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Accessible buses

A guide to using Metro's accessible buses

Metro's accessible buses are equipped with ultra low floors and ramped entry to provide "step free" access to the front half of the vehicle. This improves the accessibility of Metro's services to existing customers, as well as making their services accessible to many new customers who, until now, have not been able to use Metro services. People with disabilities, parents with children in prams and senior customers will all benefit from the buses.

Metro's accessible buses have lots of great features including:

- Ramped Level Entry and Wide Doors - the new buses are fitted with flip-out ramps that will be deployed by the bus operator.
- Designated Accessible Seating - there are two designated areas for priority use by wheelchair passengers located at the front of the bus. Flip down seats are also located in these spaces for use by other passengers when there are no wheelchair passengers on board.
- Size of Mobility Aids and Wheelchairs - the new buses are designed in accordance with the Disability Standards for Accessible Public Transport.

It is expected that most passengers will be able to use the new accessible buses with minimal or no assistance. Metro bus operators will be happy to provide persons in wheelchairs or with mobility aids with a similar level of assistance to that provided to passengers generally. However, if you do need additional assistance, please travel with your carer or support person - just as you would in other situations. *Please do not expect Metro bus operators to lift heavy wheelchairs or mobility aids.*

If you think you will need some assistance to board the bus, it would be a good idea to phone Metro (free call) on 1800 654 184 an hour before you plan to catch the bus to let them know you'll be waiting for a bus.

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Boarding

The bus will stop as close to the kerb as possible and the operator will lower ('kneel') the bus. The bus should be almost level to the kerb. This makes it easy for most people to board.

The buses are also fitted with flip-out ramps at the front entry of the bus. The ramp can be deployed to provide access for wheelchair users, prams, or others who may need it. If you require the ramp, please ask the bus operator to deploy it. Please do not try to lift or deploy the ramp yourself.

Bus operators will be on the lookout for passengers who might require the ramp, however Metro also depend on customers letting them know if they need the ramp. It is not practical for the operator to be continuously deploying the ramp at every stop, but the ramp will be deployed on request.

Once the bus operator has deployed the ramp, it should be easy for you to board the bus. If you need help, please ask the bus operator. Give them some guidance about how they can best assist you.

Designate Access Seating Priorities

Passenger priority order to use the designated accessible spaces:

1. Passengers in wheelchairs
2. Person with a guide dog
3. Child in a pram
4. Senior passengers
5. All other passengers

Other passengers are required to vacate the designated accessible space if a passenger in a wheelchair boards the bus. If another passenger is not vacating the accessible space and you need it, politely draw their attention to the signage on the bus if necessary. Advise the bus operator if necessary.

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Passenger

Destinations and

Disembarking

Passengers in wheelchairs or with mobility aids should disembark via the front door to the bus, adjacent to the bus operator. The bus operator will deploy the flip-out ramp if required. If you are not sure about where your bus stop is and if you would like the bus operator to let you know when your bus stop is coming up, please ask the bus operator as you are getting on the bus. There are buttons located around the bus that you can push to signal to the operator that you want to disembark at the next stop. Try to give the bus operator plenty of notice.

Plan your travel to avoid busy times

Metro services are very busy between on weekday mornings between 8:00 am and 9:00 am, and between 3:00 pm and 6:00 pm weekdays. If you do not need to travel at these times then there will be greater passenger comfort and less hassles if you able to plan your travel to avoid these busy times.

There is also a greater likelihood that the wheelchair spaces will be unoccupied outside of the peak times. If you have concern that a particular service is likely to be full contact Metro and we can provide you with feedback about that particular service.

Need More Information?

If you need any further information, please contact Metro's Hotline 13 2201.

Wheelchair areas

Below is a representation of where the wheelchair areas are located on Metro's accessible buses.

QuickTime™ and a
TIFF (Uncompressed) decompressor
are needed to see this picture.