

Coast Mountain Bus Company's Policy Regarding Getting a Paid Taxi for the Customers When the Ramp is Malfunctioning

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WHEELCHAIR/SCOOTER CUSTOMER SERVICE PROCEDURES

Coast Mountain Bus Company has made arrangements with various taxi companies to accommodate customers with wheelchairs or scooters that have been passed up due to:

1. Failure of the lift to operate, or;
2. A non-lift equipped coach is assigned to the run.

In the event of either of the above, operators are asked to call Transit Communications and advise them of:

- The name of the customer,
- Their present location, and;
- Their intended destination.

This procedure is not to be used when pass-ups are due to heavy loads, or when both wheelchair areas of the coach are already occupied.

(Original signed by)
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The one piece of information missing from the written policy is that if a taxi is called for a customer who was unable to use the bus then the taxi takes the customer to their final destination, even if the final destination is off the bus route. Coast Mountain Bus Company and ComPACT (Committee to Promote Accessible Conventional Transit) realize the inconvenience of a ramp that doesn't work and so hope to help the situation a bit by making the policy take the customer to the final destination.

Many people in Vancouver clip the policy out and keep it with them while using Transit so that if a bus driver says they haven't heard of the policy the customer can pull out the policy and show the driver. In response to CAN's e-mails about this policy Coast Mountain Bus Company posted the policy on a bulletin board late last year, for two months, and all bus drivers should be aware of the policy.

Updated Policy regarding Scooter/Wheelchair Passengers Left Behind

On March 15, 2007 an Service Delivery Bulletin was issued to all our Operators instructing them to contact the Communications Centre in the event that:

A wheelchair passenger, a passenger with a scooter, or a passenger with a mobility aid requiring a seat in the Accessibility area has to be left behind for any reason. Operators can do this from the bus, as all are equipped with a radio or cell phone.

Our Communications center will then determine if calling an accessible taxi is the best way to accommodate the customer. There will be times that the next bus will be quicker than dispatching a cab. This is an expansion to our original policy of calling taxis only when the buses ramp or lift was inoperable.

The Bulletin also re – emphasized the customer priority to the accessible areas of the bus:

1. Customers who use wheelchairs, scooters or other mobility aids
2. Customers with strollers

In the event that a person with a stroller is already occupying the accessible area we can normally accommodate a wheelchair or scooter by requesting the customer with a stroller to fold the stroller and move to another available seat. If this were not possible, the operator would notify T Comm. and request assistance.