



Société de transport
de Laval

TRANSIT USER'S GUIDE

Accessibility to the regular network



The STL's Regular Bus Network is Becoming More Accessible

Giving you freedom, autonomy and flexibility to get around town!

People in wheelchairs, as well as those on three-wheel and four-wheel scooters, may now use the STL's regular bus network, thanks to vehicles equipped with an access ramp.



This service is for transit users who are able to board and disembark the bus **autonomously**, either by themselves or with the assistance of their companion.

It doesn't replace the paratransit service, which is still available for people who prefer it or whose particular needs require such service.

Are you planning on travelling on accessible buses?


Read the following for worry-free, trouble-free travelling!

1 Know where and when accessible bus service is available.



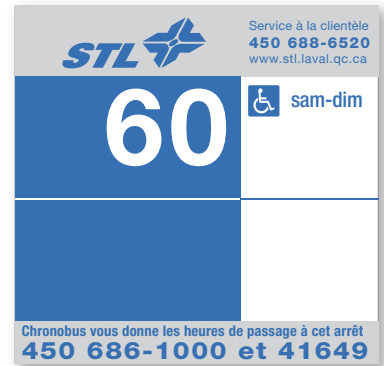
To find out what bus routes provide accessible service, the designated stops and the times when accessible buses will be passing by there, go to the Schedules & Routes section of our **Website**, or inquire at our **Customer Contact Centre** at 450 688-6520.



In addition, the timetables issued for the various bus routes indicate, by means of the  pictogram, which routes have buses that are **accessible** to wheelchairs, three-wheel scooters and four-wheel scooters.



Users can board and be dropped off at the **designated stops** along the bus routes, according to a set schedule. Check the bus stop sign and look for the pictogram.



2

Check that your mobility aid doesn't exceed the maximum dimensions accepted aboard.



Manual or power wheelchair, three-wheel or four-wheel scooter:



Width:
73.66 centimetres (29 inches)
Length:
116.84 centimetres (46 inches)

3

If you are accompanied when travelling, get a companion card.

The person who assists you on your bus trips gets a **free** ride when you have a paratransit eligibility card and show it to the driver. If you do not have this card, you may obtain a companion card issued by the STL's Service de transport adapté (paratransit department).

How to obtain this card:

Website


<http://www.stl.laval.qc.ca/lang/en/paratransit-service/companion-card/>

Telephone no.:

450 662-8356



1 Make sure you're at the right stop

The bus stop signs where you may board an accessible bus displays the  pictogram.



2 Identify the bus that can take you aboard.

The bus's electronic sign located on top of the windshield displays the  pictogram when accessible service is available.



3 Express your intention to board the bus.

When an accessible bus approaches, position yourself at the stop in such a way that you are visible to the driver, so that he or she can start up the access ramp operations once all the other transit users have boarded.



4 Keep your distance from the access ramp while it is being put into position and wait until it is fully in place before starting to board.

Operating the access ramp requires a certain clearance in front of the bus and on each side. For your safety, keep your distance!





1

Settle into the area of the bus reserved for transit users with a mobility aid (wheelchair, three- or four-wheel scooter).

Located near the back door, this area is easy to find.

2

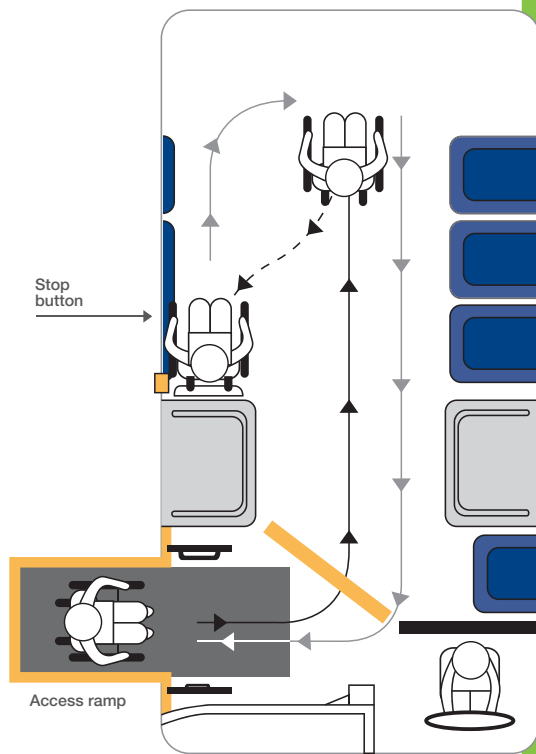
Correctly position your mobility aid.

Your mobility aid must face the back of the bus and lean against the pressure pad provided for this purpose.

3

Engage the brakes or any other locking mechanism on your mobility aid.

In addition, if you use a three-wheel scooter, place its front wheel straight for greater stability.



Source: STO

Please note

The Société de transport de Laval (STL) disclaims all responsibility for any breakage or damage caused to a wheelchair, three-wheel scooter or four-wheel scooter, due to the use of equipment facilitating access aboard the buses.

1 Give advance notice of your intention to get off the bus.

Press on the **blue** "stop request" button, located under the middle seat (which is in a closed position), to notify the driver that you want to get off the bus soon. The driver will put the access ramp into place to drop you off at the next authorized stop.



2 At the next authorized stop, wait until the ramp is fully in place before you start making your way along it.

The driver will let the other passengers off before putting the access ramp into place.

Can the driver help me board or get off the bus?

NO. For safety reasons, the driver must remain at the wheel of his vehicle at all times. He or she therefore cannot help you board or get off the bus, nor settle you into the area reserved for you and your mobility aid.

Why can I only board or get off the bus at certain stops along a bus route?

The physical configuration of a bus stop must meet certain conditions to allow transit users to safely get on and off the bus using the access ramp. More precisely, the sidewalk must have a minimum height of 8.2 centimetres and a minimum width of 1.5 metres, so that the slope of the ramp isn't more than 10 degrees.

For this reason, people in a wheelchair or in a three-wheel or four-wheel scooter are only allowed to get on and off the bus at designated stops.

Is accessible bus service available in the winter?

YES. It is offered year round; however, in the winter, the STL may cancel service at certain designated stops if the conditions (i.e. snow or ice) make it too hazardous. In case of doubt, check first by phoning our Customer Contact Centre at 450 688-6520.

What should I do if someone in a wheelchair, three-wheel scooter or four-wheel scooter is already occupying the reserved area inside the bus when I'm getting ready to board?

This situation is highly unlikely, but if it should occur, there are two options:

- **If you can fold your wheelchair and sit on a seat,** board the bus by following the boarding procedure. Once settled into a seat, make sure you position your wheelchair so that it is not in the way of other transit users.
- **If you can't** you will unfortunately have to wait until the next accessible bus passes by.



Some advice for travelling safely and comfortably

- 1** It is recommended that you be accompanied **on your very first trip aboard an accessible bus**. In this way, you will be able to familiarize yourself with boarding, positioning and disembarking operations and procedures, while relying on your companion's assistance, if need be.
- 2** **Before using the access ramp** to get on or off the bus, position yourself safely on your mobility aid, fasten the seatbelt and engage its anti-tilt mechanism.
- 3** **Make your way cautiously along the access ramp**, considering that its slope may be as high as 10 degrees.



If you have any questions or comments regarding your bus trips,
don't hesitate to phone our Customer Contact Centre at **450 688-6520**.

Monday - Friday: 6:30 a.m. – 8 p.m.
Saturday, Sunday and holidays: 8 a.m. – 6 p.m.

stl.laval.qc.ca

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