

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.