



Accessible Transit in Metro Vancouver

TransLink is pleased to provide one of the most accessible transit systems in Canada, offering a variety of accessible features and services for customers with disabilities.



Accessible Transit

Priority Seating

- Priority seating is available on all modes of transit for people with disabilities, older adults, people who are pregnant or people who have trouble standing while the vehicle is in motion.
- Priority seats are identified by wall decals above the seat and can be found in the following locations:
 - ▶ **SkyTrain:** Seats near the doors
 - ▶ **Buses:** Seats closest to the driver on both sides
 - ▶ **Community Shuttles:** Front and back row on the driver side



Lifts and Ramps

- All TransLink buses and community shuttles are equipped with lifts and ramps that can be deployed by the operator at any wheelchair accessible stop when requested.
- Customers have the opportunity to practice boarding and exiting a bus using a wheelchair or a scooter. To contract an instructor and book a training appointment, call **604.264.5420**.



Tactile signage

- Tactile walking surface indicators are available at bus stops that are on TransLink properties. These will help customers with sight loss locate the bus stop pole and bus boarding area.
- Braille and tactile signage is available at every bus stop in Metro Vancouver.

Elevators and Escalators

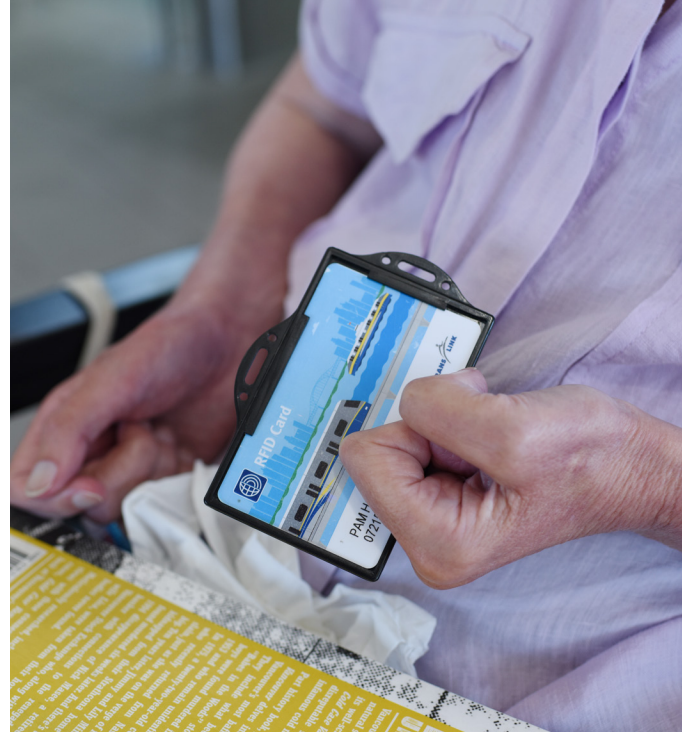
- Elevators and escalators are at all SkyTrain stations, providing full access between the station entrance and platforms. Please note, some stations only have escalators going in one direction.
- Latest alerts for station access can be found at translink.ca/alerts.
- Information on station layouts can be found under the SkyTrain section of our Schedules and Maps webpage at translink.ca/schedules-and-maps.
- For assistance at stations, please locate the nearest SkyTrain Attendant, Customer Information Phone (found near the front of the station) or the red Emergency Telephone on SkyTrain platforms.



Accessible Transit

Assistive Devices Program

- This program enables customers with disabilities who are unable to tap a Compass Card to access the gated system. The option and type of assistive device depends on the individual's needs and abilities.
- May include eligibility for TransLink's Universal Fare Gate Access Program where eligible customers receive a radio-frequency identification (RFID) enabled card to automatically open accessible fare gates when they move within close range.
- To speak with TransLink's Access Transit Planning group to discuss the possibility of receiving an assistive device, call **604.953.3698**.



HandyCard

HandyCard allows customers with permanent disabilities who require assistance to use conventional public transit to:

- Travel at Concession fare prices on the bus, SkyTrain, SeaBus and West Coast Express and bring an attendant free of charge.
- To purchase TaxiSavers which allows customers to purchase up to \$100 per month in taxi fares for 50% off the cost.

To be eligible, you must be 12 years of age or older, and must live within the TransLink service area.

Contact **Access Transit Customer Care** at **604.953.3680** for more information.

HandyDART

HandyDART is a public transit service for registered passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance in Metro Vancouver. For more information, please call **604.575.6600**.



Travel Tips

Station Assistance Program

- If you have a disability and require assistance at the station, please call **604.520.5518**:
 - ▶ To have an attendant meet and assist you (call at least 10 minutes before arriving at a station).
 - ▶ To enable remote gate opening.
 - ▶ For assistance in navigating a station or boarding a train if you are a customer with sight loss.

Transit Alerts

- Alerts include service disruptions, elevator/escalator closures, construction and reroutes.
- Visit translink.ca/alerts for the latest transit alerts. Subscription to text or email alerts is available.
- Subscribe to TransLink's Twitter account [@TransLink](https://twitter.com/TransLink) for up-to-date transit information on the go.

Travel Planning

- Use the trip planner at translink.ca or call customer information at **604.953.3333** for detailed transit information to get to any destination in the TransLink service area.
- If you require trip planning assistance at SkyTrain stations, please locate the nearest SkyTrain Attendant or Customer Information Phone found near the front of the station.

Travel Training

- In partnership with community groups throughout the region, TransLink provides large group informational workshops for seniors and people with disabilities to assist with independent travel.
- Train the Trainer workshops are offered for staff and volunteers who support seniors and people with disabilities.
- For more information or to request a workshop or find a workshop closest to you, please call **604.953.3636**.



Safety and Emergencies

Safety on all our transit services is paramount for TransLink. Below are some safety features available on transit. For non-emergencies, you can reach Transit Police by texting **87.77.77**. In case of an emergency, always call **911**.



Bus

- In an emergency, speak to the bus driver for assistance. Drivers can communicate with an emergency contact point to provide support in the event of any safety or security issues.
- Between 9pm and 5am, if you feel more safe getting off the bus at a point between two regular stops, you can “Request A Stop”. The driver will let you off if it is safe to do so.



SeaBus

- In the event of an emergency, please follow the directions of the SeaBus crew. They are trained extensively for all types of emergency situations.
- Life jackets are located under each seat and there are four life rafts onboard each SeaBus.



SkyTrain

- Speak to a SkyTrain attendant for assistance.
- The Silent Alarm is a yellow strip above every window, which allows passengers to silently alert our team in the event of a security concern. Help will arrive as soon as possible.
- The Speakerphone provides two-way voice communication with SkyTrain control operators for urgent assistance. It is located inside each car near the doors.
- The Emergency Cabinets are located on SkyTrain platforms and are equipped with a red emergency telephone and monitored by closed-circuit television.

Fare Products and Information

Compass Card

\$6 refundable deposit required.



Stored Value

- Load your card with \$5 or more.
- The system automatically deducts the correct fare for each trip.

Passes

- **Monthly Pass** – Sold for 1-, 2-, or 3-Zone travel.
- **DayPass** – Unlimited trips on day of purchase, until end of service day.

Partner Compass Cards

CNIB National ID Cards and BC Government Bus Pass *(more information to the right)*

or

Tap to Pay



- Skip the line at the Compass Vending Machine.
- Tap to pay with contactless *Interac*[®] Debit, *American Express*[®], *Mastercard*[®], *Visa*[®] or mobile wallet. Adult cash fare applies.

or

Single-use Ticket



- Unlimited transfers for 90 minutes from tap-in on any mode of transit (except West Coast Express).
- Valid on day of purchase only

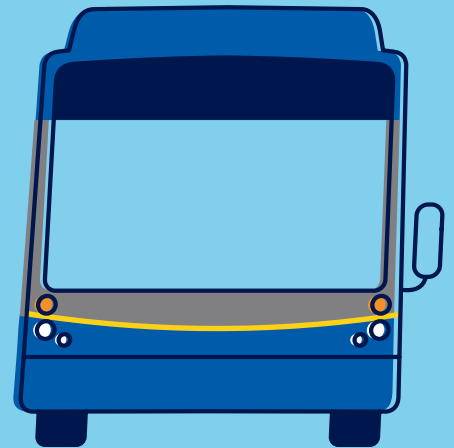
Partner Compass Cards

CNIB National ID Cards

CNIB National ID Cards are for Metro Vancouver clients of the CNIB Foundation.

The card also functions as a Compass Card. For more information, please call

604.431.2121.



Questions?

Visit translink.ca or phone **604.953.3333**