

## Accessible Low Floor (ALF) Routes

(including Conventional, MetroLink, MetroX, and Ferry Services)

Over 50% of all Metro Transit services are now designated as ALF, including:

- Route #1 Spring Garden\*\*
- Route #3 Manors
- Route #6 Quinpool
- Route #7 Robie
- Route #8 Waterfront\*
- Route #9 Barrington
- Route #14 Leiblin Park
- Route #15 Purcells Cove
- Route #16 Parkland
- Route #17 Saint Mary's (during school year)
- Route #18 Universities (during school year)
- Route #19 Greystone
- Route #22 Armdale\*
- Route #51 Shannon
- Route #52 Crosstown\*
- Route #53 Notting Park
- Route #54 Montebello
- Route #56 Dartmouth Crossing
- Route #57 Russell Lake\*
- Route #58 Woodlawn\*
- Route #61 Auburn/ North Preston
- Route #62 Wildwood\*
- Route #63 Woodside
- Route #65 Caldwell (formerly Astral)\*
- Route #66 Penhorn
- Route #72 Portland
- Route #87 Downsview
- Route #88 Duke
- Route #89 Bedford
- Route #159 Portland Hills Link
- Route #165 Woodside Link
- Route #185 Sackville Link
- Route #330 Tantallon MetroX
- Alderney, Halifax & Woodside Ferries

\* New ALF Routes

\*\*The Dartmouth Bridge Terminal is currently not wheelchair accessible; however, terminal improvements are scheduled in 2011-2012

• Due to street infrastructure, some bus stops along ALF routes are not wheelchair accessible. Customers are advised to only use the bus stops featuring the accessibility symbol

For more information, contact the HRM Call Centre at 490-4000, refer to a Riders' Guide or Route Map, or visit our website at [www.halifax.ca/metrotransit](http://www.halifax.ca/metrotransit)



**Accessible Service for  
Mobility-Impaired Customers**  
(including wheelchair & scooter users)



Effective August 2010

## What does an Accessible Low Floor (ALF) bus mean for me?

Accessible low floor buses offer mobility-impaired customers greater freedom and flexibility when travelling on conventional transit by offering many options and features including:

- No step entry and exit
- Bus lowers to curb level
- Entry and exit access ramp for quick and safe wheelchair access
- Two wheelchair safety secures per bus
- Electronically controlled heating system
- Extra wide passenger doors
- Easy to read electronic exterior destination signs
- Seating for 36 passengers with wider aisles

## How do I find the ALF Service Schedule and Routes?

- Schedule and route information is provided in Metro Transit's Route Map & Riders' Guide, distributed throughout our retail outlets; by calling the HRM Call Centre at 490-4000 between 7 am and 11 pm; or by visiting [www.halifax.ca/metrotransit](http://www.halifax.ca/metrotransit)
- For trip planning assistance, contact the HRM Call Centre at 490-4000
- For bus departure times from your bus stop, call the GoTime #

## What is GoTime?

- GoTime is an automated telephone system that allows the customer to obtain bus arrival times servicing a specific bus stop
- To use the GoTime system, dial 480 + the four digit access code found on the bottom of the bus sign. Enter the bus route number followed by the “#” key and information on the next two scheduled buses will be provided

## How do I use ALF Service?

When using the ALF service, customers are asked to respect the following guidelines:

- Wheelchairs must be no wider than 30 inches and no longer than 48 inches. Note that most manual and some electric wheelchairs can be accommodated
- Scooters must respect the following specifications:
  - 3 wheel scooters: 40" x 21.125" or less
  - 4 wheel scooters: 40.25" x 21.25" or less
- Note: All mobility scooters will require (4) anchor/tie down points to secure the device on the bus. These can be purchased at local drugstores or wheelchair/scooter dealers.
- Customers must be able to independently board and disembark the bus, deposit the fare, and manoeuvre into the allocated wheelchair space
- Wheelchairs must be in good condition, with a webbing loop attached to the main frame whenever possible, to enable the operator to properly secure the chair/scooter
- Operators are responsible for properly restraining the wheelchair/scooter, using the tie-down system
- If a passenger using a wheelchair/scooter requires further assistance, they must be accompanied by a companion who is required to pay regular fare
- Customers using scooters must be able to manoeuvre the scooter into the docking area and transfer to a fixed transit seat while travelling
- If both wheelchair spaces are occupied, or if the bus is full with a standing load of passengers and the operator cannot board a customer in a wheelchair/scooter, the operator will advise the customer to wait for the next ALF bus. The operator will notify the Transit Communication Centre of the situation to alleviate wait times
- The operator may ask another passenger to voluntarily vacate a designated accessibility seat for a wheelchair/scooter customer; however, the operator cannot displace another fare paying customer
- Mobility-impaired customers are reminded to board and disembark via the front door
- To arrange an orientation session, or if you are uncertain if your wheelchair/scooter can be accommodated, or if you will be able to manoeuvre it into the space provided, contact 490-4000

## How do I know if it's an ALF route?



Look for the International Accessibility Symbol on the bus stop signs along designated ALF routes, and on all four sides of the bus

## If I see an ALF bus on an undesignated ALF route, can I use it?

With Metro Transit's fleet now consisting of over 200 low floor buses, ALF buses operate on all conventional fixed routes. However, this does not necessarily mean that the route is accessible, as the stops, shelters, sidewalks or curbs may not offer suitable conditions for mobility-impaired customers. Therefore, mobility-impaired customers will not be permitted to travel on undesignated routes for safety purposes.