



Accessible Bus Services

MARCH 2010



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Accessible Transit

Mississauga Transit provides fully accessible service on most of its regularly scheduled routes throughout the city.

Mississauga Transit wants to make your travel experience as easy and convenient as possible.

This guide provides what you need to know about our accessible transit services.

Accessible Buses are Designed for:

- Customers using a wheelchair, scooter, walker, cane or crutches.

- Customers with a heart condition, arthritis or other disabilities that make it difficult to climb stairs.
- Two wheelchair/scooter securement areas.

The priority seating area located at the front of the bus, is for seniors and passengers with disabilities. This area is designated with a sign.

Customers must have the ability to manoeuvre their chairs or scooters safely and effectively. Those who need assistance to board, pay their fares, access the seating area or exit must be accompanied by an attendant.



Find customized route and schedule information:



Here's how Mississauga Transit's online trip planner works:

Visit www.mississaugatransit.com

- Enter your origin and destination, day and time of travel.
- Choose accessible routes.
- Print a detailed trip itinerary that includes bus connections, times and directions or print only the bus stop schedule you need.

Your destination is only a mouse click away.

Here's how Mississauga Transit's 24-hour automated information system works:

- All Mississauga Transit bus stops are identified by a four-digit number.
- By calling **905-615-4BUS (4287)** and entering a four-digit bus stop number, Citylink will give you the scheduled bus departure times at that stop for any day of the week.

**Citylink operates 24 hours a day,
7 days a week.**



For customer information:



905-615-INFO (4636)



TTY: 906-615-3886



905-615-INFO (4636)

For Travel Times and

Route Planning Assistance:

Weekdays:7:00 am to 6:55 pm

Weekends/Holidays:8:00 am to 5:55 pm

transit.info@mississauga.ca

To Provide Customer Feedback:

Weekdays:8:30 am to 4:25 pm

Weekends/Holidays:Closed

mtcustomer.service@mississauga.ca

Contact Other Transit Services:

- Brampton Transit: 905-874-2999
- GO Transit: 416-869-3200
- Oakville Transit: 905-815-2020
- T.T.C: 416-393-4636
- Transhelp: 905-791-1015

Be ready to press the option you need:

Press 1 – Citylink

Press 2 – Route planning and travel
planning assistance

Press 3 – Feedback

Press 4 – Lost and found

Press 5 – Staff directory

Press * to return to the main menu

For route planning assistance, please have this information ready:

- What day of the week are you travelling?
- What time are you travelling?
- Where are you starting from?
- Where are you going?

If you require extra or specialized attention due to a disability, please inform us of your needs. We will help you plan a safe and convenient trip.

Bus Fares

Accessible bus fares are the same as Mississauga Transit's regular fares. Fares are posted on the farebox of each bus, on printed route maps, and at www.mississaugatransit.com



Have your exact cash fare, valid pass, ticket or transfer ready when you board the bus (drivers do not carry change or sell tickets and passes). Customers with a disability are required to pay a fare, unless the customer has a CNIB card.

Where to Buy Tickets and Passes

Visit www.mississaugatransit.com or call 905-615-INFO (4636) to find a ticket agent near you.

Time Expired Transfers

The time expired transfer offers unlimited travel in any direction for the cost of one fare. The expiry time of the transfer is two hours from the start time of the route, not the time when you boarded the bus and received the transfer.



Ask for the transfer when you pay your fare by cash, ticket or pass. Transfers will not be issued at any other time.

Keep your transfer.

Show your transfer to the driver each time you board the bus for verification that the transfer is still valid. Do not give the transfer to the driver. Once the transfer has expired you will be required to pay an additional fare.

Your transfer is also accepted by Oakville and Brampton Transit where Mississauga Transit connects with those services.

Look for the Symbol

All buses operating on accessible routes are ramp-equipped and accessible service is offered at stops marked with the international wheelchair symbol. Fully accessible shelters have been placed throughout Mississauga. These shelters have a much larger entrance opening and platform area ensuring sufficient room to manoeuvre wheelchairs and scooters.





Trained Drivers at Your Service

Mississauga Transit drivers have been specially trained to provide accessible transit services. Training includes the safe operation of the ramp and securement of wheelchairs and vacant scooters.

Support Person

In some cases a support person is required by customers with disabilities. A support person is a person whose presence is essential to provide care and assistance to a person with disabilities. A support person secures the mobility aid and assists the customer in boarding and exiting the bus. One support person per disabled customer will travel at no cost.

Service Animals

Customers with disabilities are permitted to bring their service animals aboard a Mississauga Transit bus. A service animal is any guide dog, or other animal, trained to perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to provide assistance.

Boarding the Bus

1. All customers board Mississauga Transit buses through the front doors. When the bus arrives let the driver know you want to use the ramp.
2. Position yourself 1.5 to 2 metres (5 to 6 feet) away from the front door of the bus. This allows adequate clearance for the driver to open the doors and lower the ramp platform.
3. Move forward up the ramp, facing the driver.
4. Pay your fare. Obtain a transfer if you need to change buses.
5. Move forward down the aisle and back into one of the two wheelchair/scooter spaces provided.
 - Each of the first two forward-facing or side-facing seats on each ramp-equipped bus may be folded-up to accommodate a wheelchair or scooter.



Boarding the Bus

- The safety strap is located on both sides of the padded back rest.
 - On articulated buses (longer buses that bend in the middle) scooters can only be accommodated on the curb side of the bus.
6. The driver will fold-up the seats.



Boarding the Bus

7. If you are in a wheelchair, back into the securement space against the padded back rest. Pull the safety strap across your chest and fasten to the yellow safety pole. Lock your brakes.
8. If you are using a scooter, you are encouraged to leave your scooter and sit in a passenger seat. Back your scooter into the securement space, turn the power off and pull the safety strap around the scooter.



Exiting the Bus

1. Press the red stop button located by the handrail to notify the driver you want to exit the bus.
2. When the bus fully stops, turn to face the front of the bus and proceed to the safety line on the bus floor.
3. Stay behind the safety line until the ramp has been completely lowered by the driver.
4. Move onto the ramp and exit the bus.



Safety and the Law

Ontario Law states that seat belts must be worn where provided.

For customers under 16 years of age, the driver is responsible for ensuring that this person's seat belt is securely fastened.

For customers over the age of 16 it is strongly recommended that in accordance with the law, the customer securely fasten the seat belt provided.

Accessible Bus Capacity

If a bus is full or already carrying two customers in wheelchairs or scooters, the driver will not be able to pickup additional customers in wheelchairs or scooters. Please consider this possibility when scheduling your trip.

Buses generally have more space available for passengers outside of the morning and evening rush hours (approximately 6:00 am to 9:00 am and 3:00 pm to 7:00 pm).

If the driver informs you that both securement areas are occupied, please ask the driver when the next scheduled bus will arrive.

