

Things to Expect When You Ride

For the benefit of persons who travel in wheelchairs or scooters, all VIA buses have ramps or lifts and two areas where customers and their mobility devices can be secured.

All passengers should wait at a bus stop pole, or in a VIA shelter where available. The bus operator will activate a ramp or lift at the stop or a nearby location. Customers in mobility devices can then use the ramp or lift to easily and safely get on or off the bus.

If both wheelchair securement positions are occupied, passengers who use and can transfer from a folding wheelchair may board the bus. Otherwise, the passengers in mobility devices will be asked to wait for another bus. If the next scheduled bus is more than 30 minutes away, VIA will send an accessible van to take the customer to his or her destination.



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.*



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 10 p.m.
Saturday	7 a.m. to 7 p.m.
Sunday	8 a.m. to 5 p.m.



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.

