

Accessible Transit Policies for Passengers



Fredericton
Transit

Accessible Fixed Route
Transit Service
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ACCESSIBLE LOW FLOOR BUS SERVICE

Policy and Procedures

Fredericton Transit’s fixed route buses are designed as Accessible Low Floor (ALF) buses with capability to lower (kneel) or deploy a ramp. Kneeling of buses and/or deployment of the ramp make it easier for passengers with disabilities to enter and exit the bus. When operating an ALF bus, Operators will kneel the bus and/or deploy the ramp at the request of a passenger. While all of the City’s fleet of conventional buses are ALF, these buses are also identified as ALF by the International Symbol of Access located on the right front corner.

Fredericton Transit fixed route buses contain either one or two priority seats, depending on the bus, for use by passengers with mobility devices. Use of priority seating is on a first come, first served basis as detailed within this policy document.

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Capacity:

Low floor buses have a ramp width of 76.2cm (30 inches) and can accommodate mobility devices with maximum width of 74cm or 29 inches.

Three and four wheel scooters are not permitted on conventional transit buses.

The seating design/layout of the bus requires that selected seats be raised and locked in the 'up' position to accommodate mobility devices.

All mobility devices require a minimum of two anchor or tie-down points.

Priority Seating:

In cases where the priority seating area is already occupied, or if the bus is full with a standing load and the Operator cannot board another passenger, the Operator will stop at the bus stop and advise the waiting customer with a mobility device that they will need to wait for the next scheduled bus. Management is to be advised immediately.

Operators may ask another customer to voluntarily move from the priority seating area to another seat to allow a customer using a mobility device to access the priority seating; however, the Operator cannot displace another fare paying customer if they decline to move.

Routing and Service Standards:

All Fredericton Transit routes have accessible seating. However, seating is limited and provided on a first come, first served basis. Fredericton Transit is continuing to make improvements to its bus stops and shelters to increase the numbers of accessible stops on each route. Given the lack of predictability associated with winter weather, Fredericton Transit has established service level standards with respect to bus stop clearing and maintenance to assist customers with planning their travel. A summary of Fredericton Transit's service level standards can be found on the City's website: www.fredericton.ca/transit. A map is also available on the City's website indicating which stops are accessible, including which stops receive priority maintenance during winter months.

Customer Destination:

To request a stop, passengers who use a mobility device, may advise the Operator when boarding of their intended destination. Prior to reaching the destination the passenger should use the yellow bell strip (located on the under-side of the flip-up seat) to inform/remind the Operator of their request to stop.

Fare:

Fares are required in accordance with the fee schedule posted on the City's website. Fares should be paid as you pass the fare box while boarding the bus. You should have your fare ready to place in the box. If you cannot reach the fare box Operators are permitted to assist passengers with placing the fare into the fare box.

If a passenger using a mobility device or walker/rollator requires a **significant** amount of assistance in boarding and disembarking, they may be accompanied by a companion/attendant, who *rides for free*.

Restraint System:

Passengers who use a mobility device are required to back into the priority seating area on their own or with the assistance of their companion/attendant. Once the passenger has backed into the priority seating area, Operators are fully responsible for ensuring proper securement of the customer's mobility device. After the floor straps and wheelchair are in place, passengers are required to set their park brake and for those with power wheelchairs are required to turn the power 'OFF'.

Passengers who have devices equipped with lap belts should secure their lap belts prior to the bus moving and may be reminded by the Operator of this requirement. Fredericton Transit is not responsible should an incident occur where a passenger chose not to use or secure their lap belt.

Passengers are responsible for ensuring the back of their mobility device is clear of personal belongings such as backpacks which should be held in your lap during travel. Passengers assume all responsibility for items not removed from the back of the mobility device when secured in the docking station.

Boarding and Disembarking:

The loading and unloading of all mobility devices must be done at the front door.

Passengers with mobility devices should wait to board until all other passengers have boarded at which point the Operator will lower the bus and deploy the ramp.

When disembarking, passengers using mobility devices will be unrestrained by the Operator once other passengers have exited the bus. Passengers waiting to board the bus will be instructed by the Operator to wait until all passengers have disembarked.

Passengers traveling who require a mobility device should have the ability to **board**, maneuver and depart the bus **independently**, safely and efficiently.

Operators are responsible to ensure the customer's mobility device is fully secured using the restraint systems. **Without exception**, the Operator must ensure the restraint systems are engaged and secure before the bus moves.

Emergency Evacuation:

In the event of an emergency that poses a danger, such as a fire, for a passenger who uses a mobility device, the Transit Operator, with the assistance of others as required, will help remove the passenger for their safety.