without their prior authorization.

GoBus vehicles (buses) are equipped with an onboard camera system that records audio and video while the bus is in operation. Additional information can be found on page 19 of this guide.

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Getting Started

To become a registered GoBus user, individuals must apply and be deemed eligible. The application process involves completing a paper form as well as participating in a Transit Assessment.

Applications are available at Accessible Transit Services (Metrobus):

Online: www.metrobus.com/gobus

Phone: (709) 570-2131

E-mail: gobus@metrobus.com

Transit Assessments are completed by Telus Health Care Centre (8-10 Rowan St, St. John's). Completed application forms will be forwarded to Telus and the applicant will be contact by Telus staff to arrange an appointment date and time. The cost of the assessment will be covered by Metrobus. Disability related accommodations to participate in the assessment will be arranged by Metrobus as required.

Once a decision has been made, the applicant will be contacted and notified of approval or denial. If the application is denied, individuals will be provided information on the reasoning as well as information on our appeal process.

Eligibility

All applicants, in order to become registered, must have a disability that prevents the applicant from utilizing Metrobus, the conventional transit system. A disability for this purpose may include, but is not limited to:

- Physical disabilities
- Vision disabilities
- Hearing disabilities
- Intellectual or learning disabilities
- Mental health disabilities
- Neurological disabilities

Eligibility is considered on a case-by-case basis and is not based on a specific health condition; but whether the applicant's disability prevents the use of Metrobus, the conventional transit system. Applicants may be required to participate in a transit assessment. This will be completed by health care professional(s) contracted by Metrobus. It will be arranged and paid for by Metrobus.

It is important to note that eligibility for GoBus is **not** based on the following factors **alone**:

- The applicant's age;
- Loss of driver's license or inability to drive;
- The availability of others to travel with the applicant on conventional transit;
- Whether conventional services or bus stops are offered near the applicant's pick up/drop off locations and/or lack of sidewalks in area (unwillingness and/or reluctance to use conventional services);
- Financial need or inability to pay for taxis, or other forms of transportation.

GoBus offers three levels of eligibility. Levels of eligibility are provided to ensure that GoBus resources are allocated to individuals based on need, encouraging the use of accessible conventional transit service when appropriate.

- *Unconditional eligibility* may be granted to individuals whose disability prevents them from using conventional transit (Metrobus) at all times.
- *Temporary eligibility* may be granted to individuals with a temporary disability (e.g. recovering from surgery) that prevents them from using conventional transit for all or part of their trip.
- *Conditional eligibility* may be granted to individuals whose disability comes about as a result of environmental or physical barriers that limit their ability to use conventional public transit (e.g. "in winter only", "in dark conditions only", or "for certain trips that do not have accessible bus stops".)

Appealing Eligibility

Applicants whose request for eligibility is denied have the right to an appeal. Denial can mean being completely ineligible or being eligible under specified conditions only. Applicants will be notified in writing that they have been deemed ineligible for GoBus service. Reasons for denial will be provided.

Appeals may be granted for the following reasons:

- Applicant believes the assessment process was not completed properly
- Applicant believes the condition or duration of eligibility is not appropriate (in the case of a conditional approval only)
- There has been a change with the applicant's disability since the original assessment (within 60 days) which requires further review

An applicant must notify Accessible Transit Services of their intention to appeal within 60 days of receiving notice of denial. An appeal may include an opportunity to present new information (with supporting documentation) and/or to meet with the Appeals Panel in person to present arguments from the applicant's own personal view, or if desired, by an advocate.

Members of the Appeals Panel will vary to best represent the interests of the applicant and to ensure decisions are well informed. The panel will consist of:

- A representative from a local disability organization
- A healthcare professional
- An employee of Accessible Transit Services/Metrobus

Both the representative from the local disability organization and the healthcare professional will specialize in the area of disability most relevant for the applicant. The consensus decision of the Appeal Committee will be made within 30 days and accepted as final.

The applicant may bring someone with them to provide support and/or advocacy if they so choose. Disability related accommodations will be provided as required.

Conflict of interest – Member of the appeals panel must excuse themselves if a conflict of interest exists that would bias their decision on the applicant's eligibility.

Confidentiality – All information related to the appeal, including application form and assessment report, will be treated as confidential by the Appeals Panel.

GoBus is not obliged to provide service to the applicant while an appeal is ongoing.

Notice of appeal should be directed to:

GoBus Appeals Panel
Accessible Transit Services, Metrobus
25 Messenger Dr
St. John's, NL
A1B 0H6

Telephone: (709) 570-2131

Fax: (709) 722-0018

E-mail: gobus@metrobus.com

Boundaries

GoBus Accessible Transit provides transportation within the municipal boundaries of the City of St. John's and the City of Mount Pearl.

Shared Ride Service

GoBus is a shared ride transportation service. Booking and scheduling decisions are made to transport as many customers as possible in the most timely and efficient manner possible. We endeavour to make each trip as short as possible, however during times of peak usage or for long distance trips, customers may be on the bus for a longer time.

Hours of Operation

GoBus Accessible Transit hours of operation are:

Monday – Thursday	7:00 a.m. – Midnight
Friday	7:00 a.m. – 2:00 a.m.
Saturday	8:00 a.m. – 2:00 a.m.
Sunday	8:00 a.m. – Midnight

Limited service will be available on Christmas Day, Boxing Day and New Year's Day for those customers who pre-book their rides. There will be no on demand service on these days.

GoBus stops operating at these times therefore the latest available time to schedule a pick-up is **30 minutes before closing** time.

24-hour service is available to/from St. John's International Airport by pre-booking with at least 24 hours' notice.

Hours of operation are subject to change on holidays or in adverse weather conditions.

Fares and Passes

GoBus Accessible Transit is a pay-as-you-go system. Fares must be paid upon entering the GoBus vehicle. Fares can be paid using cash or a Go-Card. Customers paying with cash should have the exact fare.

GoBus has the right to deny travel to any passenger who does not have fare for their trip.

Go-Cards

Go-Cards are reloadable smart cards that may be purchased in advance and used to pay for rides. When a customer boards a bus, they will hold the card in front of the handheld card reader to pay the fare. The reader recognizes the type of pass (i.e. 10-ride or monthly) and the fare (i.e. \$2.50 or \$2.00) and approves or denies the ride electronically.

Go-Cards are re-usable. You can reload the card at any of our sales outlets (see next page) or online at <https://gobus.info/> .

There is a one-time \$5 activation fee on all Go-Cards (including new purchases and replacement cards).

Go-Cards can also be used on Metrobus however Metrobus cards (m-Cards) are not accepted on GoBus.

Be sure to **register your Go-Card** to ensure your rides are protected against loss. Information about how to register can be found on the back of the card.

Questions about Go-Cards may be directed to Metrobus Customer Service at 722-9400 or informationservices@metrobus.com.

GoBus Rates as of March 1, 2020:

	Adult (18 - 64)	Senior (65+)	Child* (12 – 17)
Cash	\$2.50	\$2.50	\$2.00
10-Ride Pass	\$22.50	\$18.00	\$18.00
Monthly or 30-Day Pass	\$78.00	\$53.00	\$53.00
Semester Pass**	\$275.00		

* Children under 12 years of age ride for free.

** Fall, winter and summer semester passes are available (4 months each) to full time post-secondary students. Student ID is required.

Smart Savings!

With a 10-Ride Pass, you are buying 9 rides and getting the 10th for free.

AIR MILES®

Earn AIR MILES® reward miles when you use your Go-Card. For every two trips taken using your Go-Card, you earn 1 AIR MILES® reward mile. Register your Go-Card to get started. Visit www.gobus.info/airmiles for more information.

Go-Card Sales Outlets:

Metrobus Transit Centre, 25 Messenger Drive

St. John's City Hall, Access Centre, 10 New Gower Street

GoBus e-Store, www.gobus.info

Avalon Mall, Customer Service Desk

Memorial University, The Attic, University Centre

Marine Institute, Cashier's office

College of the North Atlantic, Cashier's office

Shoppers Drug Mart Locations: 390 Topsail Rd.

155 Torbay Rd.

204 Freshwater Rd.

250 Lemarchant Rd.

Churchill Square

Monthly passes are usually available for purchase at our sales outlets by the 20th of each month. For example, a May pass will be available for purchase by April 20.

Provincial Bus Pass Subsidies

The Government of Newfoundland Labrador provides bus pass subsidies through a variety of departments and programs, such as Income Support, Career Employment Services, Youth/Family Services, Medical Transportation and Community Supports Programs. To learn if you may be eligible for a bus pass subsidy, please contact your case manager or health care professional.

Seniors in receipt of the Guaranteed Income Supplement are also eligible for a free bus pass. Seniors who wish to avail of this pass should contact Metrobus customer service for more information: 709-722-9400.

Attendant Travel

Registered GoBus customers are able to travel with one attendant when using GoBus. An attendant is someone who is able to meet the disability-related needs of the customer and able to assist them in an emergency situation. Attendants travel for free.

When booking a trip, customers must inform the dispatcher whenever an attendant will be travelling with them. The attendant must be at the same pick-up and drop-off location as the customer.

GoBus users who require the assistance of more than one attendant must contact Accessible Transit Services for approval before booking their trip.

Guest Travel

GoBus is intended to provide transportation for registered users only. Other modes of public transit are available for those who do not require GoBus service.

A "guest" is defined as someone who is travelling with a registered GoBus customer but is not providing travel-related support to the customer. A guest is different from an attendant.

Guest travel is limited to children of registered GoBus customers only. It is not for friends or family members who are able to use other public transit.

Types of Trip Requests

GoBus tries to accommodate as many trip requests as possible, however GoBus may not be able to meet all travel needs. Customers are encouraged to investigate other accessible transportation services available in St. John's. All ride requests are pending availability.

1. **Subscription Trips** are designed for individuals going to regular (repeating) medical treatments, places of employment, school or other scheduled activities. Subscription bookings usually remain in place until the user cancels the booking. If the customer no-shows for their subscription trips for 2 days in a row and GoBus is unable to contact the customer, the subscription may be cancelled.

If a customer is travelling to a place of work, or other agency/organization that typically closes for **statutory holidays**, the customer **must contact GoBus to confirm or cancel their trip**.

2. **Pre-bookings** are for individuals who wish to book one-way or return trips that are booked by 12:00pm the day before the date of travel. This is the deadline for the start of the automated scheduling process. Rides can only be booked 30 days in advance.

3. **On-Demand Trips** are booked after 12:00pm the day before the date of travel, or on the same-day, and will be scheduled based on vehicle availability. Customers are encouraged to book early whenever possible.

Booking Transportation

Riders have several options for booking their trips with GoBus:

My GoBus mobile app:	<p>We highly recommend that passengers book, view or cancel their own rides using the GoBus mobile app, to avoid the inconvenience of long hold times on the phone during busy periods. The mobile app can be downloaded at:</p> <p>iPhone users: https://apps.apple.com/us/app/my-gobus/id1576343999</p> <p>Android users: https://play.google.com/store/apps/details?id=stjohns.canada</p> <p>Once you are registered with GoBus you will be sent a unique username and password to access your account.</p> <p>Instructional videos are available at www.metrobus.com/gobus</p>
Website:	http://metrobus.com/bookyourride
Text:	709-765-5847
Telephone:	709-368-8887
After hours phone for cancellations	709-317-2828

Bookings or cancellations cannot be made through GoBus drivers.

Any customer who is traveling with a pet in a carrier or a child/booster seat, must inform dispatch when booking their ride.

If a customer's mobility type changes, it is important to let dispatch know about the change in order to optimize scheduling and provide the necessary supports.

Depart-At or Arrive-By

Customers may choose a specific time to be picked up from their origin location OR dropped off at their destination. For example, if you have an appointment at 2pm and wish to arrive by 1:45pm, you can select an Arrive-By time of 1:45pm to reach your destination, rather than asking to be picked up at 1:15 and hoping to arrive by 1:45. The scheduling software will give you a pickup window that ensures you will arrive at your appointment no later than 1:45pm.

Trip Notifications

Customers may receive the following notifications about their trips.

- Evening before (approx. 7:30pm)
- 15 minutes before bus arrives
- 5 minutes before bus arrives
- Bus has arrived!
- No-shows

The notifications are based on approximate and estimated times. Changes to traffic or other events may alter these times. GoBus will make every effort to complete the pickup within the original pickup window.

In the event that GoBus service becomes interrupted by stormy weather or other emergency situations, any customers with scheduled trips will be notified.

Cancelling a Scheduled Trip

If you no longer need a trip, it is important to cancel as soon as possible. There is a very high demand for GoBus service. By cancelling early, you are allowing another customer the opportunity to book a trip.

Cancellations must be made **at least 45 minutes prior** to the start of your pickup window. Cancellations during business hours can be made by My Gobus app, website, or by telephone. Cancellations after hours can be made by app, website or by voicemail on the GoBus after hours phone line. If you do not cancel your trip with at least 45 minute's notice, your trip will be deemed a "no-show".

A user who consistently books and cancels trips without good reason will be contacted to address the issue. Any customer who has double-bookings or illogical bookings will be contacted to correct the matter.

User Responsibility

GoBus is a shared-ride public transit system and as such there may be more than one passenger travelling in the same vehicle, therefore passengers must:

- Book as early as possible.
- Leave ample time for arriving at your destination as other stops may be made along the way.
- Be ready for pickup at the **designated entrance** at the beginning of your 30-minute pickup window.
- Remain on the vehicle while others are picked up and dropped off

TRAVEL TIP:

Some locations such as shopping malls, hospitals, schools or public spaces may assign GoBus a specific pick up/drop off entrance based on accessibility and safety. Please ask our staff which entrance GoBus uses if you are unsure!

Destination / Time Changes

If a customer needs to make a change to a booking, they may contact GoBus dispatch staff to request the change. All changes to date, time or destination will be subject to vehicle availability. There is no guarantee a change can be accommodated.

No-Shows

A no-show occurs when:

- GoBus arrives within the pickup window and at the requested location but the customer is not there;
- GoBus arrives and the customer cancels at the door; or
- A trip is not cancelled at least 45 minutes before the start of the pickup window.

No-shows and late-cancels are very costly, create an interruption in GoBus service and scheduling and potentially prevent another customer from accessing the service. Please be considerate of other customers by being on time and cancelling rides properly.

If a customer is “no-show” for the first leg of a return trip, then the return portion(s) of that trip will automatically be cancelled. However, if the passenger still requires that return trip, they **must** contact GoBus to advise that the trip is still needed. Other trips scheduled for that same day will not be affected.

If a customer is no-show for a pickup, they may contact dispatch to request another pickup time. GoBus will schedule the trip pending vehicle availability. Wait times will vary and may be significant.

No-shows are monitored regularly by GoBus and by Accessible Transit Services. An “occurrence” is defined as **more than 4** no-shows per month.

1st occurrence – Customer will receive an advisory letter to inform them that they are in violation of the policy. This letter will provide a reminder of the policy, information about how to cancel trips properly and details about their no-show trips.

2nd occurrence (if within 1 month of the 1st) – letter and/or phone call from Accessible Transit Services to investigate the reasons for recurring no-shows. Accessible Transit Services will provide individualized support to the degree possible to help the customer reduce their frequency of no-shows.

3rd occurrence (if within 1 month of 2nd) – warning letter stating that another occurrence within the next month will mean a 7-day suspension of service.

4th occurrence (if within 1 month of 3rd) – 7-day suspension; any trips booked during this period will be automatically cancelled

5th occurrence (if within 1 month of 4th) – 14-day suspension

6th occurrence (if within 1 month of 5th) – 1 month suspension

7th occurrence (if within 2 months of 6th) – termination of GoBus eligibility

Anyone who has their eligibility status terminated can apply again after 1 year from the date of termination.

Customers with high rates of no-shows will have their usage reviewed on an individual basis and may be addressed outside the scope of this policy.

No-Show Appeals: If a customer believes their no-show was recorded in error, they may contact Accessible Transit Services within 2 weeks of receiving notice to discuss the specific circumstances of the no-show. The no-show will be investigated and may be excused if it is determined the no-show was a result of a GoBus error or if the circumstances are determined to be beyond the customer's control (i.e. stormy weather that results in an office or business closure).

Will-Calls

Customers who are attending a medical appointment and are unsure when they will be finished have the option to

1. estimate a return pickup time, or
2. book a one-way trip and contact dispatch when they are ready to go home.

Customers can also attempt to book their own return trip using the My GoBus app. **Will-Call trips are reserved for medical appointments only and are accommodated if and when a vehicle becomes available. We strongly encourage customers to estimate and prebook a return time wherever possible to avoid long wait times.**

Punctuality

In order to maintain the most efficient transit system possible, punctuality of both our passengers and our buses is very important.

Customers

Customers are expected to be at their specified pick-up location on time. “On time” means at the beginning of your pickup window. Once the bus arrives within that window, the driver will wait 5 minutes before moving on to pick up the next customer.

For example, if a passenger’s pickup window is 11:55am – 12:25pm, they must be ready by 11:55am. If the bus arrives at 11:55am and the passenger is not at the pick-up location, then the driver will leave at 12:00pm. GoBus has a responsibility to other users and must maintain a daily schedule.

It is the customer’s responsibility to be ready at the pickup entrance. Drivers are not expected to enter a building to look for a customer.

If a customer misses their ride, they may contact GoBus dispatch to request another pick-up time. GoBus will schedule the trip if a bus is available however wait times may be significant. GoBus is under no obligation to schedule another trip immediately after a missed trip.

Travel Tip!

Sign up for GoBus' trip notifications to get a reminder of your trip details the night before, 15 and 5 minutes before the bus arrives. You can view your estimated time of arrival by checking the My GoBus mobile or website.

GoBus

GoBus' on-time window is defined as the 30-minute window given to a customer at the time of booking.

If GoBus will be delayed more than 30 minutes, our dispatchers will make every effort to contact the passenger to inform them of the delay.

GoBus strives to minimize travel time for all customers without compromising safety or efficiency. Travel times may be longer for trips taken during inclement weather, peak travel hours and over long distances.

Use of Scented Products/Personal Hygiene

Scented products can aggravate health problems for many people. As well, any strong smell including body odor, perfumes, colognes, etc., can trigger allergies or other adverse reactions. All GoBus users are asked to be respectful in their hygiene and/or use of scents while traveling with GoBus.

Service Animals

In accordance with the Government of NL's Service Animals Act, service animals are welcome on GoBus. Passengers travelling with a service animal must inform the GoBus dispatcher when booking their ride.

All service animals must be under the constant control of the owner or handler.

For more information on the Service Animals Act, please visit: <http://www.assembly.nl.ca/business/bills/Bill1217.htm>.

Emergency Requests

GoBus is not equipped for medical emergencies. Requests for emergency transportation to a hospital for immediate personal medical treatment must be made through 911.

Safety Measures

GoBus Vehicles

GoBus operates a fleet of 18 accessible mini-buses. We also augment our service by sub-contracting with a local taxi company to transport GoBus customers. This service uses both standard vehicles and accessible taxi vans. Five taxi vehicles are dedicated for GoBus passengers only.

All accessible vehicles used by GoBus (mini-buses and accessible taxis) meet or exceed *Canadian Standards Association Standard D-409 for Vehicles for the Transportation of Persons with Physical Disabilities*¹.

GoBus mini-buses are equipped with hydraulic ramps measuring 54” long x 34” wide. Wheelchairs and scooters must be no larger than the ramp, and total weight (passenger and wheelchair combined) must not exceed 1000 lbs.

Driver Training

All drivers working for GoBus, including taxi drivers, are trained on all safety aspects of their vehicles, as well as disability awareness training. This includes, but is not limited to, First Aid, CPR, Criminal Record Check with vulnerable sector check, disability awareness and sensitivity training.

Use of Seat Belts & Tie-Downs:

Seat belts are available for all passengers. Please ask the driver for assistance if you require it. Seatbelts must remain locked in place until the bus comes to a complete stop.

¹ For more information visit: <http://www.scc.ca>

In accordance with the Newfoundland and Labrador Highway Traffic Act², it is mandatory to wear seatbelts in this province. All passengers **must** use seatbelts unless they provide documentation from a qualified medical professional stating they are unable to use a seatbelt.

All wheelchairs, scooters and other mobility aids must be restrained with tie-downs. Wheelchairs or scooters should meet the WC-19 standard³ - part of the *Wheelchair Tiedown and Occupant Restraint System* for use in motor vehicles – for optimal safety. This standard ensures wheelchairs and scooters are equipped with the appropriate design and supports to ensure they can be safely restrained while being used in motor vehicles. Any mobility aid that cannot be safely restrained will be refused. All passengers are responsible for ensuring their mobility devices are in good working order.

Use of Car/Booster seats:

As per the Government of NL's Highway Traffic Act⁴, passengers who are less than four years of age, or who weigh less than 18kg (40lbs) must travel in a CSA approved car seat.

Passengers who are 4 – 8 years old, weigh 18 – 37kg (40 – 80lbs) and measure 145 cm (4ft 9in) tall or less, must travel on a CSA approved booster seat.

GoBus accepts no responsibility for verifying weight or age.

It is the parent/guardian's responsibility to supply the CSA approved car seat or booster seat, as well as to install and anchor the seat for the trip. The dispatcher must be notified at the time of booking that a child seat will be used.

² For more information visit: <http://www.assembly.nl.ca/Legislation/sr/statutes/h03.htm>

³ For more information, visit:

http://www.qstraint.com/en_na/company/blog/137-new-wc18-standards-will-provide-increased-safety-for-wheelchair-passenger-transport

or

<http://wc-transportation-safety.umtri.umich.edu/wts-standards/wc19-wheelchairs>

⁴ For more information visit: <http://www.assembly.nl.ca/Legislation/sr/statutes/h03.htm>

A user who is unable to install and anchor the car/booster seat for the trip should ensure they have an attendant who can assist them.

Onboard Camera System

GoBus' buses are equipped with an onboard camera system that is recording video and audio while the bus is in operation. Cameras are installed to help increase safety and security for GoBus customers and drivers, as well as the general public. Signage is posted in all buses.

Cameras are constantly recording and will capture activity from the interior and exterior of the vehicle. Footage is maintained for approximately one month. In the event an accident or incident warrants investigation, management staff at TOK will save the necessary footage for the period of time required to complete the investigation.

Management staff at TOK who are responsible for GoBus will have access to recordings. TOK's claims adjuster will have access to any footage that is relevant to an ongoing investigation. Management staff of Accessible Transit Services may access footage as needed for the purpose of accident/incident investigation.

Hazardous Conditions

Ramps

Ramps at pick-up and drop-off locations, including private residences, should be maintained in good repair, clear of snow and ice or other impediments. Any ramps deemed unsafe will be referred to Tok's Transit Supervisor for further investigation. GoBus reserves the right to not transport a customer if ramp conditions make it unsafe.

For safety reasons, GoBus drivers may only assist passengers using wheelchairs to go over **one low step**.

Clear Path of Travel

Except in the case of an unforeseen circumstance - such as a sudden snowstorm - ramps, steps and driveways are expected to have a clear path of travel. 'Clear path of travel' means the path between the home and bus should:

- Be free from snow and ice
- Be free of debris and other hazards
- Be wide enough to accommodate whatever mobility aid the passenger is using
- Not encroach on neighboring premises
- Have adequate lighting

Dangerous Weather Conditions

On particularly stormy days when road conditions are hazardous, it may pose a danger to GoBus drivers and passengers to travel in some service areas.

In these situations, passengers will be advised if scheduled bookings have to be changed or cancelled.

Passengers should anticipate delays or service interruption during adverse weather conditions. In some circumstances, passengers may be informed by dispatchers that their return trip cannot be guaranteed and that they should cancel or arrange alternate transportation.

GoBus reserves the right to change or cancel any or all scheduled runs under these and other adverse/emergency situations.

Driver Assistance

GoBus is a door - to - door service. As such, drivers are expected to assist all customers to and from the GoBus vehicle, unless otherwise specified by the customer. Customers should be ready at the pickup entrance within 5 minutes of the bus arriving. The driver will go to the door and provide support to the vehicle as required. Drivers are not expected to look for the customer beyond the pickup entrance.

Upon request, drivers may assist customers to (un)lock exterior residence/building doors and enter security doors.

GoBus drivers **must** remain in clear view of their bus at all times.

Drivers will not shovel snow or otherwise clear a path of travel. Users must ensure that there is a clear path between their home and the bus.

Drivers are **not permitted** under any circumstances to:

- Administer medication;
- Be custodians of keys and/or other personal items;
- Do personal errands for users;
- Assist users with personal items, including clothing.

Carry-On Articles

All articles being transported on GoBus must be strapped down or safely secured for the duration of the trip. Customers may carry articles/bags onboard a GoBus vehicle as long as they or their attendant can carry and control the articles safely.

It is not the driver's responsibility to carry and load an excess amount of groceries, shopping bags, etc., or to transport furniture or other large/heavy items. If users require assistance carrying numerous packages, someone should travel with them to provide that help. Customers and their attendants should only carry items that can be kept in their control. Placing multiple grocery bags, for example, on the floor of the bus creates a potential hazard. Likewise, hanging bags from a person's wheelchair may create difficulty for the driver to secure the necessary safety belts and may create a hazard for other passengers. Bags must be secured so as to not interfere with safety belts.

GoBus has the right to refuse any and all articles deemed to be unsafe to transport.

Transporting Medical Equipment

GoBus does not provide transport of equipment alone (i.e. wheelchairs, walkers, scooters, hospital beds, etc.). GoBus is a transporter of people.

Pets

Small pets may be carried on GoBus provided they are in an approved pet carrier and can be safely kept in the customer's control.

When making a booking the passenger **must** inform the GoBus dispatcher if travelling with a pet.

Conduct

Customer Conduct:

Customers, including attendants, are expected to demonstrate punctuality, respect and common courtesy during all trips and all interactions with GoBus staff.

As per Bill S-221 of the Criminal Code of Canada⁵, threatening or assaulting a transit operator (driver) could result in serious criminal charges and jail terms. Assaulting a transit operator puts passengers and others on the road at risk.

Any person who is physically or verbally abusive to a driver or other passenger will be denied access or be asked to disembark from the GoBus vehicle. The GoBus vehicle will wait for a reasonable period of time for the person to arrange alternate transportation. GoBus is **not** responsible for the cost of any alternate transportation.

All incidents involving abuse or harassment will be promptly investigated. Witnesses may be contacted to provide statements. Camera footage will be reviewed as available. If necessary, individuals will be denied future access

⁵ For more information visit <http://www.parl.gc.ca/housepublications/publication.aspx?mode=1&docid=6580275&language=e>

to GoBus for an appropriate length of time which will be determined on a case-by-case basis.

GoBus reserves the right to deny transportation to any user or attendant who is intoxicated, abusive to drivers or fellow passengers, not practicing safety procedures or for any other reason which is outside the scope and intent of GoBus Accessible Transit.

GoBus Staff Conduct:

All GoBus Accessible Transit employees are responsible to use good judgment when working with the public and are expected to treat all passengers with respect and common courtesy.

Drivers, dispatchers and other staff are not to swear, use vulgar language, engage in immoral or indecent conduct, etc., while working. All staff must adhere to all relevant safety regulations.

If a customer believes a GoBus employee is not exhibiting proper conduct, they may notify TOK management or Accessible Transit Services so the situation can be investigated and addressed.

Consumption of Alcohol/Smoking/Vaping

It is illegal to board any vehicle with opened alcohol or to smoke or use a vaping device while traveling on a public passenger vehicle. Any person travelling on GoBus (customer, attendant or other) who ignores these regulations will be denied access to GoBus.

Lost and Found

Items that are lost or found while traveling in a GoBus vehicle must be reported to TOK (GoBus).

GoBus will hold non-perishable items for a maximum of 7 days. Other items, such as food, will be disposed of at the end of the day. GoBus will not be held liable for items left on the bus and will not be responsible for their delivery.

GoBus Service Alerts

Customers may sign up to receive text and/or e-mail alerts from GoBus. These alerts would be used to share information such as:

- Service interruptions
- Policy changes
- General information

To sign up, please visit www.gobus.info/alerts.

Feedback

We are always open to receiving feedback from GoBus customers. Any customer who wishes to provide feedback or to file a complaint should do so as soon as possible so that we may follow up in a timely manner. Please contact TOK Transit or Accessible Transit Services and provide name, contact details and as much information as possible about the issue.

Feedback or complaints related to the day-to-day operation of GoBus should be directed to TOK. If a complaint cannot be addressed to a customer's satisfaction by TOK, they may contact Accessible Transit Services.

Feedback or complaints related to eligibility requirements or GoBus policies should be directed to Accessible Transit Services.

A feedback form is available online at www.metrobus.com/gobus.

Contact Information

Accessible Transit Services

Metrobus

25 Messenger Drive

St. John's, NL A1B 0H6

Telephone: 709-570-2131

E-mail: gobus@metrobus.com

Online: www.metrobus.com/gobus

GoBus / TOK Transit

56 Clyde Avenue
Mount Pearl, NL A1N 4S1

Customer Service: 709-368-8887
After-hours Cancellations: 709-317-2828
Feedback E-mail: gobus.feedback@toktransit.com