



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: June 2018



GoBus Accessible Transit

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.

Effective January 1, 2012, the City of St. John's entered into a contract with **MVT Canadian Bus, Inc.** to operate GoBus. This contract has been extended through December 31, 2021. MVT is responsible for the day-to-day operations of the GoBus service. They have 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 MVT.

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 with MVT, 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.

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/or medical documents will be held for up to 3 months or, if applicable, the period of time required for an eligibility appeal. Any such documents are held within a locked cabinet to which only the Manager of Accessible Transit Services has a key.

MVT Canadian Bus is a third party private company that operates the GoBus service. Personal information such as name, address, supports required, and other non-medical information will be shared with MVT and any sub-contractors only as required for them to provide transportation.

Trip related information 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. All funding partners are subject to ATIPPA, 2015.

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 20 of this guide.

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Getting Started

To become a registered GoBus user, individuals must apply and be deemed eligible. Applications are available at Accessible Transit Services (Metrobus):

Online: www.metrobus.com/gobus

Phone: (709) 570-2131

E-mail: gobus@metrobus.com

Completed applications must be returned to Accessible Transit Services. Once an application has been processed, the applicant will be contacted and notified of approval or denial. If the application is denied, individuals do have the option to appeal.

Eligibility

People who are eligible are those who are unable to use conventional public transit (Metrobus) with dignity due to disability. This can include being unable to:

- board, ride or disembark from a Metrobus because the system is not fully accessible;
- use Metrobus due to vision, cognitive, mental health, or other disabilities;
- reach boarding locations, ride and disembark from the Metrobus vehicles even if they are fully accessible.

Permanent Eligibility

Individuals who are considered permanent users will typically be persons whose disability is lifelong and unlikely to change. Permanent users will not have to provide any further eligibility information once approved.

(Exceptions may apply if a customer has been inactive for a significant period of time.)

Seasonal Eligibility

Seasonal eligibility to use GoBus is possible in the winter months (November 1 to March 31). Any person can apply for seasonal GoBus eligibility if they have specific mobility issues or temperature sensitivities.

Temporary Eligibility

Individuals considered temporary users will be eligible for a limited period of time. If the customer still requires GoBus service at the end of that period, they may contact Accessible Transit Services to request an extension.

Some examples of temporary eligibility:

- Customer has a medical condition such as a broken leg and is temporarily unable to use Metrobus;
- Customer has recently undergone an operation or other medical treatment and is temporarily unable to use Metrobus;
- Customer has a disability that is expected to be resolved over time through treatment or medication;
- Customer is a visitor to the City of St. John's or City of Mount Pearl and is a valid accessible transit user from other municipality.

Appealing Eligibility

Applicants whose request for eligibility is denied have the right to an appeal. Appeals must be filed within 60 days of receiving notice of denial. The process includes an opportunity to present additional documentation and/or to meet with the Appeal Committee in person to present arguments from the applicant's own personal view, or if desired, by an advocate.

Appeals will be reviewed by an Appeal Committee. To ensure objectivity and transparency the Appeal Committee will consist of:

- Member(s) of the Paratransit Working Group
- An independent non-user of GoBus

- Employee(s) of Metrobus

The decision of the Appeal Committee will be made within 30 days and accepted as final by Accessible Transit Services.

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

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

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.

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 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 or to Accessible Transit Services.

GoBus Rates as of January 1, 2017:

	Adult (18 - 64)	Senior (65+)	Child* (5 – 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 5 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:

Name	Location	Payment Options
Access St. John's Centre	St. John's City Hall, 10 New Gower St, 1 st Floor	Cash Debit (Interac) VISA MasterCard American Express
Metrobus Transit Centre	25 Messenger Dr, St. John's	Cash Debit (Interac) VISA MasterCard American Express
MVT Canadian Bus	5 Kyle Ave, Mount Pearl	Cash Personal cheque
GoBus drivers		Cash Personal cheque
GoBus e-Store	GoBus.info	Debit (Interac) Visa/Visa Debit MasterCard American Express

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

Advanced Education and Skills:

There are two separate divisions of the provincial Department of Advanced Education and Skills that provide transportation costs to users of GoBus.

For more information on these programs contact AES:

Phone: 709-729-7888
TTY: 1-888-380-2299
E-mail: aes@gov.nl.ca

1. Income Support

This program provides transportation costs for medical transportation only. In the greater St. John's area clients must provide verification of eight or more medically related trips per month before they are deemed eligible for this funding. All trips must be pre-authorized and approval is granted for travel by the most economical means available.

2. Career Employment and Youth Services

This program provides transportation costs for clients attending education or employment programs. The costs are pre-approved as part of the client's action plan. Clients receive transportation money on their recurring cheque and are responsible for paying for the service from these funds.

Eastern Health Community Supports Program:

Customers may be eligible for a bus pass subsidy if they are clients of Eastern Health. Please contact your case manager or health care provider to inquire about eligibility for subsidy.

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 any travel related supports. 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.

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 their trip**, otherwise the trip will automatically be cancelled.

2. **Reservation Trips** are for individuals who wish to book one-way or return trips with at least 24 hours' notice. These trips are booked on a first-come first-served basis.
3. **Same-Day Trips** are requested with short notice (less than 24 hours before requested pick-up time) and must be negotiated between the passenger and dispatcher. Same day trips will be scheduled **only** if a bus is available. (Taxis are not used for same-day trips.) GoBus is under no obligation to schedule a same-day trip.

Booking Transportation

Riders have several options for booking their trips with GoBus. These include:

Telephone:	(709) 368-8887
TTY:	(709) 368-1620
Text:	(709) 765-5847
E-mail:	gobus@mvtcanada.com
Online:	http://metrobus.com/bookyourride

Bookings cannot be made through GoBus drivers.

The following information is required when booking a ride:

- Passenger's name
- Date of travel
- Time and address of requested pick-up (an accessible entrance)
- Destination address (an accessible entrance)
- Whether an attendant will be travelling with the passenger and the space type for the attendant (ambulatory, wheelchair, etc.)
- Whether a service animal will be travelling with the passenger
- If a child using a car seat or booster seat will be travelling with the passenger.
- If a pet will be travelling with the passenger.
- Any other pertinent information

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.

Trip Notifications - Ripple

GoBus' notifications system – Ripple – sends automated notifications to remind customers about upcoming trips. In addition, customers may receive notifications regarding cancellations, no-shows or imminent arrival (20 minutes before the bus arrives). Notifications may be received by telephone, text or e-mail.

Notification options include:

- *Trip Booking Confirmation* confirms that a trip has been booked
- *Trip Cancel Confirmation* confirms that a trip has been cancelled
- *Trip Reminder* is a "night before" notification that provides details of the upcoming days' bookings. These notifications usually arrive between 6pm and 7pm.
- *Trip Update* provides information if there was a change to any of the trips listed on the Trip Reminder notification.
- *Imminent Arrival Reminder* is a notification that the bus is 20 minutes away. This only works for bus trips; not applicable for taxi trips.
- *Imminent Arrival Update* will notify of any change to a trip after the Imminent Arrival notification has been sent.
- *Mass notification* would be used if GoBus needs to send a notification to everyone. For example, if GoBus needs to suspend service due to a snowstorm, everyone who has an upcoming trip that day would get the notification.

By default, all customers will receive trip reminder notifications the evening before a scheduled trip. Customers may contact GoBus dispatchers or Accessible Transit Services to select any additional notifications they wish to receive.

Online Booking - Passenger Portal

GoBus customers can manage their trips online using a computer, tablet or mobile phone. Customers can:

- Book, cancel or confirm a trip
- View trip history as well as upcoming trips
- Quickly and easily cancel trips
- Get an estimated time of arrival for a trip
- Let dispatch know when you are ready for your “will-call” pickup

To get started, customers will need to contact Accessible Transit Services to acquire their unique User ID and password.

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 90 minutes prior** to your pick-up time. Cancellations can be made by telephone, TTY, text, e-mail, or via Ripple or Passenger Portal. If you do not cancel your trip with at least 90 minute’s notice, your trip will be deemed a “no-show” and you will be charged the appropriate fare for the trip.

If your booking is for the first 90 minutes of the day, you should leave a message on the GoBus voice-mail or send a text to dispatch.

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.

Vacation Status

If a customer has subscription bookings and plans to be away or otherwise not using GoBus for a period of time, they must contact dispatch to have their subscription trips put on hold.

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 as time slots are booked on a first-come, first-served basis.
- 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 within the pickup window. The pickup window is defined as 15-minutes before to 15-minutes after the requested time.
- Remain on the vehicle while others are picked up and dropped off.

Destination / Time Changes

All requests for changes to destination or scheduled pick-up or drop-off times must be made through a GoBus dispatcher. Significant changes to addresses or times will impact how the trip is scheduled. If a request for change is made with short notice (less than 24 hours), there is no guarantee the change can be accommodated.

If you are ready for your return trip earlier than your scheduled pick-up time, you may call GoBus dispatch to inquire if an earlier bus is available. GoBus will schedule the earlier trip only if a bus is available. There is no guarantee the request 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 with the required 90 minute's notice.

No-shows and late-cancels are very costly, create an interruption in GoBus 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 passenger 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. If the passenger has other trips scheduled for that same day, those trips will not be affected.

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, with MVT if required, 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

For customers attending medical appointments where they are uncertain of the duration of the appointment, a "Will-Call" status can be applied to the return trip. This means the trip is left open-ended. When the customer is finished their appointment and ready to be picked up, they should contact GoBus dispatch and a vehicle will be sent to complete the trip as soon as possible. Customers may also notify dispatch by logging into Passenger Portal and clicking *I'm Ready*. **Will-Call trips are reserved for medical appointments only.**

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 15 minutes before and 15 minutes after the requested pick-up time. 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 is scheduled for a 12 noon pick-up, they must be ready by 11:45am. If the bus arrives at 11:45am and the passenger is not at the pick-up location, then the driver will leave at 11:50am. 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 will not 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.

GoBus

GoBus’ on-time window is defined as 15 minutes before and 15 minutes after a scheduled pick-up time.

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.

Please wait at least 15 minutes past the scheduled pick-up time before calling GoBus to check on your ride.

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 may travel 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.

Wi-Fi Service

NOTE: As of May 2018, GoBus Wi-Fi is temporarily out of service. Notices will be posted in GoBus vehicles when the service is restored.

All GoBus vehicles are equipped with free Wi-Fi service. To connect, look for the SSID (network name) with "GoBus" in the title.

Safety Measures

GoBus Vehicles

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

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. Wheelchairs and scooters must be no longer than 51" and no wider than 34". Total weight of a passenger and their wheelchair must not exceed 800 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.

In accordance with the Newfoundland and Labrador Highway Traffic Act², it is mandatory to wear seatbelts in this province. All passengers **must** use

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

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

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 must meet the WC-19 standard³ - part of the *Wheelchair Tiedown and Occupant Restraint System* for use in motor vehicles. 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 they have the required safety belts, braces, etc.

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.

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.

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>

Onboard Camera System

GoBus accessible 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 MVT will save the necessary footage for the period of time required to complete the investigation.

Management staff at MVT who are responsible for GoBus will have access to recordings. MVT'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, must meet CSA Building Codes, as per the Newfoundland & Labrador Buildings Accessibility Act⁵.

For safety reasons, GoBus drivers will 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

⁵ For more information visit <http://www.assembly.nl.ca/legislation/sr/regulations/rc961140.htm>

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 creates difficulty for the driver to secure the necessary safety belts and can create a hazard for other passengers.

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 Canada⁶, threatening or assaulting a transit operator (driver) could now result in more serious criminal charges and longer 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.

⁶ For more information visit <http://www.parl.gc.ca/housepublications/publication.aspx?mode=1&docid=6580275&language=e>

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 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 MVT management or Accessible Transit Services so the situation can be investigated and addressed.

Consumption of Alcohol/Smoking

It is illegal to board any vehicle with opened alcohol or to smoke 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 MVT Canadian Bus Lines (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 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 MVT Canadian Bus 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 MVT. If a complaint cannot be addressed to a customer's satisfaction by MVT, 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 Dr

St. John's, NL A1B 0H6

Tel: 709-570-2131

Fax: 709-722-0018

E-mail: gobus@metrobus.com

MVT Canadian Bus Lines / GoBus

5 Kyle Ave

Mount Pearl, NL A1N 4R4

Tel: 709-368-8887

Text: 709-765-5847

TTY: 709-368-1620

Fax: 709-368-1943

E-mail: gobus@mvtcanada.com