

Transportation Standard

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Transportation Standard

In this module you will learn about the requirements of the Transportation Standard.

The Transportation Standard sets out the requirements that will prevent and remove barriers to make it easier for people to travel in Ontario. Watch this video for an introduction to the standard.

Video Transcript

Off We Go!: Introduction to the Transportation Standard – Integrated Accessibility Standards Regulation

Narrator:

Do you remember the freedom you felt when you learned to ride a bike? What power, being able to bike over to a friend's house any time you wanted, rather than wait around for your parents to drive you.

The world opens up when you can get from one place to another.

From home to a job. From your workplace to a doctor's appointment to a movie downtown with friends and back home again.

Transportation can empower people; it means independence, opportunities for employment and social engagement.

Over the years, there have been significant achievements in making public transportation services accessible.

And the design improvements that were done to address accessibility have been found to help us all.

Stop announcements on public transportation vehicles help tourists, newcomers and those who are just too absorbed in their book to know where they are.

Grab bars help us all when a train needs to stop abruptly.

Clearly marked route signage on a bus.

But there's always more that can be done.

The regulation sets out requirements that apply to...

Conventional transportation services such as buses and commuter trains.

Specialized transportation services designed specifically for people with disabilities.

And, transportation services that may be provided by school boards, hospitals, or colleges and universities.

There are also requirements for municipalities concerning accessible taxicab services, as well as accessible bus stops and shelters for those that offer conventional transportation services.

The goal is to build more accessible communities.

With accessible transportation we will give everyone an opportunity to experience independence.

We open up the world to us all.

The Transportation Standard, as outlined in this module, addresses ways to prevent and remove barriers to public transportation so that everyone can more easily travel in Ontario.

[Text on screen:] Developed by Curriculum Services Canada with support from the Government of Ontario Copyright 2012

Now let's take a closer look at who must comply and the requirements of this standard.

Module Topics

- Who Must Comply?
- Requirements for Transportation Service Providers:
 - Conventional Transportation Service Providers
 - Specialized Transportation Service Providers
 - Other Transportation Service Providers
 - Duties of Municipalities
 - Taxicabs
 - Bus Stops and Shelters

This module will take you approximately 12 minutes to complete.

Who Must Comply?

The Transportation Standard applies to conventional and specialized public transportation providers that operate solely in Ontario, namely:

- Conventional transportation services such as:
 - Transit buses
 - Motor coaches
 - Rail-based transportation (e.g., subways, commuter trains, etc.)
- Specialized transportation services for people with disabilities

It also applies to:

- Other transportation services provided by:
 - Public school boards
 - Hospitals
 - Colleges
 - Universities
- Municipalities, including those that license taxicabs or that provide conventional transportation services
- Certain ferries

Examples of Who May Be Exempt

There are transportation service providers that don't have to comply.

- Those who may be exempt from compliance include:
 - Limousines and town cars
 - Shuttle vehicles, for example at:
 - Airports
 - Hotels
 - Casinos
 - Faith-based organization vehicles
 - Tour buses and tour/charter boats
 - Private school transportation
 - Rides and trolleys/trams (as in amusement parks)
 - Federally regulated transportation services such as airlines, VIA Rail and Greyhound

Requirements for Transportation Service Providers

There are some requirements common to both conventional transportation service providers and specialized transportation service providers, such as:

- Making information available to the public on accessibility equipment and features of their vehicles, routes, and services.
- Providing accessibility training to employees and volunteers.
- Not charging a fare to a support person accompanying a person with a disability when that person requires a support person.
- Meeting additional transportation-specific requirements in their accessibility plans.

There are other requirements that are unique to each specific type of transportation provider, as outlined on the next few screens.

Conventional Transportation Service Providers

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities.

Some of the requirements for conventional transportation service providers:

- **Technical requirements:** Meeting technical requirements provided for accessible lifting devices, steps, grab bars/handrails, floor surfaces, lighting, warning indicators and alarms, and route signage
- **Fares:** Not charging people with disabilities a higher fare than people without disabilities, and not charging for storing mobility aids or mobility assistive devices, such as wheelchairs or walkers
- **Stop announcements:** Providing on-board audible and visual stop announcements
- **Seating:** Providing clearly marked seating for people with disabilities
- **Service disruptions:** Supporting people with disabilities during service disruptions by offering alternative accessible arrangements, if necessary, and accessible communication

Compliance dates range from July 1, 2011 to January 1, 2017. For more information on the specific requirements and dates for compliance, refer to the timelines tool for details. The timelines tool is a quick reference chart providing the deadlines for meeting the requirements of the regulation based on organizational class and size. It can be viewed in the Training Resources section of the AccessForward website.

Specialized Transportation Service Providers

People with disabilities who are unable to use existing conventional transportation services due to their disability may be eligible for specialized transportation services, if available in their community. If not available, generally the conventional transportation provider will be required to provide an alternative accessible method of transportation.

Some requirements for specialized transportation service providers include:

- Developing an eligibility application process and implementing the eligibility criteria set out in the regulation.
- Charging passengers no more than the fare charged on conventional transportation services.
- Making specialized services available to eligible visitors.
- Coordinating connections with other specialized providers in neighbouring municipalities.
- Not restricting the number of trips that a person with a disability can request.

Compliance dates range from July 1, 2011 to January 1, 2017. For more information on the specific requirements and dates for compliance, refer to the timelines tool for details.

Other Transportation Service Providers

Some of the requirements for other transportation service providers:

- **Public school boards:** Public school boards (as defined in the regulation) that provide transportation services for students must provide integrated accessible school transportation services.

If that is not possible, or if it is not the best option for a student because of the nature of his or her disability or safety concerns, then the school board must provide appropriate alternative accessible transportation services.

Public school boards must also develop individual school transportation plans for each student with a disability.

- **Hospital, colleges, and universities:** When requested, hospitals, colleges, and universities that provide transportation services, such as shuttle buses, must provide accessible vehicles or equivalent services.
- **Ferries:** Operators of ferries (as defined in the regulation) must meet specific requirements found under the Transportation Standard, as well as under the federal “Ferry Accessibility for Persons with Disabilities” Code of Practice.

Compliance dates range from July 1, 2011 to January 1, 2014. For more information on the specific requirements and dates for compliance, refer to the timelines tool for details.

Duties of Municipalities – Taxicabs

Municipalities must consult with their accessibility advisory committee, if one has been established, the public, and people with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

Municipalities that license taxicabs must ensure that owners and operators of taxicabs meet specific requirements, which include:

- Not charging higher fares or additional fees to a person with a disability.
- Placing vehicle registration and identification information on the rear bumper.
- Making available vehicle registration and identification information to people with disabilities in an accessible format, for example, by keeping a large print and Braille copy of the information on hand.

Compliance dates range from July 1, 2011 to January 1, 2013. For more information on the specific requirements and dates for compliance, refer to the timelines tool for details.

Duties of Municipalities – Bus Stops and Shelters

Municipalities that offer conventional transportation services must consult on, and plan for, accessible bus stops and shelters in their community.

To determine what is needed to make bus stops and shelters more accessible, municipalities must consult with:

- Their accessibility advisory committee, if one has been established
- The public, and
- People with disabilities

Any planning or steps to meet the goal of accessible bus stops and shelters must be included in the municipality's accessibility plan.

The compliance date for these requirements is January 1, 2013. For more information on the specific requirements and dates for compliance, refer to the timelines tool for details.

Knowledge Check

The Transportation Standard addresses technical requirements for which type of transportation service provider? Choose the best response.

- a) Other transportation service providers
- b) **Conventional transportation service providers**
- c) Accessible taxicabs
- d) Specialized transportation service providers

Answer b) is correct. The Transportation Standard addresses technical requirements for conventional transportation service providers.

Summary

You have now completed the Transportation Standard module.

Module Topics

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