

Highlights of Existing Services

Transit

- Low floor conventional bus fleet, with ramp-equipped front entry
- Priority seating area at front of buses for customers with less mobility
- Flip up seats in priority seating areas to accommodate wheelchair, scooter, walker, stroller users
- Two wheelchair/scooter accessible spots in the priority seating areas of buses

Highlights of Existing Services

Transit

- Securement belts for wheelchair accessible spots in the priority seating area
- Forward and rear-facing position options for wheelchair and scooter users
- Accessible stop request buttons in priority seating areas
- Automated audio and visual stop announcements on buses and LRT trains, and external bus route identification announcements

Highlights of Existing Services

Transit

- Accessible ramp equipped light rail train cars; priority seating
- Audio and visual “next train” announcements at train platforms
- Tactile Warning Indicators along all station platforms
- Priority waiting areas at station platforms
- Automated door opening at transit centre buildings and LRT stations (button and “hand wave” options)

Highlights of Existing Services

Transit

- Elevators and escalators at train stations.
- Emergency HELP and Info phones at station platforms and transit centres
- Stop Request program - customers may request stop at a non stop location after 6 pm to reduce walking in dark conditions (stop is dependant on safety of requested location and is at operator discretion)

Highlights of Existing Services

Transit

- Customer travel training programs - Mobility Choices for individuals and groups (year round, on pause during COVID); Seniors on the Go (summer program, on pause summer 2020 due to COVID)
- Customer mobility tools - Mobility Card (Kneel/Ramp request card), Bus hailer kit (for people with low vision), customer communication cards

Highlights of Existing Services

Transit

- Access provided to accredited service dog training organizations to familiarize service dogs in training on regular transit services and facilities
- Comprehensive paratransit services providing city-wide transport to Edmontonians who cannot use conventional transit due to physical or cognitive disability for some or all of their travel needs to any accessible location within the city limits

Highlights of Existing Services

Transit

- Paratransit service includes operator assistance to clients from door to door, and assistance with entry to, securement on, and exit from paratransit vehicles