



What We Heard

Accessible Public Transportation

Acknowledgements

EmpowerNL respectfully acknowledges the territory in which we gather as the ancestral homelands of the Beothuk, and the island of Newfoundland as the ancestral homelands of the Mi'kmaq and Beothuk. We also recognize the Inuit of Nunatsiavut and NunatuKavut and the Innu of Nitassinan, and their ancestors, as the original people of Labrador.

EmpowerNL would like to thank the participants of the Accessible Public Transportation Town Hall and those who completed the survey. We acknowledge the courage with which they came forward to discuss a challenging topic that has affected the ability of disabled people to live independently in many ways. We respect their lived experience, their suggestions and their solutions.

Executive Summary

Background

The What We Heard, Accessible Public Transportation report explores and documents the lived experiences of individuals who rely on accessible public transportation in Newfoundland and Labrador. The report focuses on identifying systemic barriers and service gaps affecting individuals with disabilities' ability to move freely and independently throughout their communities. Through ongoing engagement with both members and non-members, the team has consistently heard concerns about the accessibility, reliability, and responsiveness of public transportation systems across the province.

Empower hosted two virtual town halls in March 2025 using the Zoom platform to gather direct input from service users across the province. The virtual town halls were held on March 11, 2025 (1:30–3:00 PM) and March 12, 2025 (6:30–8:00 PM). We also provided the opportunity for participants to respond to the guiding questions asked during the virtual town hall through a survey. Eighty-nine people registered for the Accessible Public Transportation Virtual Town Hall, fifty attended, and twenty-two completed the survey.



Guiding Questions:

1. What do you use accessible public transportation for?
2. Are you able to go everywhere you need using accessible public transportation?
3. How do you book your accessible transportation services?
4. What have been your experiences using accessible public transportation?
5. What are your experiences with customer service? (dispatch, drivers, feedback).
6. Do you have barrier-free access to accessible public transportation?
7. What are your experiences bringing your support person or service animal with you?
8. What feedback would you like to share regarding accessible public transportation services?

Key Findings

The data collected provides a rich and nuanced understanding of the barriers faced by people with disabilities concerning accessible transportation. The responses identified key systemic gaps in the design, delivery, and governance of transportation services in Newfoundland and Labrador. The voices of the individuals who participated in the town hall reinforced the understanding that transportation safety encompasses more than physical infrastructure; it also provides consistent, respectful, and reliable services.



Common Themes Discussed

- Transportation systems are not only failing to meet users' needs but are actively contributing to their exclusion.
- Limited geographic services
- Inaccessible booking systems
- Inadequate driver training
- Inadequate customer service and a lack of accountability.
- The emotional and physical toll that inaccessible transportation takes on individuals with disabilities.
- Individuals expressed a unified frustration with the accessible public transportation systems due to the quality of service delivery.

Recommendations

The recommendations from the town hall are grounded in the lived experiences and insights of those who rely on accessible transportation daily. These recommendations are not abstract ideals—they are concrete solutions that reflect a deep understanding of what is needed for transportation systems to be both equitable and practical from a lived experience perspective.

- 1) Expansion of services.
- 2) Improvement to the reliability of services.
- 3) Implement Cross-Disability Training
- 4) Universal accessible booking systems
- 5) Eliminating Third-Party Contracts
- 6) Co-Design and ongoing community consultation
- 7) Improvement to the physical infrastructure.

Conclusion

What We Heard is that there is an urgent need for accessible transportation solutions that are equitable, inclusive, and grounded in users' everyday experiences. The voices of the individuals who participated in the town hall reinforced the understanding that transportation safety encompasses more than physical infrastructure; it also provides consistent, respectful, and reliable services. This report calls on municipal and provincial decision-makers, transportation providers, and community organizations to take these findings and recommendations seriously. Listening alone is not enough—action is required.



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Abstract

This report explores and documents the lived experiences of individuals who rely on accessible public transportation in Newfoundland and Labrador. It focuses on identifying systemic barriers and service gaps affecting individuals with disabilities' ability to move freely and independently throughout their communities.

The Advocacy Services team at EmpowerNL, a community-based organization dedicated to advancing accessibility, equity, and inclusion for people with disabilities, developed this initiative. Through ongoing engagement with both members and non-members, the team has consistently heard concerns about the accessibility, reliability, and responsiveness of public transportation systems across the province.

EmpowerNL aims to promote accountability, spark dialogue, and contribute to the development of accessible public transportation systems that uphold the dignity, independence, and full participation of all community members, ensuring their voices are heard. In response to these concerns, EmpowerNL hosted two virtual town halls in March 2025 using the Zoom platform to gather direct input from service users across the province. The virtual town halls were held on March 11, 2025 (1:30–3:00 PM) and March 12, 2025 (6:30–8:00 PM).

EmpowerNL would like to emphasize that the feedback and opinions shared in this report are based solely on the lived experiences of the individuals who participated in the Virtual Town Halls and not based on the input or opinions of EmpowerNL staff or board.

Methodology

EmpowerNL advertised the virtual town halls through social media, radio announcements, and word of mouth approximately a month before the event to generate interest and participation. We collected data through transcripts, chat logs, and observations from the facilitator. Advocacy Services sent out a survey after both town halls to allow individuals who could not attend the Zoom sessions to participate. The Survey was open for two weeks after the town halls occurred.

Eighty-nine people registered for the Accessible Public Transportation Town Hall, fifty attended the virtual town halls, and twenty-two completed the survey. Reference Figure 1 for a visual depiction of these statistics.

Figure 1.

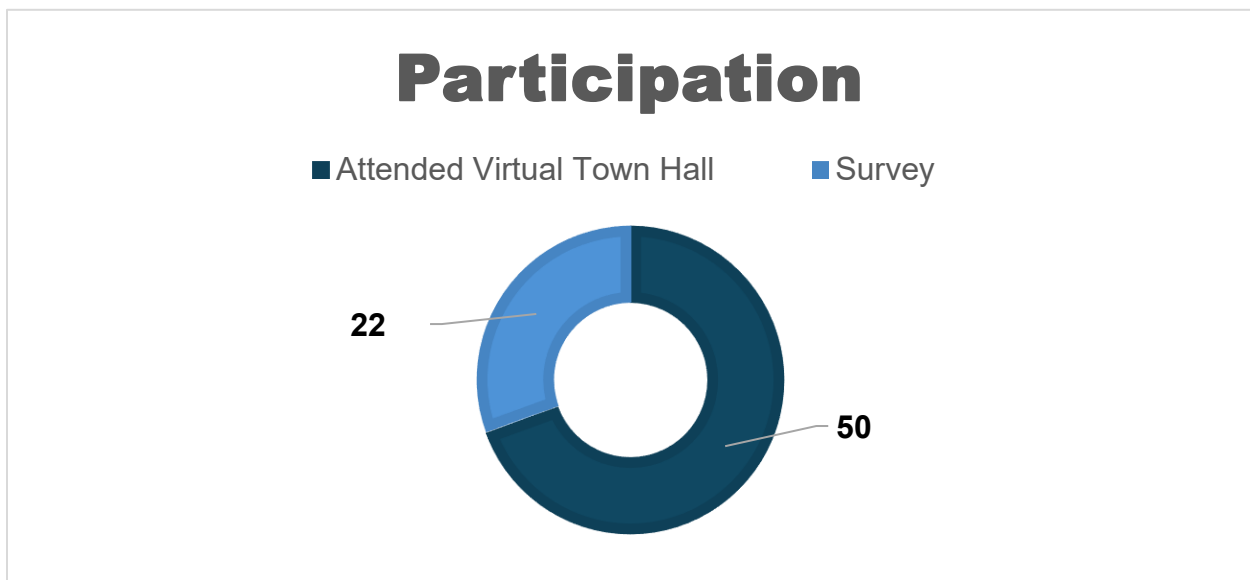


Figure 1. Pie chart showing breakdown of participation in the Accessible Public Transportation Town Hall. Fifty (50) people attended the Virtual Town Hall while a further twenty-two (22) completed the survey.

When analyzing the data, an independent living philosophy lens is employed, with a particular focus on the principles of equity, inclusion, and accessibility. All responses were anonymized to protect the confidentiality and dignity of participants. Participants signed and agreed to confidentiality agreements when registering for the event, as the information discussed may be personal or sensitive.

Throughout the document, we have included direct quotes from participants to provide context and enhance the narrative. For further reference of the responses, refer to Appendix A, which consists of all responses from participants who participated in the Virtual Town Halls.

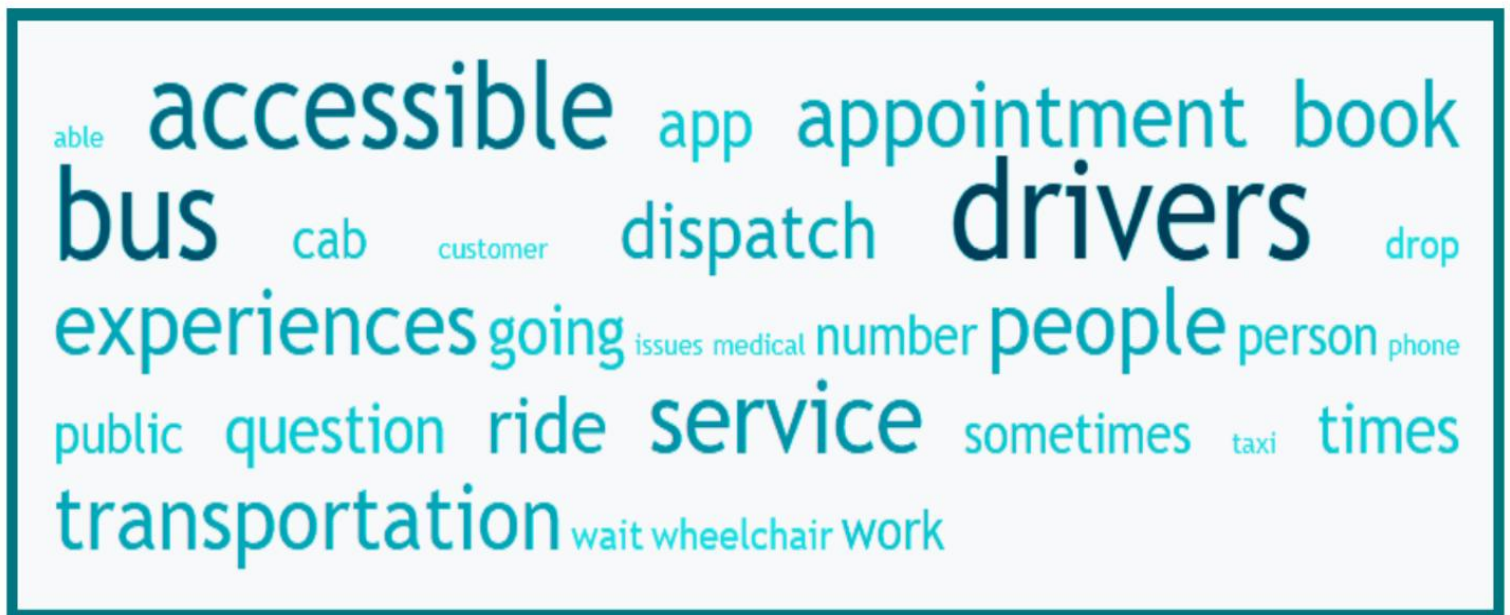


Image is a word cloud showing the most frequently used words by participants in the Accessible Public Transportation Town Hall, weighted by size (larger = more frequent).

What We Heard

The town hall was guided by a structured set of eight open-ended questions designed to foster open and inclusive dialogue. Participants came from both urban and rural areas, offering insight into a wide range of transportation modes, including accessible buses, public metro bus systems, ferry services, and accessible taxis.

Guiding Questions:

1. What do you use accessible public transportation for?
2. Are you able to go everywhere you need using accessible public transportation?
3. How do you book your accessible transportation services?
4. What have been your experiences using accessible public transportation?
5. What are your experiences with customer service? (dispatch, drivers, feedback).
6. Do you have barrier-free access to accessible public transportation?
7. What are your experiences bringing your support person or service animal with you?
8. What feedback would you like to share regarding accessible public transportation services?



Question One: What do you use accessible public transportation for?

Participants reported that they rely on accessible public transportation services for essential activities, including medical appointments, work, volunteering, social visits, grocery shopping, recreation, and community participation.

“I use the bus for everything I possibly can,” one participant explained, “but it becomes very limited... especially for things like groceries. Only if it's a tiny number of things.”

“Every part of my life—medical appointments, errands, seeing people, going to Empower—relies on accessible transportation.”

Question Two: Are you able to go everywhere you need using accessible public transportation?

When asked whether they could reliably access all the places they needed to go, participants across both town hall sessions overwhelmingly responded with some version of “no.” Many described a day-to-day reality defined by missed appointments, geographic restrictions, and anxiety about whether they would make it home. Others echoed this shift, noting

that poor transit reliability forces them to alter their lives in ways that limit full inclusion.

“I don’t go anywhere. I don’t even try anymore. GoBus is so unreliable, I can’t trust it—so I stay home.”

“I volunteer heavily, but I don’t go in person anymore because GoBus can’t be relied on.”

Others echoed this shift, noting that poor transit reliability forces them to alter their lives in ways that limit full inclusion.

“I don’t go anywhere. And so, everybody’s had to shift gears to keep me in the room, from a virtual aspect.”

“We booked a ride, and they dropped us off. However, when it was time to come home, GoBus stated that no one was available. We waited two hours, missed our next appointment, and caused our support worker to be late for their shift.”

“Severe anxiety prevents us from even trying to go sometimes.”

“Sometimes I have three appointments in one day, and getting from one to the other on time is ridiculous. If you don’t make it, you pay a 40\$ doctor’s fee to rebook.”

“The last time, GoBus left us there. I’m autistic, and when that happens, it’s incredibly hard to trust the system again.”

“I wish DRL were accessible so I could go home more often. It’s 10 hours. Once I’m on, I can’t get off, which is not accessible for wheelchair users. If they do stop, it is in a washroom that is not accessible.”

In rural areas, several participants noted that there was no accessible transit available in their communities.

“I wish I could visit friends in Paradise, but GoBus doesn’t go there. So, I stay home,”

“In Corner Brook, we have one accessible cab, and only one guy drives it—and that’s part-time. After 5 p.m., I’m stuck. That’s it. I can’t have a life after 5.”

Question Three: How do you book your accessible transportation services?

Individuals booked their accessible transportation through mobile apps and the telephone dispatch line. Participants not only shared how they book accessible transportation but also the frustrations about the barriers they experience when booking rides.

“The app is not vision-friendly.”

“I try to cancel my rides, book them, and they’re not getting done right. I need help every time. And calling in is no better—some of the dispatchers are rude and impatient.”

“I’ll check the app, and it says my ride’s there, then it disappears. I called dispatch, and they say, ‘Oh, we switched you to a cab.’ But I cannot know that unless I sit on hold for 20 minutes.”

“I plan a week in advance, then hope the one accessible cab is available. If he’s not working, I’m not going anywhere.”

“The screen reader can’t read the app at all. I have to get someone to sit with me just to book a ride. That’s not independence.”

Question Four: What have your experiences been using accessible public transportation?

Participants described using accessible public transportation as stressful, exhausting, and, at times, physically harmful. While some noted positive interactions with drivers or uneventful rides, these experiences were often framed as rare exceptions. Common themes included arriving at the incorrect location, drivers failing to show up, or rides being canceled without notice.

“I’ve had GoBus cancel on me, then blame me for it,” one rider shared. “Or say I wasn’t there—when I was.”

“If something comes up at the last minute, I can’t go. You can’t count on GoBus for anything spontaneous, even if it’s urgent.”

“If your appointment is at 2:00 PM, you’re leaving the house at 11:00 AM and waiting until 5:00 PM to come back. That’s the reality. That’s what you have to build your life around.”

“Sometimes you wait one hour. Sometimes it’s there. You sit there, not knowing when or if they’ll come,”

“I dislocated my shoulder on the bus from the driver going too fast over a bump. I reported it. Nothing happened.”

“They did not strap my wheelchair in correctly. My wheelchair tipped over while we were driving. That could’ve seriously hurt me or someone else.”

“You don’t just book a ride, you brace yourself. You go into every trip wondering what will go wrong today.”

“If you miss a doctor’s appointment because your ride gets canceled, you’re charged \$40 to reschedule with your doctor. It’s not just about inconvenience—it’s about cost, consequences, and being punished for something outside of your control.”

“You’re not just late for something. You’re late for your life.”

Question Five: What are your experiences with customer service (dispatch, drivers, feedback)?

The experiences shared by participants revealed a widespread breakdown in effective communication, empathy, accountability, consistency, and safety in the customer service sector. Several riders described being treated dismissively or even rudely when trying to book or confirm a ride.

Individuals described the feedback systems as ineffective or nonexistent. Riders who called to report unsafe or unprofessional behavior often received no follow-up, and the behavior continued unchanged.

Due to the negative experiences riders have encountered, many participants stopped filing complaints, fearing retaliation, a lack of follow-up, and inadequate accountability.

“Drivers have asked me for my phone number. One kept asking if I lived alone. It was creepy and unprofessional.”

“It’s not just about getting from place to place,” one person said. “It’s about how you’re treated along the way.”

“I called to ask about a ride to a friend’s wake, the dispatcher cut me off and said there’s no way. She didn’t even look. That was that.”

“If the driver doesn’t show up, it’s somehow my fault. I didn’t do something right. It’s exhausting.”

“Some help me with my walker. Some just sit there and watch me struggle across the ice.”

“How am I supposed to explain how to strap in my chair if they can’t understand me?”

“My full name and address are visible on the driver’s screen for the whole ride. Why? It feels invasive and unnecessary.”

“Lack of privacy, I have heard other drivers gossip about individuals or ask too many personal questions.”

“Drivers sit there and wait. They won’t knock. If you don’t come out fast enough, they just leave.”

“Some drivers come to get you for door-to-door service like they are supposed to, and some don’t, which results in me missing my rides and being blamed for it.”

“Drivers leave or say I’m not there—when I am. I can’t see the buses or cabs. They take advantage of that. And I can’t hear when they show up either.”

“You stop bothering after a while, you know no one’s going to listen.”

Question Six: Do you have barrier-free access to accessible public transportation?

Barrier-free access remains more of an ideal than a reality. Participants shared that services labeled as accessible often come with hidden obstacles—both physical and systemic—that limit or endanger riders. One of the most common barriers we heard was the lack of accessible public transportation.

“If I need someone with me to feel safe or to function in the world, that should never be a barrier. But too often, it is.”

“There’s nowhere to sit when waiting for the bus. I have a walker and can’t stand for long. I’m in pain before I even get picked up.”

Due to the lack of accessible transportation in rural communities, individuals have had to leave their hometowns and families.

“That’s why I don’t live there anymore. I couldn’t get around.”

“We don’t have service.”

“Transportation is supposed to connect people,” a speaker said. “But if you’re outside the core, you’re out of luck.”

“One accessible cab. One guy. If he’s off, I don’t go anywhere.”

Question Seven: What are your experiences bringing your support person or service animal on accessible public transportation rides with you?

For many riders, bringing a support person or service animal is not optional—it’s essential for health, communication, and safety. Participants shared that while some drivers and staff were respectful and accommodating, many encountered policy confusion, inconsistent enforcement, and even denial of service.

“Even though I’m approved for a support person, they won’t be allowed on if they’re not listed for that trip. That’s happened to me more than once.”

“Dispatch doesn’t understand the law. They see an animal and assume it’s a pet.”

“Support animals can’t be denied in public spaces, so why are we still arguing about this on buses?”

“I listed both of my care workers on the ride, but the bus came and said there wasn’t a seat. I had to wait for the next one. That made me late for my appointment.”

“If I bring someone with me, drivers assume they’re my workers. They ask nosy questions. It’s demeaning.”

“Your full name and address show up on the driver’s screen. Why should the person traveling with me see that?”

“When my support dog was alive, they denied me access unless he was crated. That’s not how it works. A trained support animal should never be separated from their person.”

Question Eight: What feedback, if any, would you like to share regarding accessible public transportation services in your area?

Participants offered powerful and practical feedback, grounded in their lived experiences, when invited to share final reflections. While frustration and fatigue were common themes, the tone of this discussion was also profoundly constructive, full of insights and community-generated solutions.

Folks experience a great deal of anxiety due to the unreliable nature of the current accessible public transportation systems' operations. The importance of flexibility and clear messaging around medical appointments would help lessen this feeling for folks.

“There’s a huge gap in disability awareness, trauma-informed communication, and respect. That training should be mandatory.”

“GoBus drivers get paid less than Metrobus drivers. No benefits. That’s why they leave. And then we’re left picking up the pieces.”

“I don’t want to be blamed for asking a question. I just want to know what’s going on.”

“There’s nowhere to sit while waiting. I can’t stand long. That’s something that would make a huge difference.”

“We don’t want to be an afterthought. Bring us to the table. Involve us before making decisions on an essential service in our lives, not afterward.”

“We don’t expect perfection. We just want to be safe, respected, and included. That’s not too much to ask.”

Participants made it clear that accessible public transportation is not just about getting from point A to B. It is about living, making choices, exercising choices, and having the right to participate fully in society. As one person put it:

“It’s not optional. It’s survival.”

Key Findings

The data collected during the two-day town hall provides a rich and nuanced understanding of the barriers faced by people with disabilities concerning accessible transportation. The responses from the virtual town hall identified key systemic gaps in the design, delivery, and governance of transportation services in Newfoundland and Labrador.

The findings highlight that transportation systems are not only failing to meet users' needs but are actively contributing to their exclusion. Barriers such as limited geographic service, inaccessible booking systems, inadequate driver training, inadequate customer service, and a lack of accountability reflect broader patterns of systemic obstacles.

The town hall also highlighted the emotional and physical toll that inaccessible transportation takes on individuals and communities. Participants shared stories of isolation, missed medical appointments, anxiety, and harm, all resulting from unreliable services. The findings also captured the resilience, creativity, and advocacy of community members, who continue to seek improvements despite years of unmet needs.

These findings underscore the intersection of transportation barriers with broader issues of autonomy, safety, and full social participation. They reflect a wider disconnect between the intent of accessibility policies and the everyday realities faced by individuals who rely on these services.

It also emphasizes the urgent need for transportation solutions that are not only accessible but also equitable, inclusive, and grounded in users' everyday experiences. The voices of the individuals who participated in the

town hall reinforced the understanding that transportation safety encompasses more than physical infrastructure; it also provides consistent, respectful, and reliable services.

Individuals expressed a unified frustration with the accessible public transportation systems due to the quality of service delivery.

EmpowerNL operates from an independent living philosophy. We believe in providing services that enable individuals with disabilities to live independently in all aspects of their lives. The barriers we discussed above hinder an individual's ability to meet basic needs, such as obtaining groceries, attending medical appointments, engaging in recreational and social activities, and pursuing career goals.

Recommendations:

- 
- 1 Expansion of Services
 - 2 Improvement to the Reliability of Services
 - 3 Implementation of Cross-Disability Training
 - 4 Universally Accessible Booking Systems
 - 5 Elimination of Third-Party Contracts
 - 6 Co-design and Ongoing Community Consultation
 - 7 Improvements to the Physical Infrastructure

Image shows the seven recommendations following from the Accessible Public Transportation Town Hall/Survey, discussed below.

The recommendations from the town hall are grounded in the lived experiences and insights of those who rely on accessible transportation daily. These recommendations are not abstract ideals—they are concrete solutions that reflect a deep understanding of what is needed for transportation systems to be both equitable and practical from a lived experience perspective.

1. Expansion of Services

First and foremost, participants called for expanding service coverage, particularly in rural and underserved regions. Transportation services must extend beyond the boundaries of core urban areas to ensure that all individuals, regardless of their location, can access healthcare, employment, education, community inclusion, and affordable housing that is accessible and inclusive.

2. Improvement to the Reliability of Services

The participants requested better scheduling systems, reduced wait times, and consistent adherence to pick-up and drop-off for appointments. Enhance existing services, such as real-time tracking and notification systems, to improve the overall user experience.

3. Implementation of Cross-Disability Training

Participants strongly emphasized the need for better staff training, particularly in trauma-informed care, disability awareness, communication, cultural safety, and legal requirements related to accessibility. Drivers and dispatchers should receive ongoing professional development to ensure they can interact respectfully and knowledgeably with diverse riders.

4. Universally Accessible Booking Systems

Participants recommended making all booking systems universally accessible. Which, includes ensuring ride booking apps are screen reader-compatible, simplifying user interfaces, and offering alternative options for individuals without reliable internet or phone access.

5. Elimination of Third-Party Contracts

Individuals recommended that provincial and municipal governments should manage the day-to-day operations of accessible transportation systems. A common theme that we recognized was that individuals felt that third-party contracts have been challenging to navigate due to the limited authority of provincial and municipal governments in daily operations.

6. Co-design & Ongoing Community Consultation

Participants called for meaningful inclusion in the planning and evaluation of transportation services, aligning with the disability rights principle “Nothing About Us Without Us.” Riders are experts in their own experiences, and their insights are essential to building accessible systems that work in practice, not just on paper.

The current absence of this inclusion had been felt as a continuation of the exclusion they experience in other public life domains.

7. Improvements to the Physical Infrastructure

Riders recommended more seating and shelter at pickup points, safer boarding systems, and vehicles consistently equipped with functional ramps and security devices. Review the current modes of accessible transportation, ensuring maximum accessibility spaces on all vehicles.

Limitations:

In conducting the virtual town halls and survey, we encountered several limitations, such as:

1. The town halls had been held virtually on the Zoom platform, which may have excluded individuals without access to the internet, technology, or digital literacy support.
2. The sample size remains relatively small. As such, the findings should not be viewed as universally representative of all people with disabilities in the province.
3. The use of real-time transcription and chat-based responses enabled a range of input. However, some individuals may have experienced limitations in their ability or willingness to speak in a public forum. Power dynamics, communication challenges, or fear of reprisal may have influenced what was shared.
4. The lack of resources as a non-profit organization prevented EmpowerNL from expanding the consultations in person and province wide. This also resulted in the amount of time between when the virtual town halls were completed and releasing this document.

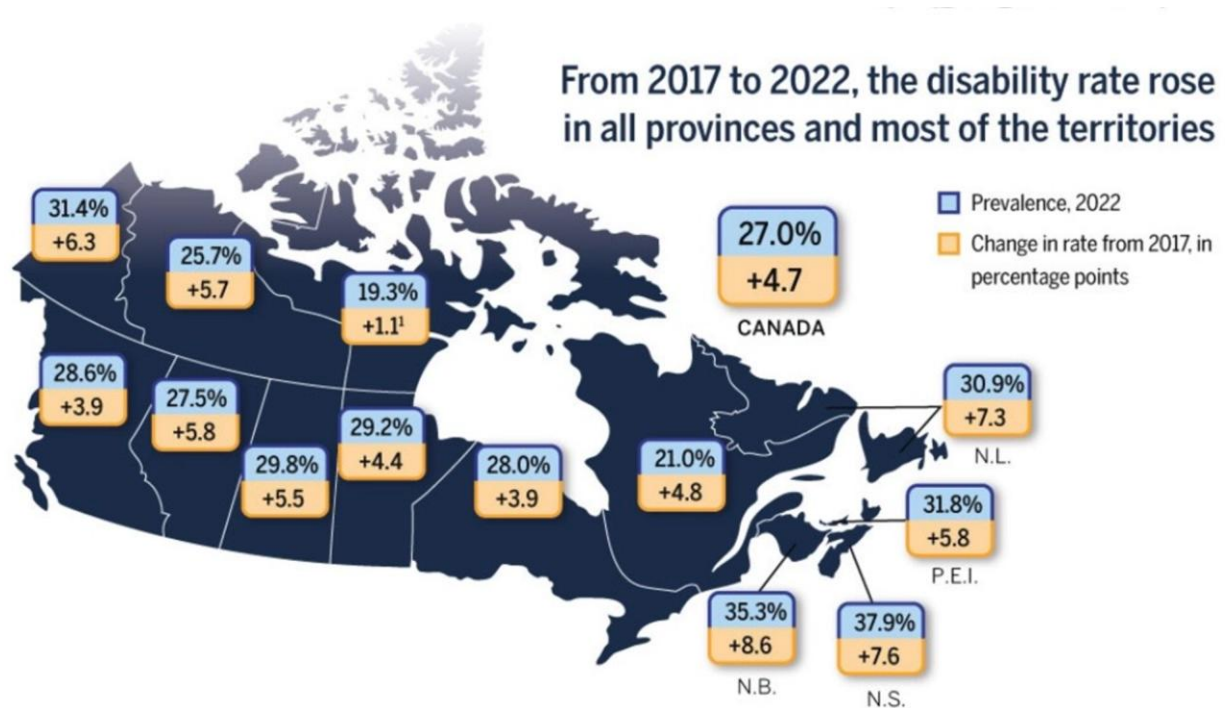
Conclusion

After completing the virtual town halls and surveys, we received feedback from individuals that they felt empowered by the experience and that their voices were finally heard.

EmpowerNL extends its thanks to all of the individuals who participated and shared their stories. We recognize and take seriously the importance of

lived experiences and the advocacy efforts to follow in positively shaping accessible public transportation in our province.

According to Statistics Canada, 1 in 3 residents of Newfoundland and Labrador (30.9%) identify as having at least one disability (Statistics Canada, 2022).



The image shows a map of Canada with the rate of disability in each province as of 2022 as well as the percentage of increase in this rate since 2017. Source: *Canadian Survey on Disability, 2022*. Catalog Number 11-627-M.

Therefore, governments at all levels need to prioritize accessible public transportation. This report calls on municipal and provincial decision-makers, transportation providers, and community organizations to take these findings seriously. Listening alone is not enough—action is required.

Appendix A: Accessible Public Transportation Virtual Town Hall Zoom Transcripts

Accessible Public Transportation Town Hall Session One (1) closed caption transcripts:

Question one (1): What do you use accessible public transportation for?

“I use accessible public transportation. I also use the GoBus and the Metro Bus. I use the Metro Bus for days when I'm feeling better and I can do things that don't involve every lifting. And like groceries, or you know. It's good that you know it's good to have the new buses that don't have stairs anymore, but sometimes that can be challenging when there are no stairs. I'm sorry, we're just discussing what we're using it for. Yeah, so I have to use it for everything. I use both for everything. Appointments and everywhere I go, it's long-distance meetings.”

“I use the GoBus regularly. I've been in town for the past seven years. I refuse to use Metro buses only because they are accessible only on routes 1, 2, and 3, which makes it difficult for me to travel in certain areas. Therefore, the GoBus bus works for me. I won't say 100 times better. For me, in that regard, but certainly, it worked better for me.”

“Okay, I use accessible public transportation to get to and from work. I use the ferry service, and I'm also using the metro bus services.”

“I use the GoBus service. I use the taxi associated with GoBus because I'm not physically able to use the GoBus, as my balance is so poor that I'm unable to stand on the ramp. And I cannot do the stairs. So, I use a taxi. But I use it for everything and anything you can see in my apartment that's not within a 10-foot walking distance. I need to use the services. So, yeah, everything, including medical expenses, groceries, and any community events.”

“Yes, I use GoBus for everything. Shopping appointments for everything, medical appointments, and I find it hard. I can't always use the taxis either, because certain ones, the seats are high, but I've had trouble with them getting the walker into the vehicle. So, I use the GoBus only.”

Question two (2): Are you able to go everywhere you need using accessible public transportation?

“Yes, I'm not able to go. I'm not able to get to Paradise. Because they are outside of the I guess what you call the bus routes, or outside of the bounds, or something like that. I have to get a cab to go pay out of pocket

to go up to the area where they can pick me up and then bring me to where I need to go.”

“I would say that as far as it goes now, I've been able to go everywhere I need. What are my experiences? Well, they vary, and they differ widely when I use them, such as when I took a metro bus. It's particularly in the wintertime, but also in the summertime, that you can encounter these problems when trying to get from one area to another, such as to make appointments, go to the drugstore, or wherever. Trying to get to the bus stop is challenging with chronic pain sometimes for me, because sometimes the distance you have to walk to each traffic light to get across is difficult. Even if I have a bag with me or not. But I find it challenging and in the wintertime, you know, it's um It's more difficult because to get to a bus, you have to do a lot more walking and, you know, trying to get safely around to get to the bus stop you're going to get because of the snow banks in certain areas are piled up all along the side of the sidewalk or on the sidewalk.”

“I use the GoBus, like I said, daily. For the most part, it works out well. They get me where I need to go and back safely. My main concern is with this new app they've released. Which I loved at one point but no longer do. I find it very disturbing. I'm not sure which phrase you'd like to use, but I find it very inconvenient. For example, if I get a phone call right now, I need to be at my doctor's appointment at 3 o'clock, which has happened to me before. Due to cancellations or other factors, they're able to accommodate

me earlier than I first expected. First, when this new system came out, I could go in and book my appointments or book my trips on the same day for the times that I needed them. Now it seems like I have to plan my trips almost a month in advance. Previously, it used to be a week in advance, but now I'm unable to go in and do it myself. I find that very inconvenient, and you know, I used to do it. I'm still doing it now, one week in advance or whatever. But I shouldn't have to do that. I should be able to go in and book my trips. Like, this app wasn't intended for people, and no, it's not being done. It was being done, and the powers that be took that feature away from us. And I think that's very disturbing that people would play with people's lives like that.”

“Yes, to answer your question. No, I'm not able to go everywhere I need to go using accessible public transportation in my area.”

“GoBus has limited service areas. Sure, it might get me to the area I need to go. It might take me to the mall, but it has to stop way down at the back side, near Scotiabank, where I might need to go up right in front of the area where the food court is, too. So, if they're late showing up for their pick-me-up, which is most of the time. So, I'm already running late for my appointment, and then I'm expected to easily fly from one end of the mall to the other. We need to be, especially considering I used a taxi, not the GoBus. The taxi is like a regular-sized car. It should be able to stop where the food court area drop off is and put me there. It's closer to where I need to go. It gets me to the area, but it doesn't necessarily take me to where I

need to go. I've experienced limited service, with long wait times, and I'm not even sure if they'll show up—frequent cancellations and early ride removals on my app. Sometimes I booked a ride on my app, and it was removed from the app quite often, so I can no longer see it. I'm not sure if they'll show up. I'm not sure if they're not going to show up. So, having rigid booking requirements causes me stress, frustration, and missed opportunities, not only in my personal life but also in my professional life. To answer your question, that's my experience, and well, some of my experiences. And it gets me to an area in general, but not exactly where I need to go.”

“I am a GoBus user and a Metro bus user. I use the Metro Bus during the spring and summer seasons when there's no snow on the ground. Here, we have a system where we operate a Metro bus that is not accessible to wheelchair users during the wintertime. Therefore, it's the cart before the horse. We have the system available, but the environment is not yet ready for it. During the winter, I'm restricted in what I can do as an independent person, and I use GoBus, as some of the other people mentioned. You can't use it when you need to, or you don't have the time you need. So here we have a Metro bus running wheelchair accessible, but you cannot use it because of the snow conditions.”

“I don't get to go everywhere when I'm using the ferry services that are in the Bell Island, Portugal Cove, St. Phillips area. Due to that, I'm going to say a lack of training with the wings and stuff. So, when it's windy, if you're

working, you have to make plans to stay over here in town somewhere, and asking a friend at the last minute is kind of rude in my opinion. Still, I'm lucky to have good friends over here, and I'll give you an example of something that went terribly wrong last night, which is the point where the ferry could not run. They said that in Portugal, St. Philip's last night, there would be unsafe docking conditions in Portugal Cove, St. Philip's. I have a video of a friend who was in the cove just shortly after they tied up at seven o'clock last night, and it was calm as anything in the pond, where the Flanders would park towards the wharf. With the weather in Newfoundland, commuting using the ferry system can be challenging, and there's a lack of training for new captains who are just entering the workforce. If you're relying on a ferry, getting to and from Bell Island is crucial. You have to plan ahead.”

“Just very quick about this point here. Not only do they have to implement a wait list, but they also have to maintain a priority list. Just because I might have an appointment to go to the Avalon Mall. Drivers have said, Oh, that's not a high enough priority. They're not stopping to consider, oh, is he going to the dentist or the doctor at Avalon Mall? Or is he just going? Does he see the Avalon Mall? Oh, that's not a high enough priority. So, how many times have I had my ride canceled or pushed further down the list? Because, oh, that's not a high enough priority for us. You don't know, maybe I'm going to do some work there. And if you don't know what I'm going there for, or if they don't know what I'm going there for, how can they say it was a priority or not? So what might be a priority? The majority of drivers who drop people off at the Avalon Mall may not consider it a priority

or a high priority. But who's to say what I'm there for without them having some way to let me know, without some way of asking me? And they're not willing to add, then I'm not taking the time to ask, then they're not going to know. They're just going to assume. So yeah, that's the wait list, the priority list is BS."

"I have multiple medical appointments that are located all around the town, Hospitals especially, where there are multiple doors. If I can say it that way, but there are multiple doors. One point, one spot in particular that I dislike visiting is St. Claire's Hospital. GoBus will drop you off at the day surgery door, but most of the time, when I go there, I have to go to the main entrance. I should be dropped off at the main entrance because of my disability, and the shorter distance would allow for easier access to my appointment. For example, last week, I had to go down to see a doctor. They drop me off at the day surgery. And I had to get from the day surgery upstairs to where I needed to be to get to my appointment. My question is, why can't GoBus drop people off at the main entrance? Like it should be done. In their particular parking lot. If I get an appointment at other buildings that I need to get to, and there's multiple doors they will 50% of the time, they'll drop me off at the door that's nowhere close to where I need to be and then I got to run like heck to get to where I need to be or whatever you know that's an inconvenience. You know, they say that they drop off wherever you need to be, but no, they don't. They drop you off where they want to drop you off."

“Transportation like uh DRL, for example, going out of the home, I haven't been out of the home. I haven't been out of my home in eight years because of DRL. DRL is wheelchair accessible, and therefore, I can't go because I'm in a wheelchair. DRL says, no, I'm not allowed to go because I have a wheelchair. If I had to pay for a cab to take me out there, get me, and bring me back. By. Sorry, but I don't have a million dollars in my pocket, and that is a big inconvenience.”

Question three (3): How do you book your accessible transportation services?

“Yeah, I'm now using the app. But I still don't understand everything about the app. There was a group meeting somewhere, and I did call about this. I was supposed to, I don't remember, I signed up for it. It was at City Hall, I think, somewhere like that, and I knew it was coming, but I never received any information. They said they were going to send out confirmation, you know, and I didn't get it. So, I missed that meeting. I'm not sure what happened, but I'm using the app now, although not all the time. It can be stressful and confusing, but I use it, and whenever I run into trouble, I end up having to use the phone call anyway. You make a phone call anyway, so it gets a bit overwhelming at times, and I have ADHD and anxiety. So, I get a bit frazzled.”

“On the GoBus app, they have a wait list, and sometimes your rides are not confirmed right away. So, if they have too many bookings, they put you on a waitlist, and then your ride is not necessarily confirmed. But they've told

me that, and on the app, there's a little dot that tells you if it's confirmed or if it's pending, and like I said, if it's a medical appointment, that's very important.”

“Yes, I booked my accessible transportation services through the app and phone calls to the dispatcher. However, these methods often conflict with each other. The app says one thing, the dispatcher says another. I received an automatic message to give me another time. And then he just raised me as a no-show. How am I supposed to know what time to be somewhere so they can pick me up? Three different communication devices give me three other times, so I look through the app, but most times that is erased after that. The app schedule or whatever, before the rider even shows up. So, I'm sure they're going to show up, and he took a ride off.”

“The Go Bus app and the dispatcher.”

“I booked my rides as soon as I found out about them because you can book runs up to a month in advance, and for those who are looking for on-demand services. Some of you can still try the book on the same day, and you may get lucky. That's not always the case, but I've had situations where it did happen. My booking was accepted on the same day.”

“With the Bell Island Ferry, you don't book your, you don't book it, you just go down. However, if you want priority over the regular drivers, you must

apply for a commuter pass. So the commuter pass does, it gives you priority over the regular drivers who are just going shopping. Priority is given to getting onto the boat first. You simply fill out a form, receive your card, and then stick it in your window. That gives you access first to the ferry over everyone else. But the thing is, if you're going for the five o'clock boat, you have to be in the lineup at 4.30, which means you have to get up at four o'clock in the morning. That's what I had to do this morning. I got up at four o'clock. I had to be in the lineup by 4:30 to get on that five o'clock trip. Before, medical prioritization was done as well. You used to be able to go to the hospital, get a card, and receive a sheet of paper stating that you have an appointment at this exact time. And then you would just go down 20 minutes before the ferry would leave for that trip closest to your appointment, but now you have to give 48 hours' notice to send an email. And then you have to wait for an email to come back. To give you priority for a doctor's note, but I think they should revert to the regular procedure and allow you to go to the hospital, as you have an appointment on Monday. You must give them a week's notice in advance, such as on Friday before the following Monday. So, if it were like this coming Monday, I would have to do it like last Friday. So, it's a little bit of a tangle with the medical appointments now, thanks to the email. However, to book the boat, you just go down, and it's only one fee in Portugal co-ops, which gives you a free ride back from Bell Island to Portugal Cove. There's no way to book accessible transportation. That's my answer for question number three. Thank you for listening. And just to remind everyone. My pronouns are she, her."

Question four (4): What have been your experiences using accessible public transportation?

“My experience has been overall different, ranging from good to really bad. Um, I've experienced a lot of great drivers. And dispatchers. And I've met a lot of lovely people on the bus. We chat and um some other sort of, I guess, cons or negatives are that I've had to make phone calls. I've had experiences on the bus that I feel are breaching people's confidentiality, and I had an incident where I was shocked to see a driver discussing a customer with another customer. And I had a hard time with that because if they're free to do that, then you know, wants to say when I got off the bus, but I did i'm one of these people that can have a hard time keeping my mouth shut and And I think it's not all bad, but I was able to say, you know. I don't appreciate this. I think it's unfair. You should not be discussing other people who are not on the bus. And, uh. The woman customer, you know, her back was up about it, but I didn't care. It was okay, I did make a call about this, and I said, like, can you address this? I did have an experience of experiencing a type of sexual harassment or inappropriate exchange between a driver and two customers. And I was shocked, and I reported it, and they were great. They said, That's an absolute no-no. And I won't go into the details, but yeah, I've had some experiences like that.”

“The Metro bus has recently introduced new buses that are a lot smaller in terms of wheelchair accessibility. Wheelchair accessibility is a lot narrower and more confining. My question is, who decides when it comes to making

changes regarding inaccessible equipment? The new buses are more inaccessible. Then the old ones.”

“Just like to touch briefly, dude. The priority feature on the app. I asked myself a while back, and someone told me, I think it was in the dispatcher's office or in the office. When you book a ride on the app, it asks you if the priority isn't medical personnel, whatever the case may be, when they're looking for scheduling purposes. To book your rides. I was told that the people who are scheduling don't even look at the priority. So if you're putting a priority, medical. You're wasting your time because they don't even look at that, basically. They don't care. You're wasting your time because they don't even look at that, and basically they don't care.”

“I have spent an alarming seven years not visiting home due to DRL not having an accessible bus. So therefore. You know, I just don't go. It's easier that way, even though I'd like to get them more often than I do.”

Question five (5): What are your experiences with customer service? (dispatch, drivers, feedback).

“Yeah. Well, this is a great question. And I know I'll think of more, you know, after. However, customer service has been inconsistent over the years, and I had to deal with a dispatch person on two consecutive days. I found her tone and responses to be unkind. Still, after about the third phone call to

her with issues around the bus you know, the way she spoke, it was like she was sort of belittling me and blaming me and and you also and i so finally I just said to her, I said, you know, I said I'm trying to be fair here, and, you know, and be respectful. But I said, I'm finding that your bedside manner is not good, and you're making more of an issue than this is, and it's so simple to fix. She did get sort of shocked. She's like, oh, oh. And then I had already reported her saying this was happening. But I didn't hear back from anyone. Now, I have heard back from Carolyn Mills on different things, but not all things. So, um. I would just like it, you know, that if I'm calling customer service or, you know, to put in a concern or complaint, I would like to know that that's been dealt with, and, you know, and in some of the cases, they say we will be talking to this person about it. In other cases, I don't know what's happened, you know.”

“Customer service. Customer service on both sides of the gate. For the lack of a better term. Being in the office or out on the road. I won't say it stinks. But there's room for improvement. Some drivers are great. They deserve a pat on the back for what they do. However, I am finding that there are a couple of drivers who don't speak English, and they refuse to speak or attempt to speak. And there are a couple of dispatchers who don't speak English and refuse or even try to speak English, and for that reason, I believe that the questions should be asked about the level of English you can speak before being hired, especially in that field. If you can't speak English well, I think you need to learn. You should learn some English. Before you're put out into a field like that, be a dispatcher or be it on the road because If the driver is supposed to drop me off at my home

residence, and if he can't speak English then how the heck am I supposed to communicate to him that I need to be dropped off here or I need to communicate to him that you know, with this new wheelchair that I got that I just tipped over on the bus or I'm not strapped incorrectly. It's a barrier. It's unacceptable in my eyes.”

“There are dispatchers in there that should not be there, should never be allowed in over the step because of the way they treat people. And I think they should; management should at least sit there and listen someday. They would be sadly mistaken if they think that clients are getting treated kindly, even when they're talking to these certain dispersers. Because they should not be alone in the office.”

Question six (6): Do you have barrier-free access to accessible public transportation?

“No, I don't. There are numerous issues there. I'm loving these questions. And I know that afterwards I'll be able to add more and send them back to you. One of them is that I've been told that when buying groceries, you can only have three bags, and I'm not sure if that's still the case. And that's why I say we need more engagement or updates on the changes they make, because I've addressed this, but I haven't heard anything about it. In the case of cab drivers, some of them will not get out and knock on your door or ring your doorbell. I don't really know. I honestly believe that some of them are not. I'm not sure if they're getting the training. Yeah, for the way

they speak to people and um you know, and I think that there's a common courtesy and dignity that needs to be shown. I'll leave it there.”

“There's not much barrier-free access to accessible public transportation. I'm referring to the rural aspect of Bell Island. I know a few people who are in wheelchairs who need it. Like, they can't even get a taxi if they're going out, they gotta have a D&D if they're going to a club and stuff. Many of them have to buy their own wheelchair-accessible vehicles, vans, and other equipment, and there is a shortage. There are always barriers in the line for people with disabilities as well. We don't have much access to accessible transportation except for our ferry system. But other than that. It's hard to see a bunch of my friends that I know, and my mom's friends are wheelchair bound and have nowhere to go. And like they're always having trouble with their accessible van, so I think that's something that Bell Island should be looking into, is probably trying to see more of our disabled than our non-disabled.”

“Yeah, the only thing I wanted to mention is if someone is getting a taxi in the evening or likes to say they have too many groceries, and they need an accessible cab, sometimes there are very few around in the evening. Or they can't get where they're going at all.”

Question seven (7): What are your experiences bringing your support person or service animal with you?

“I’m just going to go off a little off topic here because I do abide by GoBoss as well. Even when I was working, they said that you're approved for a support person. However, you also need to ensure that they're on a list. But it shouldn't matter if they're on a list or not. If you're entitled to a support person, I think that your support person should be able to accompany you and not be left behind, and your support person should not have to take a taxi.”

Question eight (8): What feedback would you like to share regarding accessible public transportation services?

“I'd like to touch base, touch quickly on, you know. Accessibility again, like I said, there are times when I can't get exactly where I need to go. They dropped me off at places way up from where I needed to be. That should certainly change. Customer service. Can be changed. Should be changed. You know, and when you make complaints, like if I complain about something. You know, the person in the office, the one looking after that complaint, should try to touch base with the client in a timely manner and say, 'Listen, the matter has been raised.' If you encounter any further issues or have additional concerns, please contact us again by phone or email and let us know. There are things they can do. There are things they

can do to make it a lot better and explore places where they're not going now. I mean, I'd love to live anywhere outside the city. But I can't."

"Feedback for this would be uh, like real-time information. I think they should have a real-time TV display for where the GoBus is located, so that they're aware that they're aware to schedule saying that all the buses are going to be delayed. At the amount of time and everything like that, though, I think having a real-time display board or display TV would help me and anyone else. That includes music and accommodation, as well as announcements. They should be able to provide that in real time rather than relying on the phone."

"I don't get a lot of information from them, like get updates. And I would love to get updates, uh, regular updates on any kind of decisions or changes that they make."

Accessible Public Transportation Town Hall Session Two (2) closed caption transcripts:

Question one (1): What do you use accessible public transportation for?

“Okay. So I use the bus for everything I possibly can. However, it becomes very limited, as mentioned, like getting groceries, which you can't do unless it's in tiny amounts.”

“And so I think, like most people, they use it for everything they can. Some people have to use it more than others. I use the public bus as much as I can, but it doesn't go places and takes way too much time.”

“For a lot of things. And so, especially medical appointments and stuff.”

Question two (2): Are you able to go everywhere you need using accessible public transportation?

“Okay, my... I've been using GoBus for probably 10 or so years now. The first couple of times, I had issues where they were late, but ultimately, I would be able to get to where I was going. But there were times where, like, they got my drop off messed up and uh like they would cancel my rides sometimes too for like no reason. So that's kind of annoying as well.”

“I have a lot of medical appointments, and if a medical appointment is two o'clock in the afternoon, I find it hard because a lot of the time you have books so early, so long before the appointment, just to get there on time. Sometimes, you either just barely make it on time or you're there for a long time before the appointment is set to start, and also because you don't know how long a medical appointment will be. You can try to guess and book a ride home, but what happens if the appointment runs a little bit longer, or you don't get in on time? But also, the will-call option is great to have. However, you may have to wait sometimes for two or three hours for the will-call to arrive. And I find if you're in a medical appointment in a hospital for that long, it's just that long, it makes it draining with everything else that you might have on the go.”

“I volunteer heavily with several community initiatives, and I don't go specifically because GoBus cannot be relied on. Or anything to either pick me up on time or to come back to pick me up, or anything like that. And because of that. I don't go anywhere. And so, everybody has had to shift gears. To keep me in the room. From a virtual aspect, often 20 or so other people will be at the table, and the needs of the group require that. And I can't get there because the GoBus camp isn't reliable for me, so in a way, it makes me a somewhat unreliable employee. After all, I'm so inaccessible. When it's not even my fault, there's nothing I can do about it.”

“My husband's here, he has numerous medical appointments and whatnot that he has to go to that he has to be there for in person, things like x-rays and blood work and stuff like that. And severe anxiety prevents that because we're both autistic. For us, once something really bad happens. It's incredibly difficult to regain the trust and security you need to try that thing again when it didn't work out the last time. Like you'll get up, you'll get ready, you'll do everything you're supposed to, and then you'll get to the And you can't go because anxiety takes over and you don't have any faith that GoBus is going to pick you back up even if they drop you off because that's happened. We contacted them when he was ready because it was a will-call, and they said, well, I'm sorry, we don't have anybody available. And it took him another two hours to get picked up at the door, making our worker, who was with us, late for his next shift. And all of these things are out of our control. When you talk to GoBus about it, they said, well, there's nothing much we can do about it because it's out of our control too.”

“I think there are several things that they could be doing to do it better. However, at the same time, I also argue that NL Health Services has been complaining about people missing their appointments and similar issues for years. When it hasn't even been under their control in any capacity, so I've been suggesting that NLH service their form of travel for people who do use the bus or the GoBus, because they've made all the accommodations for people who drive. Still, they've done nothing for people who can't. So that's my solution to stop blaming the patient for things that aren't their bag.”

Question three (3): How do you book your accessible transportation services?

“I usually use The Go Bus app on my phone to book rides, but it usually works pretty well, but like there are times where it'll say, for example, limited capacity or availability, book now. For example, it can be frustrating, such as when you have an emergency that's last-minute and you can't rely on the Go Bus to get you there. So that can be a bit annoying as well.”

“I book rides on the app, and I'm having big-time problems with One. It's not very friendly for people with vision impairment, and I'm diagnosed as legally blind. And I'm always trying to cancel my rides, but they're not getting done right. So I find that the app is not very vision-friendly. So they say, call in. Yes, you can call in if you're having trouble with rude dispatchers. I find that there are a few who are very rude. And very disrespectful. And they're not trained well. There's a lack of training with the dispatch department. And that causes me to end up booking my rides. For example, if I'm going to an appointment, I have to make a will-call. Good luck getting a will-call. In a certain amount of time. So sometimes I have like three appointments in a day because of my disability and my health conditions. So, to get from one to the other on time. It is ridiculous. You can't book a bus to guarantee that you'll get to your appointments on time, then, if you don't get to your appointments. You will need to pay a \$40 doctor's fee to schedule another appointment. And that can be costly. That's the only one.”

“So, regarding the time waiting. With this, it is you who know when you schedule an appointment, and they give you a time frame on when they're going to pick you up; however, the actual arrival time is widely varied. It's supposed to be a 30-minute window, of course, and it isn't. Sometimes they're there right bang on. Sometimes they're a tiny bit early. Often, they are much, much later, requiring phone calls, and I don't know how they have gone to the wrong address. When they know my home address and other personal details. And then, yeah, you finally get where you're going, and you're either really early. You've got to waste a bunch of time, or you're late, or you know it's really hard to schedule, so you and you know it takes me a long time to get freaking ready, like most people, you know, when you have additional issues, it takes you all morning to get ready. It takes you half the Morning, afternoon, and over lunch to get to your appointment. You finally get there, do it, and then you. Because you don't know how long it's going to take, you call your ride back, and you wait forever. Sometimes they forget about you. I called them back and they said I wasn't there. Which was complete baloney, of course.”

“The poor scheduling as far as coordinating where rides are picking up and dropping off. And it's a huge waste of resources and time. And I'll give one example where a cab picked me up here and there was a woman in the cab, and I was going not far, about six blocks or eight blocks. And so I got in. The other woman was there, and clearly, the objectives from the computer were decided, and the driver did not question whether the woman had been picked up first, so they dropped her off first. But we drove to the other side of town. Dropped the woman off, drove all the way back across

town, dropped me, you know, six, eight blocks, whatever it is from here to the store from my house. And it wasted a bunch of my time, a bunch of extra driving. We could have dropped me off and then gone down, and it really wouldn't have added any extra time to each ride, maybe a few seconds, the time it took to pull me in to get out, they would have continued all the way to the other side of town. And so, yeah, he could have cleared up earlier, would have freed up time for other people who are struggling to get rides.”

“Okay. I know I booked my rides on the phone just because, especially with medical appointments, if I have a medical appointment at 1.30 in the afternoon, and I don't know how far I live from the place I have to go and I don't have to go or how long I'm going to be on the bus. So I don't know what time to book it to come pick me up, so I can be at the appointment on time. So I find it easier to just call and say, Listen, I got the appointment for this time. I'm going home around this time. The appointment will be over. And they kind of check it out and see what the best time is and what the best times are. Sometimes that works a lot of times. Sometimes it cuts it very close, and sometimes I'm amazingly early. It just depends on the luck of the draw, I guess. But that is what I do. Call in and be on hold to get somebody who can book me in the time that they think is between me and will I have to go to get as close to on time as possible.”

Question four (4): What have been your experiences using accessible public transportation?

“In regards to my experience with GoBus, my biggest barrier is communication. Since GoBus contracted out with citywide cabs and newfound cabs, the tracking system and communication does not work. And so what will happen is you'll be booked on a bus, and you know your bus is coming. It's, you know, 15 minutes away, and it suddenly disappears from your booking. It's just gone. So you're like, "What's going on? Then you sit on hold for 15 minutes to call dispatch. You speak to dispatch, and they're like, Oh, cab's on the way for you. Okay. And there are times when you're waiting and nothing will show up on the app. And you're like Is anyone coming for me? I really feel there needs to be, whether it's an automated system. You know, availing of resources, avail of resources on the call center to basically notify riders that, hey, you know, a newfound cab is on the way for you, or a citywide cab is on the way for you. To your destination, you know, please, please stay, you know, please stay at your destination. A cab is on the way. Even just a simple one-liner to let you know you're not forgotten. You don't need to call us. The cab's on the way for you. You know, and I know a lot of us, we joke around like GoBus anxiety. We give GoBus anxiety because, oh, it's five minutes before my booking and nothing has shown up on the app yet. So I need to run outside to make sure a cab isn't there. To pick me up. Because there's nothing, there's no phone call, no text message, no notification that a cab is coming, and not an actual what they call a tablet user GoBus, whether that be a bus or one of the five cabs. So yeah, that's my biggest point.”

“ Yeah, like I was saying earlier, like I've had a couple negative experiences with GoBus like some positive and it's really mixed but like the first couple of times they were late for me uh I was late for work an hour once because of them and... then like some cabs wouldn't even come as well like It's really hit or miss like It depends on how busy they are and like how long in advance you book them, which is kind of a little bit of an inconvenience but my experiences with them lately have been pretty mixed.”

“Thank you for this opportunity to talk. I just moved here, so I don't want to take up too much space, but I wanted to raise an issue that's really important in the place I just moved from, and I don't know how much of an issue it is. It is here in St. John's, but I know it's something that's very difficult for people to talk about sometimes. So, I wanted to make sure that it was raised as a topic. So, trigger warning for anyone who doesn't want to think about gendered harassment or violence right now, if you can just, you know, mute me or whatever. I'll just take a minute to talk about this. So even though my experience is limited here, like I said, there were many, many problems with the accessible transit service in the city that I moved from, especially when it came to managing complaints. About drivers harassing customers, for example. Asking for phone numbers, offering favors. Asking for dates, inappropriate touching. And recently, a very serious sexual assault has now gone to the courts. So, the problem is that, because of the driver shortage and the general disorganization of the company. Even when complaints were made, about, you know, relatively minor things, and that would have been possible to catch someone before

they escalated. They were very poorly managed. Everything from being ignored to gossiping to hiding and silencing. Causing even more distress and vulnerability. So again, I don't want to say there are problems like that here. I haven't experienced something like that here, but I have used the accessible transit system in my previous city for 10 years. And been active in the community there. It was an issue that took a very long time for people to start talking about. So I just wanted to maybe make people a little bit more comfortable and encourage you that if something has happened to you, even if it seems small. Small issues can be a sign of a bigger problem. So if you've had negative experiences, please, please speak out and if you feel more comfortable, I'm really glad to hear there's the option of sharing by writing. So again, I really don't want to upset people, and I know that there are issues that affect people unevenly, but please, please do make your voice heard if this is a problem in the system here in St. John's."

Question five (5): What are your experiences with customer service? (dispatch, drivers, feedback).

"I volunteer for one of the programs at EmpowerNL through member services, and I called GoBus to get a... time frame for a member that was with my group, and did... The dispatcher that I spoke with gave me what I would call a band-aid or blanket Answer. So, the other bus came for the other member who was waiting for the GoBus. We all went out to see if the driver was taking the second person. And the driver said to me, No, no. Only taking her. So, after 22 minutes. All in all, I was at a restaurant in the city on a Monday night, coordinating until nearly 9:00 p.m. The second bus was 22 minutes behind the first bus. Which made no sense, and it still

doesn't make any sense to me. As a volunteer, I may occasionally be needed to coordinate. So, what am I supposed to do? That's all I got to say. I'm just sitting here listening as an ally and a volunteer. All right. Thanks, everybody.”

“All I really wanted today was that regarding the experiences and things with goal bars, I find that I've used GoBus now, even back when it was Wheel way, and I find... a lot of, not all by any stretch of the imagination, but A lot of dispatchers and drivers are a lot less respectful than... They used to be. I remember one time when I called, and it was for a friend's wake. I wanted to go to it, and I understand you got a book so far in advance, but sometimes you just can't. Things happen at the last minute. So, I called and I asked. Was it possible? And the missus, the girl who was on the dispatch, just all she said was no, can't do it. Sorry. That's all we can do. And I'm just like I asked her, I said, did you even take time to look? I don't have to because she said, I know there's no way we can do it. There's no way we can accommodate it. So, I ended up having to miss my friend's week at that specific time because the girl wouldn't even check. And I understand. I always try to book at least a week in advance, if not longer. But when something happens, like a funeral or a wake, sometimes you just don't get that much time to be able to book.”

“So I'm blind. And note for people who don't understand what vision loss and blindness are, there are lots of different types. So, a version of being blind is that you can see five feet in front of your face and then nothing past

that. So that interferes with things like cars and stuff like that coming your way. Please. Take it for what it is. You've seen me reading, but there's a lot of masking going on, okay, and so I'm blind, and so things happen because of that. Drivers leave or say, "I'm not there. It's not true. My worker tells me that a bus arrived, and then they just left. They didn't pick anybody up, didn't drop anybody off, just left. So, I can't see the buses or the cab, and the drivers take advantage of that. They know the difference. My husband has trouble with the size of vehicles that show up. We are both supposed to be bus-only. The option gets overridden, and a Cab shows up, and he can't get into it because of physical constraints. Meaning he can't get to where he needs to go, and then he's the one who pays the heavy price for it. We both have hearing issues and run into problems with drivers and dispatch because of that. Lip service seems to be the status quo. You do what they say, you call and discuss, but nothing gets done, and no one addresses anything, and there's never any feedback."

Question six (6): Do you have barrier-free access to accessible public transportation?

"A couple of things I was bringing up that are very important to me are the lack of training for the drivers. Last year to this year, I've been on a bus a few times when people, including myself, have been injured. I've been injured due to speed. Drivers are speeding around the city. I'm in a wheelchair. I've had my shoulder dislocated while on the bus. Them going over bumps fast and hard. To put you on the ramp and get injured. You reported to GoBus, and what do they do about it? Nothing. They don't care

about your safety. They don't care about your equipment. I've had my chair break a few times. Luckily, I'm covered under Eastern Health. But when I was in the home, I wasn't covered. It had to come out of my pocket, which is not right. And it broke due to speed. And neglect of a driver. I've had my cheer not harnessed downright. I had my chair tipped over because they're not being harnessed right, and it tipped over. Thank goodness there wasn't anyone sitting by the side, or I would have gone down on top of them and hurt them. And the other one is, it's supposed to be a door-to-door service, and it's not. A lot of the drivers refuse to go and knock on your door and help you down, and I'm both visually and hearing impaired. So, I have to come down myself. Even though I have a home care worker, they're usually behind me. Turning off the lights, locking the door, making sure the house is safe, everything's off. So, if I wait for her to do all that. You have five minutes to get to the bus. Then the bus will leap. So, I find there's got to be something done about more training and more respect for the customers. That's the two main ones that I got.”

“Yeah, like when it comes to being barrier-free, like I have a walker. I don't use that all the time, but I do use a cane as well. And some drivers are okay, but not all of them. Some of them will ask if they want, like if I want help or if they can hold my bag for me, for example, but not all of them, but some are not that attentive. Not all of them will like to help me across the ice, for example, I have very bad mobility, and I will slip and fall. My coordination is very bad, so I like some more attention, and like courtesy would be a good thing.”

Question seven (7): What are your experiences bringing your support person or service animal with you?

“Yeah. Like my experiences with bringing a support person on the bus are usually pretty positive, but since I don't have a service animal, I can't comment on that aspect. However, for the most part, having a support person with me has been mostly a positive experience. I do like that they allow that. So that's nice.”

“When my support animal was still alive. We wanted to take them to the dog park and everything, right? And they denied him. I was taking the bus unless I had a separate ride, so I was alone on the bus with him. It doesn't matter who's on the bus. This is my support animal. This animal should be allowed to go with me no matter where I go. You can't deny a support animal in any business, so why should you deny them on a bus? That's just my thought.”

“I try not to bring someone on the bus with me because of it. If I bring a friend, they assume the person is my worker. I hear that if you use a wheelchair and want to use the Metro bus, you need to bring someone to hook up your chair.”

“Okay, I have a service animal, and 99% of the time, I do not have a problem. The one time I had a problem was with the dispatcher refusing to take my dog with me. So usually I don't have a problem. The only thing they're strict about is that they want the animal in a cage. Now, my dog, if you put her in the cage and she's separated from me. She gets upset because she's trained to be with me. So, usually, the bus drivers are good with it. But it's the dispatchers who usually refuse you. And the part about your home support worker going with you, I've had it three times. I was refused on a bus. I had my home support worker because the bus was full. There wasn't a seat for her to sit on. So, I feel that when they book the bus, I always put in how many home care workers I have, and some appointments I need to make. Someone, it's fine. It depends on whether I get out of my chair. For this appointment, I needed two workers at this time. I had to wait. I was denied permission to board the bus because there was no seat. So, leaving scheduling and training led to that problem. That's it for me.”

“Okay, so first of all, I tried responding to just to (BLANK) just as a comment about the public buses the metro bus about chairs is that a lot of them you can't get on and that I've seen people like women with a small stroller struggle to find a place because there's not like there's no place to put a large wheelchair or strap anyone down anywhere because I'm I don't know if (BLANK) ever been on a Metro bus lately, but many of the buses, there's no way for a bus or a large stroller or anything to get on or have a place to put it is crazy. They will ask questions, and I don't mind chatting. You know, I'm a chatty guy, but they'll ask prying questions. And sometimes

your name and address are like their terminal thing, the thing they type on the screen. It will display your address and full name, including first and last names, at the bottom. Where they're going, along with the GPS data and the map stuff, and sometimes, like I know that they can switch it off or stuff, but if they click it on, like I've watched my name sit there and kind of on the screen. It moves back and forth between a couple of different images and data, but your full name and address are displayed until you reach your destination. And then the next person pops up and says, 'Why is that?' Because that's nosy and prying, and you know it's uh I've often wondered that."

Question eight (8): What feedback would you like to share regarding accessible public transportation services?

"Yeah, um, like. My main concern is areas to sit down while you're waiting for your bus. Because, like I said earlier, I have a cane and a walker, and I can't stand up for very long periods of time. My primary concern is that there are not enough places to sit out in public while waiting. And that can be very painful. My feet hurt the longer I stand up. So I feel like something should be done about that."

"We'd really like to see accountability. Like when you talk to different people or whatever, they'll say. Oh, I'm sorry for what you went through and whatever. But again, nothing happens. Nothing comes out of any of that. So it just doesn't feel authentic. It would be good if Metro bus overall

actually came out and owned up to what has happened up to this point. And time did something genuine about some of these issues and spoke about these types of things, because otherwise, people just feel like they're being left out, unheard, and behind. Everything. It's another example of where the disability community feels left out. Feels left behind. Nobody builds the disaster plans and actually includes the evaluation of anybody who's disabled. They're the afterthought. I would like it if we could initiate some sort of active change to acknowledge that they truly need to do better. We haven't done our best so far. We can do better than we are doing now.”

“So, it's about the whole issue of complaints and the fact that we, as users, all know. I have many suggestions on how we could improve all this, as I have personally submitted numerous complaints in writing and vocally, and have received absolutely no response or understanding. I was getting off the bus at MUN, and the next bus pulled away while we were all stepping off. Then, I phoned the dispatcher to try to see what had happened, or if there was another bus I could take to get to where I was going. And the woman blamed me for not keeping an eye on the time, not telling the driver to radio ahead to the next bus, and for that. Not only when we try to complain, but also when we try to make suggestions. We feel completely unheard and yet you speak to someone in person and they blame you for a mistake that like What if I don't have a watch or a cell phone and I'm on the bus and I don't know what time it is and I'm seeing the bus, I'm like okay, right on time, get off the bus, and then they're gone. And then you waste an hour waiting for them. So, anyway, regarding the complaints and

suggestions, is there a way we can get involved in some of the changes or the direction of these changes? The complaints and lack of progress are evident, and we all have good ideas on where this change can go. Thank you.”

“Okay, I think one of the issues with GoBus is they can't keep new drivers because the goal was that drivers get paid a lower wage than Metro bus drivers, and they don't get the same benefits, even though they're probably doing more work than the Metro bus drivers. So, for example, if you talk to a GoBus bus driver today. You've got one driver who started, say, five years ago. He's third on the seniority list. There are probably only three from when GoBus first started eight years ago. So there's definitely a turnaround that I think could be fixed if the city took over GoBus, instead of working through third-party contracts.”

“I don't have much experience with ferries. But I do know from my limited experience, it's not very accessible, and it's a lot of work to use. Once, I had a friend who went to Labrador. He told his family that he was in a wheelchair and needed to use the elevator. So he said, Okay, we'll put you here. To ensure you can access the elevator without being blocked by other cars. Something happened, and they didn't put them in the right spot. So then they had to drive all the way back to Corner Brook because they had so many cars, and the way was blocked by the elevator, so his whole trip was ruined. Living in Corner Brook, there's not much accessible transportation. So you can't really live out there if you have a disability, and

going home to the corner is misery if you have a disability, because once you get on the DRL bus, you can't get off. Because you could get off, but then you might miss your chance to get back on, they only stopped for a few minutes, so I don't really like going home to Corner Brook. You sit there for 10 hours, or you can't drink anything because you have to use the washroom. For me, the most frustrating thing in Cornerbrook is that I can't have a life past 5 p.m., you know, because that's when the accessible taxi driver stops, and I can't have a life on the weekend because the taxi doesn't run on Saturday or Sunday. You know. If I need to get somewhere and I need to take my chair, then I'm hooped at those times. That's my main issue.”

“You want to know about rural areas. I'm originally from Lab West. I lived there for most of my life, and in Labrador, there is absolutely no accessible transportation at all. They don't even have accessible cabs up there. So, everything that you do if you're disabled up there has to be through a pay cab, and even if you're in a wheelchair, you can't get around unless you have your own vehicle with a wheelchair ramp.”

“So the impression is that we're from Labrador. And so, it seems that the idea, as well, to come from many municipalities is that if you want services moved to the St. John's area, with the assumption that when you do move to St. John's, you will gain access to those things. And I mean, it's just a huge miscommunication thing all over the place because you don't get what they expect, what they say that you'll get. Therefore, people who are unaware of the difference will make a significant move with substantial expenditures. With the expectation that they will get access to the service.

So, municipalities are not being honest about what is genuinely available, and as a result, people like us get confused and put in disproportionate situations, such as moving away from our support systems, believing that we'll actually get better support by moving to a region that supposedly has better access. And the whole thing is just not true. And it creates a whole lot of really big issues for a whole pile of people who aren't built to be able to sustain that type of inflexibility.”

“All right, I just got two things quickly. One reason is that many people are hesitant to report problems due to fear of retaliation. There's a lot of retaliation from the staff toward the customers. I reported one driver for speeding. I took a picture of his speedometer and reported it. Next time, I was on that driver's bus. He threatened me with the cups. So there are a lot of people who tell me how to make complaints, but they're only going to retaliate against you, and they have with me.”

“The other one is with the Metro bus. I was on the Metro bus twice. Both times, the driver refused. To anchor me down. He told me I had to get out of my chair and anchor myself down. I'm a paraplegic. How am I getting out of my wheelchair? So I find that the GoBus has to anchor me down. Why don't Metro buses have to anchor me down? Yes, GoBus does a million times harder job than Metro bus, and they get paid crappy wages. This should be the city taking over GoBus.”

Accessible Public Transportation Virtual Town Hall: Sessions one (1) and two (2)

Zoom Chat Transcripts:

Question one (1): What do you use accessible public transportation for?

“Urban, social reasons, community meetings”

“Medical/work/ errands”

“I use Go Bus for every part of my life.”

“I use GoBus for social and Doctors' appointments, groceries too”

“Work/Social”

“Work / Medical / Recreational”

“To get back and forth to appointments and go to EmpowerNL, go to my sports activities, my main source to get around the city is in a wheelchair.”

“Use it to go to the airport, DRL, volunteer, work, medical appointments, hobbies, and to see friends.”

Question two (2): Are you able to go everywhere you need using accessible public transportation?

“Outside the local areas”

“Oftentimes, Go Bus dictates where a person gets dropped instead of listening to the rider and understanding the rider's actual needs.”

“I use accessible public transportation for medical appointments, grocery shopping, community events, professional speaking engagements, volunteering, and maintaining independence.”

“Members typically need to book the full month in advance for activities, which can make it difficult to coordinate activities within the community. There have been events or activities that we would like to participate in, but if they aren’t advertised way in advance, our members miss out.”

“It is difficult to attend appointments or shorter trips. I end up waiting for hours at medical, bank, or vet appointments.”

“No. Short runs where you are not expecting to be long. Just have to pick something up or go to the bank (ATM). Long wait times even when pre-booked to be picked up/dropped off”

Question three (3): How do you book your accessible transportation services?

“Not everyone has the privilege of knowing their own schedule that far in advance, let alone booking transportation that far in advance. It's almost like they dictate our lives for us.”

“Sometimes a medical appointment has a waiting list, and an opening opens up for us.”

“Find it hard to get the times right on the GoBus”

“I wish the GoBus went to Paradise and Mount Pearl so I can see friends and go to events/appointments in those communities.”

“Positive or negative experiences. Are they more positive or negative?
Many more negatives for me.”

“GoBus App - I noted that over the past few months. The times for booking have changed. {eg: I try to get a booking for 10-10:30. And I will get a time of 11:45 to 12:15. Which is far off the mark. And this appears to only be a recent thing, as in 2024, it was much easier to get the times you wanted.”

“GoBus app”

“Telephone”

“Text/Phone”

Question four (4): What have been your experiences using accessible public transportation?

“I’ve had great experiences with dispatch, but I have also had horrible experiences. I have often heard from members that dispatch will yell at them about things and will hold the rider accountable even when it was the company's fault.”

“I have also had dispatch treat me (as a professional) differently than their riders, which isn’t right or fair.”

“Sometimes I’m afraid to bring it up for fear of being called prejudiced or racist.”

“I've had a number of drivers/new drivers who are not familiar with the area and how to get to our house.”

“My experiences with customer service have been frustrating and ineffective. Dispatchers often give conflicting information, repeat scripted responses, and rely too much on GPS instead of actively problem-solving. Drivers vary greatly—some are helpful, while others manipulate the system by falsely marking no-shows or refusing reasonable accommodations. Providing feedback feels pointless, as issues remain unresolved, and there is little accountability or meaningful improvement.”

“I cannot use the metrobus, finding it hard to get off, no one to help me.”

“Some are very polite. Great service, know their way around the city. Others have zero customer service and don't know their way.”

“Mixed. Evening dispatch is not well-trained. No supervision. Depending on who is on in the morning, no supervision or management.”

“As for Dispatch/call center: improving the wait times for text responses and improving the wait times when calling, as when you are forgotten. Or your ride has not shown up. The time it takes to have this resolved is long.”

“Very poor customer services due to poor training and lack of respect of people I'm sick and tired of always here dispatchers and drivers always saying its a shared ride and we all know it is another thing is u will have 3 or 4 people going to the hub or Easter Seals and they will send 3 or 4 empty buses coming to the same address this is why a lot of time u cant get a ride cause the buses are not booked correctly”

“Some drivers appear to have no training at all.”

“One thing I want to bring up is the amount of time Metrobus gives when there are changes to policy. The No-show changes were posted on the GoBus on Feb. 14, 2025. The changes took place on March 1, 2025. The GoBus alert e-mail with info came out days later. This is less than two weeks' notice. Unless for safety, all parties should give at least 30 days' notice.”

“Some are helpful and are sensible and patient. Some rush you and don't understand your disability.”

“I've dealt with a small number of male drivers asking if I live alone. That's mostly when I take the non-accessible cabs, though.”

Question five (5): What are your experiences with customer service? (dispatch, drivers, feedback).

“My experiences with accessible public transportation have been frustrating and unreliable. Frequent delays, last-minute cancellations, conflicting pickup times, and app issues create constant uncertainty. Drivers sometimes manipulate the system, marking me as a no-show without stopping. Limited service areas and rigid scheduling restrict my independence. These challenges make attending appointments, events, and social outings stressful and unpredictable.”

“There are not nearly enough accessible taxis available, especially late nights and weekends. It makes it limited for my friends who want to go out spontaneously or after Go Bus hours.”

“I had a very disturbing experience when a taxi driver picked me up at the Avalon Mall. When I got in the back seat of the taxi, the driver was steering the taxi with just one hand on the steering wheel, and he was using the other hand to hold his cell phone to carry on a personal conversation as he drove me to the east end of the city. It is not recommended that you drive a vehicle with only one hand on the steering wheel, and I was very concerned as to what would happen if this driver were involved in an accident.”

“I have seen some taxi drivers like that. I am not happy to see how much they use their cellphones while they are driving.”

“Me, too—about three or four times. I call them out. The reactions have been varying. I reported it.”

“The other day, they said they would send me an accessible taxi to go home from work because it would be quicker. An hour later, I was still waiting, and they said they didn’t know when I would be picked up. I end up using my powered wheelchair more to have more independence while traveling, which is negatively impacting my physical mobility.”

“My experience as a volunteer (ally) can be frustrating. At the last dinner club I coordinated, I didn't leave the restaurant till 45 minutes after and had two people returning on the GoBus. One bus came and took one person, and 22 minutes later, the next bus came.”

“I wish DRL were accessible so I could go home more often. Once I get on the DRL, I don’t get off until I get home (10 hours later). It is very uncomfortable.”

“I was unfortunately let down last week at my workplace. I texted GoBus to find out if I was supposed to take a bus or a taxi, and they said a taxi. I waited for about an hour before an orange van finally arrived. I stepped outside, but the driver wasn’t there, so I waited 15 minutes in the rain for him to return. When he finally showed up, he looked at me and said he was there for GoBus, but not me. Frustrated, I went back inside and texted GoBus again. They informed me that I was considered a no-show and that the orange van had come. I had been waiting for two hours, and I do not usually miss their rides. I was really frustrated.”

“Mostly negative. I have a large list. Cabs are terrible. I also find the app useless most of the time.”

“My experience using go bus is very poor communication with dispatch and drivers and when the drivers try to drop u off to where u live but a lot of times dispatchers change it there to their convince and booking a ride to get a ride u have to book a month advance also if ya in a wheelchair u have lees chances getting rides when u want them cause there only four wheelchair spot on the bus and u never hardly see the buses with more than two wheelchairs on the bus at a time except for big events cause a lot drivers don't like having more than one or two wheelchairs on at a time cause of anchoring us down.”

“And one thing I find about the GoBus is people getting hurt on the bus and the chairs getting broken, and GoBus doesn't give a rat's ass, and a lot of the drivers arnt trained well cause of a lack of training, and u report it to management, and they don't care. They say they check into that and never get back to u or fix your chair.”

“Another problem with go bus services is that it’s supposed to be door-to-door services, and a lot of drivers refuse to come to the door to get them for help, especially vision and hearing-impaired people.”

Question six (6): Do you have barrier-free access to accessible public transportation?

“Hi all. I'm from Corner Brook here. We have one accessible cab and one guy who drives it part-time.”

“After hours, there are not always accessible taxis available.”

“No, I do not have barrier-free access to accessible public transportation. The booking process, unreliable scheduling, and limited service areas create barriers. Frequent delays, ride cancellations, and a lack of real-time communication make transportation unpredictable. Additionally, some designated pick-up/drop-off points are inconvenient, forcing unnecessary physical strain.”

“I have great difficulty bringing a support person due to booking restrictions and availability issues. The system is not flexible, making it hard to ensure both my support person and I can ride together when needed.”

“Ok like at the hospital mostly Health Science when i call in for going home and I tried to ask them which cab so i can go to that cab because i am finding that i am going out to see if it is my cab but not i do that lot some times it is really cold or wet is there a way to work this out”

“There is no accessible transportation in Corner Brook besides the accessible taxis and the summer train. That is why I no longer live there.”

“Another example is I want to work out of town, but because there is no transportation, it is a limitation.”

“Ya. I can't leave. I second that. I rely on GoBus to get around. I don't drive.”

“It limits your career options.”

“Yup. Limits your entire life. Life must be in the range of GoBus...”

“Drivers will ghost you. Feedback tried to complain about being left behind, and they blamed me.”

“I can't leave town because I am restricted to”

“Yup. Everything in the malfunctioning apps that I can't use due to many barriers.”

“My biggest barrier would be the inaccessible app for those with low vision.”

“Metrobus - No ramps, many buses have no place for a chair or even a baby stroller.”

“Not only that, but most places, there won't be places to sit while you're waiting for the bus- metrobus.”

“At Summerville on Paton street, they have no chairs there they so sometimes I have to wait for an hour for the GoBus, standing up.”

Question seven (7): What are your experiences bringing your support person or service animal with you?

“GoBus drivers ask a lot of questions and are nosey. I try not to bring someone on the bus with me because of it. If I bring a friend, they assume the person is my worker. I hear if you use a chair and want to use Metrobus, you need to bring someone to hook your chair in.”

“On a ride back from Walmart, my support person was denied access until I fought for him.”

“I had my support animal denied by GoBus.”

“I have a friend using a guide dog and have had issues with Metrobus.”

“I have great difficulty bringing a support person due to booking restrictions and availability issues. The system is not flexible, making it hard to ensure both my support person and I can ride together when needed.”

Question eight (8): What feedback would you like to share regarding accessible public transportation services?

“Language training is needed. We had one driver who said, “You people expect everything done for you.”

“Drivers should know the areas they are driving before giving the ride. Their GPS, which they use especially in the downtown area, is very inaccurate.”

“I would like to see more regular engagement meetings with the GoBus.”

“Accessible public transportation in my area needs major improvements in reliability, communication, and flexibility. Frequent delays, scheduling inconsistencies, and ride cancellations make planning difficult. Booking should be more flexible, real-time updates should be accurate, and drivers should be held accountable for no-shows or system manipulations. These issues limit independence and create unnecessary stress for riders who rely on this service.”

“So ya. In summary, provisioning resources or automating a framework so that when a bus is unavailable, they need to use a third-party cab company, as they do to establish some kind of notification with the user.”

“Disability etiquette education, put themselves in our shoes”

“We are both from Lab West. There is no accessible transport there except for paid cabs that are not even accessible.”

“More training”

“Review of Policy & Procedures, Safety & Security, Quality control, Quality Training for all. Accessibility for all disabilities.”

“Cities and communities should not contract out accessible transportation services.”

“Accountability. Communication. Notifications and training.”

“Metrobus and GoBus drivers are paid differently and receive different benefits. They can’t keep GoBus drivers because of this. The GoBus drivers move on to Metrobus as soon as they can.”

“I have never agreed that concerns/complaints go to the contracted service provider. Metrobus is the client of Tok, with whom they have a contract. Complaints should be sent to Metrobus and the City.’

Appendix B: Accessible Public Transportation Virtual Town Hall Survey Responses:

Question one (1): What do you use accessible public transportation for?

“Getting from place to place with my wheelchair or other walking aids via an accessible taxi in the Corner Brook-Bay of Islands area, as our bus system is reportedly accessible, but City Hall needs to do a study figuring out how to implement scheduling & picking up folks with chairs and other mobility aids. This study has been ongoing for over a year now. I believe it started in the summer of 2023 or perhaps the fall.”

“I use it for mostly medical appointments. Going out with friends. Meetings. Other appointments. S and anything else that is not within range of the buses without having to walk long distances or to get to 2 places within a time frame that the normal bus system does not allow.”

“Everything!! To get to work, medical appointments, personal and social events, yes. Mostly positive. My main issue is with the driver not coming to the door and providing a sighted guide and verbally stating which seat may be free.”

“Everyday life, recreation, medical appointments, seeing family. Everything I need to leave my house for.”

“I use public accessible transit for everything I do around the city of St. John’s, Mount Pearl.”

“Medical appointments, grocery shopping, other appointments and events, everything”

“Sporadically, when I do not have access to the family vehicle”

“Mostly doctors, apt.s Hospitals, and Empower”

“Doctors' appts, shopping, socialization”

“Use a scooter or walker to get around.”

“To get to an appointment, shopping, etc.”

“There is none here.”

“To go to work and home”

“Work, errands, etc.”

“My everyday life”

“Getting around”

“For Work”

“Work”

Question two (2): Are you able to go everywhere you need using accessible public transportation?

“No, I can't due to the limit of where the GoBus will go. For example, I'm unable to participate in recreational activities in Paradise. Due to the GoBus's limited locations, I can't live where I want to live, where there are

accessible apartments. I am not able to go home for a visit, and I also missed my family's funerals due to a lack of transportation to rural areas. DRL is not accessible for wheelchair users.”

“No, I can't. Accessible transit is not readily available, and large pick-up windows are not helpful for work/ life balance. I cannot plan things with tight time lines using Gobus - the system cannot accommodate. If I try to book, I cannot get my pickup time. I get to work early and home late as it is a shared system.”

“No. The range in which it travels is very restrictive. I understand it goes everywhere that regular transit goes. But there are many places that it does not go, and it's restrictive for activities, events, medical and dental, as well as limiting shopping and even career advancement.”

“No, I can't go everywhere. I need to use accessible public transportation. I can't go to CBS, I can't go to Paradise. I can't go right into Torbay. I can't go right into Portugal Cove. I can't go to Petty Harbour. I can only go around the city of St John's and Mount Pearl.”

“Beyond the parameters we can not go to e.i. Paradise, etc. Last-minute medical appointments are hard to book, when a Specialist has a cancellation, things like that.”

“No, many places require multiple buses to get to, and buses are never on time, so you miss your connections. And buses don't even go outside of the city.”

“Yes, I use the GoBus and I can get around St.John's and Mount Pearl... But that's it. It doesn't go out. I feel it should be extended to other areas.”

“It has limitations. I do wish I could live out of town for work, but due to limited paratransportation, I am not able to leave town.”

“Yes, GoBus and MetroBus. New metrobuses are less accessible than old ones and can barely fit with a wheelchair.”

“Not in the winter: the snowbanks are too slippery and dangerous for me, due to my mobility difficulties.”

“Mostly yes. But if something comes up, ie, a wake or funeral, there's seldom any available buses.”

“Only GoBus or taxis are accessible. I refuse to go on Metrobus due to not having a wheelchair safety belt.”

“Not really, I would like to go to CBC to see my friend who isn't well, but most places I am ok.”

“I can go most places in the greater Corner Brook-Bay of Islands region if not everywhere.”

“A lot of times, the service is slow, so I call it Slowbus. If I have enough patience, I can get there.”

“I have zero access to publicly accessible transportation.”

“Not all places with scooter spaces are too small to turn.”

“Yes, but the route system needs to be fixed.”

“Not CBS or paradise”

“I can get around.”

Question three (3): How do you book your accessible transportation services?

“I use the app as much as I can, though. It does malfunction frequently, and you do need to utilize the dispatch as well with medical appointments. When you need a callback ride, you always have to talk to dispatch. The app is poorly set up, difficult to use, and malfunctions frequently.”

“I call and schedule a ride with the dispatcher, who schedules a ride with the wheelchair accessible taxi driver, who works part-time.”

“On the phone. It's easier when I have an appointment at a certain time. I never know what my request time should be.”

“I book my ride with the system. But they don't follow up with a text message.”

“Sometimes I use the app, sometimes I contact the dispatcher via text or via phone call.”

“Using the app, and as soon as I know I need transportation, up to a month in advance.”

“I usually call in or use the app, or get a friend to help me with the app.”

“Phone dispatch. I find the AP not fully accessible for me to use.”

“I use apps to make a booking for the trip arrangement.”

“Use the App and call in and book appointments.”

“I have done so by phone, email, and text.”

“On the cell phone, the first method”

“There is none where I live.”

“I booked on the GoBus app.”

“I use regular bus services”

“Cell phone or app”

“On phone or text”

“Never booked”

“App”

Question four (4): What have been your experiences using accessible public transportation?

“My experiences vary vastly from trip to trip every time I ride. And every time you get a different type of vehicle or a different driver. Dispatchers range from Courteous, polite, and easy to hear volume, transmission clarity, and foreign accent. Others are the opposite, where it sounds like they're using a can and string telephone, and mumbling with chewing gum in their mouth, which is also disrespectful. The wait times can be exceptionally long. Which is understanding when you hear the message? That says there are 12 people in front of you in the queue. However, I have had the q count. Say there are zero people in front of me, and then I still wait 10, 12, 14 minutes to talk to somebody. Drivers. Again, the difference in experiences from Driver to driver is absolute night and day. Some drivers are polite, understanding, and helpful. Sometimes you get sent to the cab. Which reeks like cigarettes. As disgusting seats covered in who knows what? Drivers have music too loud and keep in mind. I have autism. Things

like loud music are very distressing, especially one time I got in a cab and there was no music. The cab was off. He turned up the vehicle, and the stereo came on at full blast, and it was a devastating experience for me. And his vehicle was disgusting. It was a terrible experience. One time, I got a young cab driver whose cab was very nice and clean, and he was a good, respectable guy. We had a good conversation, but he had no idea what GoBus was. He didn't know what the pickup was or why I was telling him my card number. And so through the trip, I explained the whole process when he gets a call. It says go about what it means and what to do about it, because clearly, they don't have training either. Just a couple of days ago, I was getting dropped off at a busy, disastrous slew of people in vehicles, and I have autism and experience sensory problems, so I asked to be dropped off at the back of the building. The request was denied over policy. I pushed it, and they called dispatch. They also denied the request for the second time. With the same driver, the last time was at the hall. The science center that I requested is to drive another 50 feet or 100 feet to drop me off, instead of in the middle of the nonsense. An apology for being so disrespectful to someone's disabilities would be no different than dropping off. Someone with a Walker at a curb where there's a snowbank. If you drove down 50 feet, it was clear sailing, and then you forced them to get off. Because policy says no, I drop you off at the front. That experience almost ruined my day. Some drivers seem to have almost no sensitivity to driving in poor weather. I understand that not everyone grew up in an area with snow and ice. But they need to be able to drive, and some of them. For example, on a trip, there are other people on board, not just me. It was raining, and it was at that 0-1-2 mark, and the driver had the pedal to the floor almost the entire trip, crossing town, including at really bad times, like

on autumn off-ramps on the highway, on bridge decks. Approaching lights. Or corners. The other person on board that night was an acquaintance of mine, and we spoke about the incident afterwards. And both of us were terrified to the point that he was white-knuckled gripping the front bar, and I had my bag with a first aid kit, and I was wrapping it around my arm, thinking that if we crash, I need my bag to be, you know, within reach, because I've got a first aid supply. And to think that we were on our way out for dinner, and a driver just about killed us. I have been left out in the rain. Multiple occasions, having phoned back to dispatch and then claiming that I was a no-show when I was literally standing in front of the building in the rain to make one hundred percent certain that they saw me. I have tried leaving company feedback multiple times for multiple reasons. Not just with the GoBus bought with the metro bus system. Not only were the complaints not addressed, but I've gotten sassed back by the dispatcher on multiple occasions. I will give one example as I'm running out of space. I was pulling up to MUN on a bus, the one I believe, and needed to transfer to the 10. We were pulling in right on schedule, right on time. And the tan was sitting there, and I could see it. And as I was stepping off the number one with 100 other people. The 10th pulled away, and several people got left behind, including a woman whom we sat with and complained about for the next hour till our next bus came. The point is that the iPhone immediately explained what had happened and asked if there was any way she could get me to my next appointment on time. And instead of her apologizing for the mistake. And you know, things she blamed me for, not watching the time, for not telling the driver about him being behind, not requesting that. He'll call ahead to the next boss and completely wash your hands of the situation. Completely unacceptable. I also witnessed an elderly woman

nearly fall off the edge of the curb with her Walker as the driver in the taxi sat. They looked at her as if she were a bystander who was also familiar with GoBus in the situation, went over, and told the driver that he had to help her. He got out and assisted her into the cab, and then it turned out. It wasn't her right, and she got out. You know, you used to walk her to get back in the building and sit there for another hour until they straightened things out. So that was more of an eyewitness account than happened to me."

"Some rude dispatchers, not all, have had negative experiences with drivers who have threatened me due to filing a complaint against them for speeding. For example, if you get a will-call for the medical appointment, the dispatcher can edit the time for the appointment. "Nope, there's no room, I don't have to. I know what's going on". Discussing rides and fixing them, "refused to help, can you try? I am sick and tired of you trying to tell me how to do my job. Once I said I would complain to management, their attitude changed more respectfully. I was able to contact the previous management, who would not take complaints. My wheelchair had been damaged due to unsafe driving. A safety officer took the complaint. I have to wait until the manager gets back from vacation. We will let you know if we fix it. I never heard back from them. Experiencing unsafe driving, for example, in unsafe driving conditions, some drivers do not slow down, and I have been injured due to this in my wheelchair multiple times. "It's a shared ride, you can get a ride when you can get it," the lack of empathy and understanding from dispatch and drivers at times. When at a hockey game, they called to say a bus was coming to get me before my pick up

time, said, "You take that bus or find your own way home." Changed my time for their convenience to make it work from their schedule, which is not acceptable or allowed."

"My interactions with customer service via dispatchers are with GoBus drivers. Some are OK, some need to be replaced. Some have to be replaced, and some should never have been there, just this past Wednesday night. I was coming home from the mall, and the driver was talking on his cell phone while driving. Very unprofessional, very unacceptable, and very unsafe, but I see he's still there in the past few months. I think there's only one dispatcher there now, and that is really, really, really helpful. I know when he works, and I know that when he works, if I contact him or if he contacts me, he's gonna do everything in his power to help me get what I need."

"I have no issue with customer service. They are doing fantastic communication with me via texting. It is so easy for me because I am Deaf. But the drivers need to do better communication with me because I have found it hard to understand what they say sometimes."

"Sometimes it's good, other times there are long waits, and they may send 3 or 4 buses to the same location, and we may even be going to the same house as my house, and they arrive before I get there, and I have the key, for example. Friendly service overall."

"Customer service has definitely gotten worse. Drivers aren't as polite or talkative, and I've noticed a lot of times certain dispatchers will say there's no way to get rides on certain days even tho they don't take time to look."

“My interactions with all of them have been mostly good... We are dealing with humans, and anybody can have a bad day, but overall, my interactions have certainly been really good.”

“Terrible. The kind bus drivers are rarer than the bad. Any time I've had an issue, I've called or emailed my complaint and not taken it seriously or just dismissed it.”

“All of my interactions with customer service at Star Taxi have been exemplary. They are friendly, professional, and very open to hearing feedback.”

“My experience with dispatchers, the 2 or 3 times I've had to call, the person always gives a blanket answer, no time frame, no understanding.”

“Depends who you get, some are very helpful and friendly, others are ignorant and seem like it's a big problem to help you.”

“Most drivers are good, but I have seen some drivers being unfriendly with newcomers (including one with a stroller).”

“Depends on who you talk with, most are great, but hands are tied with the system.”

“If you're well in advance, reserving transportation, usually there is no trouble with dispatch.”

“Dispatchers will need improvement with the customer service - texting system.”

“I have no problem touching base with any of those parties if needed.”

“Good suggestions are handled very professionally.”

“I have no trouble with customer service.”

“Some are good and some are bad.”

“They were ok.”

“Pretty good.”

Question five (5): What are your experiences with customer service? (dispatch, drivers, feedback).

“My biggest concern with my experience on the GoBus is the lack of training for drivers, which then leads to injury to people on the bus. As well as dispatch due to sharing misinformation about what they can and can't do over the phone, which has confused me, and others using the service. I experience a fear of retaliation when making complaints due to being threatened by drivers. When I have made complaints about dispatchers, when I called to book an appointment, they denied me a ride and said the bus was full. I went on the app and booked my ride; the bus was not full; they just did not want to do it. At times, I don't complain or say something because of this fear. A lot goes unsaid. It feels like when I say something, no action happens, or people don't care, so what's the point?”

“I will try. To be brief. Experiences are, for the majority, bad, as I said; there are some great drivers. They make the experience of being a driver and having a decent vehicle in good condition. And a good driver who has all those sensibilities. I mentioned what makes the trip successful and enjoyable. But when a driver is late, their vehicle is disgusting. It's in poor

maintenance. The driver is disrespectful and rude. And then they say things that ruin your day. That's the kind of experience that I have for the majority of the time.”

“Oh yes, it is wintertime. It always gives me some struggles about which day I should go out. It is very difficult due to the GoBus being unavailable and snowstorms, etc. It is not very good for me. I never want to take the Metrobus for transportation during the wintertime. In the summertime. I don't have to use GoBus very often because I have a powered wheelchair to go up to 10 km.”

“My experience is that when using accessible transportation, it can go either way. Sometimes you get a driver that’s really helpful, really talkative, and doesn't mind talking. Sometimes you get drivers that are really, really, really rude and don’t care about the customer. All there therefore is the paycheck, and they don’t care about anything else. Only the Almighty Dollar.”

“Again, my experiences have been overall good... it is a shared service, so we cannot expect that I’m always gonna get from A to B within my timeframe... So yes, I’ll book it for a little longer if I have to because again it is a shared service and there are other people using the service.”

“Most of the time it's good, but there are times when I can't get a ride even when I book a week in advance, or there are times when I was a no-show and I was waiting for a long time. Or they have come too early at my workplace, and I would have to leave early.”

“Mostly good. I’ve occasionally dealt with drivers asking inappropriate questions or saying homophobic/transphobic things on the drive, but

generally, things are positive. Some drivers will strap me in, and others don't."

"Regular bus services are not accessible. Bus drivers won't lower the bus for me because I don't appear to have a disability. The route numbers and direction on the bus are confusing and not helpful to customers."

Friendly service most times. Other times I have to remind them I am slow walking down the ramp, etc, or what I need help with."

"Public transportation is not safe /accessible for me. I will use a taxi when I can afford to."

"Unable to use it in the wintertime, new buses and wheelchair spaces are too small."

"Have to book hours ahead of your time, not sure when you are going to get there."

"Mostly ok, but it does take a long time to get to some places."

"GoBus says only two bags. At the supermarket or the mall."

"I had one bad experience, but it's too hard to explain."

"Good."

"I have none."

"It's been pretty good."

Question six (6): Do you have barrier-free access to accessible public transportation?

“The biggest barriers I have are the scheduling. Even sometimes scheduling 3 weeks in advance. You can't get what you need, and then it will show as a hollow circle, unconfirmed. And sometimes you wait a year for an appointment with the Doctor. You schedule your GoBus ride as soon as you possibly can for 30 days or so. And then you wait right up until the very end. And don't know for sure if you can get there as far as the barriers to accessibility because I have autism. You know, I have some physical things too. And I can tell you that getting up into the buses is not easy when my hip is bothering me. And things like noises and lights and smells and stuff are really distressing. As well as poorly maintained vehicles whose transmission is clunky. And you get some advice because you tend to know a lot about it. And the driver says that things don't get fixed. No matter what they say, he's not gonna say anything. The transmission was clunking very badly and slipping. I suggested it was likely a low fluid. Or leaking vacuum lines was the culprit, which means a cheap and easy fix. And he claims that transmission had just dropped out of the unit a few days previous, and that several of the buses do that, and I've mentioned other problems and things like not securing objects like the devices that lock the wheelchairs if they are not. It's not allowed to hang and swing around in a position where they can fly off and kill people. In case we have an accident or some excessive braking. Or things like that. So, you get on a bus. You get hassled by a driver who's rather rude. Then you're terrified for your life because they speed and don't seem to know how to drive in bad conditions. The transmission is clunky and slipping. And then there are half a dozen big

cast. Aluminum blocks are dangling and swinging around from where you try to get dropped off. They claim Sorry, policy. Says I gotta drop you here, even though that's the least sensible thing to do, and it's no skin off.

Anybody's nose to go that little extra distance. Literally and then figuratively. I often try to walk as much as I can. Just to avoid using the Go Bus or using public transit.”

“Guess I experience barriers on a daily basis, if it’s a hospital, they drop you off at one door and you need to go way out of your way when you get inside to get where you need to go i.e. Saint Clair Hospital if you need to go to the emerge Door, they drop you off at the Day surgery door and you have to get down to the emergency doors by yourself and that’s unacceptable other places like malls and other places they drive you off at one door and you need to be at the other door to do what you have to do And you have to waste time getting where you need to be 95% of my day when taking Go Bus is pushing myself in my chair to where I need to be in order to do my business I think that’s very unacceptable and unprofessional.”

“The app's notification system is not reliable, which has caused me to have no-shows due to my vision impairment. I am not able to see if my bus has arrived, which is more affected at night. If my app is not telling me the correct information, I have missed my bus or been penalized for late arrival or no-shows. The app is not vision-impaired friendly, for my settings on my phone.”

“The main barrier for me is that I can only schedule rides from M-F 8 - 5 because that’s when the accessible driver works. If I want to do something in the evenings or on weekends, I’m out of luck if I need to bring my chair.”

“Oh yes, there are too many unavailable places that I want to go out to use public transportation due to blocked login apps. I think they need more buses and more drivers to upgrade so it can be offered better and more readily available to us.”

“They show up too early and expect me to be ready before the event is over. They have trouble finding me sometimes, I sometimes need help walking if it is icy and snow-covered, etc, or there are stairs.”

“I just wish there was more communication, more inclusive training, more empathy, and having an open mind, and also being more organized.”

“Getting to the bus stop in the winter is impossible with sidewalks and bus shelters not cleaned.”

“Just once from a metro bus, I called management, and it was fixed up, and I haven't seen the driver since.”

“Can't use it in the winter, forced to take the GoBus during winter, which is busier.”

“Yes, I don't have great balance - I don't use public transportation.”

“I experience barriers everywhere I go due to my disability.”

“Other than snowbanks and inaccessible stops, I've been ok.”

“I use a power wheelchair and encountered many barriers.”

“I need someone to push me on and off the bus.”

“ETA barrier by the dispatcher/management.”

“My walker makes it hard to stop.”

“No”

“Not really”

“Not really”

“Yes”

Question seven (7): What are your experiences bringing your support person or service animal with you?

“So far, my experience with a personal assistant or anybody on the bus has been mixed. When I was married there was a driver on the bus at the time that almost started a fight with my ex-wife and that was very unprofessional very uncalled for, but thank God, the driver, nor my ex-wife is on the bus anymore, the drivers that’s on the bus now treat my workers with respect and treat them very well as far as I’m concerned.”

“Due to having home care workers, I have experienced a lack of door-to-door services from the drivers. Multiple times, I have had to go up my ramp myself, also when my workers are not with me. It is supposed to be a door-to-door service, and this happens more often than not. Just because I may have a support person with me, the driver is still required to come door to door, which is not happening.”

“GoBus knows I have a support person with me, but there have been times where there's room in the bus for me but not my worker.”

“Told service animals had to be in a carrier, and if support work was not on the list, even when I booked them, they were refused.”

“My experiences have been good.”

“It's been good.”

“Good.”

“All Good.”

“No.”

“Question eight (8): What feedback would you like to share regarding accessible public transportation services?”

“I have some suggestions on how to remedy these issues. The biggest problem is a lack of training. Drivers need specific training, not just you know, to be able to transport people. But to be able to deal satisfactorily with the weather here, and the often treacherous road conditions. There are standard things that the drivers need to know, like when you hear weird noises that are possible maintenance concerns, you don't just drive it around for 15 straight hours and then forget to tell anyone about it. Those things are really important. Understanding the highway safety act guidelines in transportation is important, as I know. In my biggest qualm, this is those giant casts. Aluminum blocks for the locking. The wheelchairs cannot be dangling and swinging. There are even pouches there that they're supposed to be secured in. Drivers also need to understand that they're not just a cab driver. They need to offer assistance when necessary.

They also need to understand the differences in disabilities between all the different people. People with obvious disabilities, like a wheelchair or a walker, or things of that nature, should be really obvious to most people on how to help them. And yet it often is not being done. When people have developmental disabilities, it is much more difficult to understand what they need. But when I make a specific request, and all it involves is driving 50 more feet. And there's really no reason the insensitivity of what that does to someone with a disability is just maddening. Yes, clearly. Training for provincial and federal guidelines on transportation and highway safety, the act, and all those things. Training for etiquette when dealing with sensitive people with disabilities, and how to recognize their disability and their limitations, and not say derogatory things. Things behind your back, such as words like banging. Or do you people want me to do everything for you? The cab situation needs some serious overhaul. Because nobody knows what to do, and for a lot of people who are not outspoken, they then try to explain to a cab driver why there's a number and who's paying for the charge and stuff, and this actually goes for things like putting it onto accounts with non-profit organizations and things. Like that, too, is my take. Trips on the bill of a nonprofit are regular, sometimes twice a week. And in the course of over a year, I have had to explain it to nearly every single driver. And it's the same thing with the gold bus and the go card. The app. It is absolutely horrible. Everything from having font sizes too small for people with vision problems to use it at all to having bizarre. Little quirks that don't let me operate it effectively. And then it malfunctions when I give one situation because everybody knows this thing. Everyone, from the drivers to every user, knows this thing is not working right? Sometimes I try to book a trip and then ask me to book the return. So I say yes, and then it won't let

me every time. I try to input data. It just Kix me and Kix me and Kix me, and there's really no reason for it. And then I end up calling dispatch and talking to them to book it. Because there is such a variety in the experiences, specifically with the drivers, I have often wondered if, at the end of your ride, you would go to the app and there would be a small questionnaire. A couple of things: To get people's perspective in real-time. As many experiences get forgotten, and having all of this, I only have one opportunity. I have many more experiences, but this form is glitching. And I don't have my notes. Many people have been struggling with transit and buses for a very long time, including me, and because I know I have missed all kinds of things that I wanted to have here because I'm out about doing this with voice. And I don't have all my notes. And I hope I have another opportunity like this.”

“Feedback I would like to give is if accessible transit gets a call or email about a customer service rep, be it a Go Bus driver or a dispatcher. I think the person making the complaint should get a response in a timely manner. I called on Thursday to make a complaint, and it was still waiting for Go Bus to call me back to file the complaint. Once they get the complaint, there shouldn't be a seven-year investigation. It should be a seven-minute investigation. Look at the camera and let the driver go, or if it's the dispatcher, ask the dispatcher about it and fire them right on the spot with no second chances.”

“Star Taxi needs more than one accessible driver for evenings and weekends, even if they have to pay another part-time driver. City Hall offered a bonus per accessible ride now, upon my suggestion last year, but with inflation, it's time to up the bonus, maybe double it because it's so hard

out there for taxi drivers that if I take a regular cab with my cane and tip them, they are surprised, and thankful.”

“We are service users whose time is valuable too; sometimes it gets lost in the system, and it's the best we can do. They may wonder why more folks don't use the system. Maybe if it were a direct and timely service, more folks would access the service. I don't use GoBus outside of going to work.”

“Improved services for individuals with vision impairment for the technology to use. Having better phone time waitlists, it can be extremely difficult to wait for 1 - 2 hours to book my ride due to my physical disabilities. It is not a reasonable ask, especially for my disability.”

“They have to come up with better bookings for the GoBus. When trying to get a bus, it says they are full. Many times have been the only person on the bus, so they do not even ask the driver if they got many pick-ups, they say only a few but spaced out.”

“My area needs public transportation options. Or the gov needs to expand their accessible vehicle program to allow people to easily access their own accessible vehicles.”

“I want to see more buses and drivers for GoBus to make it more available for us to use for transportation.”

“Consult with more users, wheelchair users, people who have lived experience with the transportation system.”

“I just want transportation that everyone can use; we shouldn't have to beg to be able to get around the city.”

“Drivers need to be aware of the customers' barriers and limitations and just be personable and understanding.”

“I hope they can expand province-wide so I can go home to Fogo Island sometime.”

“I feel there needs to be more buses and more training with drivers.”

“We need more accessible public transit.”