

The following sections provide the information and support you need to become a successful transit user.



How are low-floor buses different?

The low floor bus has no steps at the front doors. This makes the entering and exiting the bus faster and easier, a welcome improvement for all passengers particularly those with mobility challenges. In addition to providing easier access for those who have difficulty climbing steps each low floor bus is designed to carry two wheelchairs or scooters upon availability. Each low floor bus is equipped with a kneeling feature and a flip down ramp at the front door. The kneeling feature lowers the front entrance of the bus to within 4 inches (10 cm) of a standard curb. The ramp takes approximately 30 seconds to lower and rise, both the ramp and kneeling feature are controlled by the bus operator and used when needed.

Using the Bus

Lethbridge Transit provides transit service within the City boundaries. The bus system uses a fully accessible fleet of buses that service all corners of Lethbridge. There are transit terminals throughout Lethbridge linking 15 bus routes to provide Lethbridge residents with the everyday way to their destination.

General safety practices:

- Let other customers exit before you board.
- If you use a walker you may request the use of the kneeling feature.
- While standing on the bus stay behind the yellow line.
- Once you've boarded hold onto a bar or strap as quickly as possible as the vehicle may move unexpectedly.
- Cross only in designated crosswalks. Don't cross in front of the bus and obey all traffic signs

Waiting for a Bus

Lethbridge's streets are dotted with blue and white Lethbridge Transit bus stops. You may want to have a look at a ride guide to better acquaint yourself with the bus stops and routes you'll need to use.

When the bus approaches a stop, read the screen above the windshield to find the route number and destination. A smaller screen also displays this information beside the front doors of the bus.

If you're waiting for your bus in a shelter, step outside in time to be visible to the driver, and wait for the bus to stop completely before you step to the curb.

On the Bus

When you board, put your cash fare in the farebox at your right, or show the driver your pass, and move to the back of the bus. If you have parcels, please set them in your lap, so you're occupying one seat only.

If the bus is crowded, firmly grip either an overhead handrail or a support post, as the bus may move abruptly and catch you off balance.

Portable listening devices (such as Walkmans, CD players, iPods, and MP3 players) are allowed on the bus at the driver's discretion. If your music disturbs the driver or another passenger, you will be asked to turn it down or off.

To get off the bus, pull the cord above the windows once to signal the driver. This cord rings a bell to tell the driver that a passenger wants to depart. Please pull the cord as far in advance as possible to give the driver plenty of time to stop. After alerting the driver, gather your belongings to exit the bus by the rear doors at the next bus stop.

Please wait until the bus has stop before leaving your seat and proceeding to the doors. Important messages are posted throughout buses. Pay attention to these signs, as they will teach you more about using Lethbridge Transit.

When you're exiting the bus, make sure all packages and garments have cleared the doors before they close. Always beware of icy conditions while boarding and exiting.

If you're looking for more information about the route that you use, feel free to take a ride guide from the panel directly behind the driver.

Paying your Fare

There are several convenient ways to pay for your bus ride. You can buy a day or month pass, or a strip of ticket at 12 locations around Lethbridge. If you're paying cash, please have the correct amount, as drivers do not carry change. Remember to ask the Operator for a [transfer](#) if you need to use another bus to get to your destination.

Bus Stops:

All bus stops are marked with blue and white signs and some stops have shelters. Some stops are equipped with Info-posts. Info-posts display schedules for routes that service that stop. It is recommended that you be at the stop 3 – 5 minutes before the bus is due to arrive.

To avoid injury, keep back from the curb when a bus is pulling into a stop. Please wait for others to get off the bus before boarding

Stop Request

For convenience and safety, our Stop Request program allows riders to exit a bus at a safe location other than a bus stop along their route. This program helps to reduce your walking distance.

Please follow these guidelines when using Stop Request:

- Stop Request is offered every evening from 6:00 pm until end of daily service.
- Do not ring the bell.
- You must inform the operator at least one stop before you wish to get off the bus.

- Remain near the front of the bus when requesting a stop and exit by the front door.
- Remember, in order to fulfill your request, the operator must be able to stop safely.

Courtesy Seating and Boarding



Passengers with mobility difficulties are encouraged to board buses first in order to ensure seating in the priority area – inward facing first two rows of forward facing seats on both sides of every bus – is available for them. Decals on adjacent windows indicate that this area is “Courtesy Seating for Persons with Reduced Mobility”, Transit Operators may encourage passengers to move if other customers with mobility difficulties need those seats.

This allows the bus to get on the road faster.

Once you have entered the bus, please feel free to use the courtesy seating area immediately at the front if space is available.

The courtesy seating area is for those passengers who are elderly, who are using mobility devices (such as wheelchairs, walkers, scooters, canes, crutches, and assistance animals), who have disabilities, or who have difficulty getting around. It is also available for people traveling with children in strollers.

It is available on a first-come, first-served basis for our passengers, and individuals with the lowest mobility. If you are sitting in the courtesy seating area and someone boards the bus who needs to sit in this area, please ensure they are able to use this area, and offer assistance if you are able.

These front seats are identified by Courtesy Seating decals. The decals are a bright red on a white background with the words, 'Courtesy Seating ... For persons with reduced mobility'.

Passengers in these seats should be prepared to move to other seats if a customer with a mobility issues boards the bus, please remember those with the reduced mobility.

Wheelchair and Scooter Passengers

Transit operators may ask customers to give up the front seats so a customer with a mobility device can board the bus. If a customer cannot accommodate the customer with the mobility

device must wait for the next bus, or if able safely fold and store their mobility device and find an alternate seat.



If you can board the bus

- Position yourself 5 feet (1.5 m) away from the bus, this will allow adequate clearance for the door to open and the ramp to be lowered.
- Proceed to the area directly behind one of the front wheel-wells to the wheelchair area.

Securement and Assistance

Size Matters

The maximum size of mobility device (wheelchair or scooter) that we can accommodate on Lethbridge Transit buses is 28 inches wide by 48 inches long (71 cm by 121 cm). Measurements must be taken at the broadest points (widthwise and lengthwise) of the mobility device.

Forward facing Mobility Device area

Turn your wheelchair or scooter so that you are facing forward in the securement/attachment area and back into the position.

Brakes

Brakes on the mobility device must be applied and the power switched off when the bus is in motion. All low floor buses have flip-up style seats in the front seating section to make room for two forward facing wheelchairs or scooters, to be secured by a restraint belt and a wheel clamp.

Rear-Facing Mobility Device Position

Many of our buses have this configuration which is a backrest located directly behind the wheel well cover on the driver's side allowing access and added safety to passengers using wheelchairs or scooters. It provides stability to their mobility device, in the event of a sudden stop by the bus. This rear-facing position also includes a restraint belt to help secure the mobility device in place. Lethbridge Transit operators can provide information on how best to board and secure your mobility device. If you need assistance, ask the operator for help to secure your equipment properly.

Attendants ride free

All ACCESS-A-Ride registrants may bring an attendant or companion with them on Lethbridge Transit for free, to assist them in boarding, securement, or disembarking from the buses. As

long as the ACCESS-A-Ride registrant provides their number to the operator, and then pays their fare, their companion can board for free.



STOLLERS on LETHBRIDGE TRANSIT

If you travel with a child in a stroller on Lethbridge Transit, keep the following tips in mind for a safe and comfortable ride for you, your child, and other transit customers.

Before you go

Stroller size

It is very important to use a stroller that can be easily accommodated on transit buses. Some large recreational or tandem strollers simply do not fit on board. You may not be able to ride, or you may experience difficulty maneuvering the stroller every time you use the bus.

Choose a stroller that can be accommodated on transit. Strollers should be a maximum 20 inches wide by 48 inches long (51 cm wide and 122 cm long).

Travel light

Parcels in addition to baby needs can make for a heavy stroller. Travel light by taking only what you need!

Travel when least crowded

Lethbridge Transit buses are used most heavily during peak traffic hours and are least crowded mid-mornings, mid-afternoons, evenings and weekends. To avoid crowded conditions, try to travel during off peaks times whenever possible.

Assistance from Transit operators or other customers

If you require assistance to board or exit a Lethbridge Transit vehicle, please ask the operator, some of our staff may not be able to assist you. Please be courteous when requesting assistance from Lethbridge Transit operators or other customers.

Courtesy Seating

Feel free to use the Courtesy seating area immediately at the front of the bus. This area of the bus is also there to use by the elderly, persons traveling with walkers, those using wheelchairs or scooters, people with temporary injuries using crutches or canes, the visually impaired and other customers with children in strollers. Please accommodate people with mobility challenges whenever possible.

Seats in the front Courtesy seating 'flip-up' to make room for persons using mobility equipment. Please use this feature to create room for yourself and stroller, and to clear the aisle so that others may board and move further onto the bus.

Safety First!

- Your child must be secured with the safety belt provided in your stroller.
- Please brake stroller wheels and ensure that the stroller is placed as far away from the aisle as possible once you are settled.
- Hold on to the stroller securely at all times during your trip.
- Strollers should either face forward or toward you, but not cross-wise and jutting into the aisle as this poses a tripping hazard for other customers moving onto the transit vehicle.

Please note, in very crowded conditions, the operator may ask you to fold the stroller and hold your child in order to make room for other passengers.

Accessible Vehicles

360° Tour of a Low Floor Bus

Take a low floor bus for a spin with a 360 panoramic tour. The tours provide a 360 degree image of a bus, which can be viewed from your computer. It gives viewers a sense of walking through the bus, like a sneak preview of what to expect before you even board the vehicle!



Lethbridge Transit is committed to providing a fully accessible public transit system including our fleet using low floor technology and most bus stops.

LETHBRIDGE TRANSIT has a 100% Accessible Fleet

The low floor bus ensures that customers with mobility challenges have access to all areas of Lethbridge.

Low Floor Buses

Available on all routes, these buses have a front door ramp rather than stairs. Each low floor bus also has a kneeling feature that lowers the floor to allow easier entry and exit.

All low floor buses have flip-up seats to make room to secure a mobility aid, like a scooter or wheelchair. While every low floor bus has two wheelchair positions, some are equipped with additional rear-facing areas. Each of these wheelchair areas have restraint belts to secure mobility aids while the bus is in motion. Brakes must be applied to mobility aids for passenger safety.

Our Lethbridge Transit Operators will let you know how to correctly board and exit the bus, as well as how to properly secure your mobility aid. If you need help, please ask the Operator. Please also understand if the Operator is unable to help due to physical limitation.

Take a low floor bus for a spin with a 360 panoramic tour. The tours provide a 360 degree image of a bus, which can be viewed from your computer. It gives viewers a sense of walking through the bus, like a sneak preview of what to expect before you even board the vehicle!

Note to ACCESS-A-Ride registrants: You can take one person for free to assist you on our regular Lethbridge Transit bus service. You must pay your own fare first.

Size matters! If you use a scooter or wheelchair, the maximum size is 28" x 48" (71 cm x 121 cm). The maximum weight allowed for the mobility aid and passenger is 600 lbs (275 kg).

A lowered ramp on a low floor bus





Rear facing wheelchair position in use

