

Things to Expect When You Ride

All VIA buses are equipped with ramps or lifts and two wheelchair securement stations.

Passengers using wheelchairs are asked to wait for their bus on the concrete pad next to the bus stop pole, where available. If for some reason the operator is unable to deploy the ramp on the pad, passengers using wheelchairs may be asked to board at street level or the bus may move to a nearby location where boarding is possible.

If both wheelchair securement positions are occupied, passengers using wheelchairs who can fold their wheelchairs and transfer to a bus seat may board the bus. Otherwise, the passengers using wheelchairs will be asked to board the next available bus. If the next scheduled bus is more than thirty minutes away, VIA will send a van for the customer.



Bus Fares

VIATrans passengers with a valid VIATrans ID	no charge
Personal care attendant & 1 companion	no charge*
Passengers with a valid reduced fare card	1/2 fare

Go to www.viainfo.net for details on fares and passes

* *The personal care attendant and companion must board and alight at the same time and location as the passenger with the valid VIATrans ID, or a full fare charge will be incurred. Transfers will not be issued or sold to the personal care attendant or companion.*



Should you find you need additional information, go to www.viainfo.net or contact VIA's Customer Service Department at 362-2020.

Information operators are on duty:
Monday - Friday 6 a.m. to 8 p.m.
Saturday 7 a.m. to 7 p.m.
Sunday 8 a.m. to 5 p.m.

For information about travel training for wheelchair users, call 362-2154.



Riding the Bus Using a Wheelchair

Helpful information for passengers using wheelchairs and scooters on fixed route bus service.



The information in this brochure is consistent with ADA regulations.

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Wheelchair Securement

Operators are required to secure all wheelchairs and scooters using the following guidelines:

- A** Four separate securement places on your wheelchair.
- B** Securement places that are on the frame of your wheelchair.
(Operators cannot secure to any parts on the wheelchair that are removable or breakable.)
- C** Approximately a 45-degree angle of all four securement straps.



Expect the operator to use all four straps on the bus, and extra blue straps when necessary, to secure your wheelchair. The operator will have the last word on securing any wheelchair aboard VIA buses.

The operator may ask you to adjust bags or items that may prevent the operator from securing your wheelchair.



not acceptable



acceptable

Personal Effects

Customers may board the bus with groceries or other personal possessions, which they can carry without assistance from the Operator. Persons needing assistance with these items should arrange to travel with a companion or personal care attendant for this purpose.

Customers traveling with urine bags must ensure the bags are out of the operator's way when securing the wheelchair and do not pose a hazard to the operator or the other customers.

Wheelchair Limitations

VIA buses and vans can accommodate wheelchairs and scooters up to 48 inches in length and 30 inches in width, including any attached baggage or accessories, and weighing up to 600 pounds when occupied.

Any wheelchair exceeding these limitations will not be transported on any VIA vehicle.



Special Assistance

The following assistance will be provided by your operator upon request:

- Announce specific destination stops.
- Verbal or written directions to a transfer point.
- Ask passengers in priority seating to give up their seat for passengers with disabilities or a passenger who is elderly. (Please note, operators cannot force passengers to give up priority seating. In situations where patrons refuse to give up their seats, passengers using wheelchairs may be asked to catch the next bus.)
- Assist passengers onto or off the lift, and up or down the ramp, or boarding or alighting the bus.

Service Animals

Service animals can ride any VIA bus or van when assisting or being trained to assist a customer who is disabled. Animals accompanying customers solely for the purpose of providing security do not qualify as working or service animals. Service animals must be under the control of the passengers.

