

Purpose

This procedure implements, in part, the City's Corporate Accessibility Policy to ensure compliance with the applicable transportation standards of the Integrated Accessibility Standards Regulation (IASR) made under the Accessibility for Ontarians with Disabilities Act (AODA).

This Procedure establishes guidelines to ensure the City's conventional and specialized transportation services and vehicles are accessible to people with disabilities. The intent is to assist people with disabilities in being able to live, work and participate in the community.

Application

This Procedure applies to:

- The City's conventional and specialized transportation services and all those involved in the operation, maintenance, supervision, administration and/or oversight of the services;
- Modifications or upgrades to conventional transportation vehicles, owned by the City on or before June 30, 2011, that affect the technical requirements for conventional transportation vehicles outlined in this procedure, unless the modifications impair the structural integrity of the vehicle with respect to grab bars, handholds, handrails and stanchions; allocated mobility aid spaces; lighting features; and indicators and alarms;
- Conventional transportation vehicles owned by the City on or after July 1, 2011; and
- Future possible services offered by the Transit Section, such as streetcars, subways, light rail, commuter rail and inter-city rail. The Transit Section will be responsible to comply with the applicable requirements of the IAS as they relate to future possible services.

This Procedure does not apply to transportation vehicles regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the Highway Traffic Act, with respect to the technical requirements for conventional transportation vehicles outlined in this procedure.

Procedure

Availability of information on accessibility equipment

(For conventional and specialized transportation services)

Transit staff will make current information on accessibility equipment and features of the transportation vehicles, routes and services available to the public. The information will be available on the City's website and in an alternate accessible format, upon request.

Non-functioning accessibility equipment

(For conventional and specialized transportation services)

Transit Operators will:

- Complete daily circle-checks prior to start of service and report accessibility equipment defects to the on-duty Transit Operations Supervisor;
- Take reasonable steps to accommodate a person with a disability when the accessibility equipment on a transportation vehicle is not functioning and equivalent service cannot be provided; and
- Report vehicle malfunction or damage that happens during service to the on-duty Transit Operations Supervisor;

Transit staff will repair the accessibility equipment or arrange for a replacement vehicle as soon as practicable. There may be situations when it is not possible to arrange for a replacement vehicle, such as severe weather.

Accessibility training

Transit Operations Supervisors will ensure employees and volunteers in the Transit Section complete the City's accessibility training modules, as appropriate to a person's duties, in accordance with the City's Integrated Accessibility Standards Policy. Training will include:

- Accessibility Standards for Customer Service (mandatory);
- IAS General Requirements (mandatory);
- IAS Ontario's Human Rights Code (mandatory);
- IAS Employment Standards (mandatory);
- IAS Transportation Standards (mandatory); and
- IAS Procurement (mandatory for staff involved in purchasing).

Transit Operations Supervisors will conduct additional accessibility training to Transit staff on:

- The safe use of Accessibility Equipment and features;

- Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a transportation vehicle fails; and
- Emergency preparedness and response procedures that provide for the safety of a person with a disability, on both conventional and specialized transportation services.

Transit Operations Supervisors will keep a record of the training provided, including the dates on which the training is provided and the names of the staff in attendance.

Emergency preparedness and response policies

(For conventional and specialized transportation services)

The Transit Operations Manager will follow the corporate emergency plan and maintain the Transit Section's standard operating procedures related to emergency preparedness and response, to provide for the safety of people with disabilities in the event of an emergency.

The Transit Section will ensure the corporate emergency plan and relevant standard operating procedures are available to the public, in an accessible format upon request.

Fares, support person

(For conventional and specialized transportation services)

The Transit Operations Manager will:

- Ensure no fare is charged for a support person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities;
- Administer the Need for Support Person Application process that demonstrates the need for a support person to accompany a person with a disability and allows a person with a disability to obtain a Support Person Pass. The application process designates the person with a disability. It does not designate a support person; and
- Ensure no fee is charged for the Need for Support Person Application process.

A person with a disability who requires a support person will:

- Provide information as required in the Need for Support Person Application; and
- Present the support person pass that allows a support person to travel without paying a fare when using conventional and specialized transportation services. Additional people riding with the pass holder must pay a fare.

Accessibility plans

The Transit Operations Manager will monitor progress on the following goals outlined in the transportation section of the Accessibility Plan:

- Identify the process for managing, evaluating and taking action on customer feedback;
- Identify the process for estimating the demand for specialized transportation services;
- Develop steps to reduce wait times for specialized transportation services; and
- Describe the procedures for dealing with accessibility equipment failures on both conventional and specialized transportation services.

The Manager of Transportation will annually hold at least one public meeting involving people with disabilities to allow their participation in a review of the transportation section of the Accessibility Plan and to provide feedback on the plan.

General responsibilities

(For conventional transportation services)

Transit Operators will:

- Deploy lifting devices, ramps or portable bridge plates, upon request;
- Ensure that adequate time is provided to people with disabilities to safely board, be secured and de-board a transportation vehicle and provide assistance with these activities, upon request;
- Assist with safe and careful storage of mobility aids or mobility assistive devices used by people with disabilities; and
- Allow a person with a disability to travel with a medical aid.

Fares

(For conventional transportation services)

The Transit Section will not charge a higher fare to a person with a disability than the fare that is charged to a person without a disability.

More information on transportation fares can be found in the sections of this procedure related to:

- Fares, support person;
- Fare parity;

- Companions and children; and
- Taxicabs.

Transit Stops

(For conventional transportation services)

If a transit stop is not accessible or a temporary barrier exists, Transit Operators will:

- Ensure people with disabilities are able to board or de-board a transportation vehicle at the closest available safe location, as determined by the Transit Operator. The safe location will be along the same transit route and may not be an official transit stop;
- Communicate with and give consideration to the preference of a person with a disability when determining where a safe location may be situated; and
- Promptly report the barrier to the on-duty Transit Operations Supervisor.

Storage of mobility aids and mobility assistive devices

(For conventional transportation services)

Transit Operators will:

- Ensure a mobility aid and mobility assistive device is stored in the passenger compartment of the transportation vehicle within reach of the person with the disability who uses it, if safe storage is possible; and
- Not charge a fee for the storage of a mobility aid or a mobility assistive device.

Priority seating

(For conventional transportation services)

Transit Operations Supervisors will:

- Ensure there is clearly marked priority seating for people with disabilities;
- Post signage at the priority seating to indicate that a passenger, other than a person with a disability, must vacate the priority seating if it is required by a person with a disability; and
- Locate the priority seating for people with disabilities as close as practicable to an entrance door of the transportation vehicle.

Transit Operators are not required to intervene to enforce priority seating. The Manager of Transportation will continue to educate the public about the purpose of priority

seating. The information will be communicated in an accessible format and with appropriate communication supports.

Courtesy seating

(For conventional transportation services)

Transit Operations Supervisors will ensure there is a clearly marked courtesy seating area for people in need, including but not limited to parents with strollers or young children, seniors, and pregnant women. Transit Operators are not required to intervene to enforce courtesy seating. The Manager of Transportation will continue to educate the public about the purpose of courtesy seating. The information will be communicated in an accessible format and with appropriate communication supports.

Service disruptions

(For conventional transportation services)

Where a route or scheduled service is temporarily changed and the change is known in advance, the Transit Operations Manager will:

- Make an alternative accessible arrangement to transfer a person with a disability to their route destination; and
- Ensure information on the alternative arrangement is communicated in a manner that takes into account the person's disability.

Pre-boarding announcements

(For conventional transportation services)

To make information about the route, direction, destination or next major stop available to people with disabilities before they board a transportation vehicle, the Manager of Transportation will ensure there are electronic pre-boarding announcements of the route, direction, destination or next major stop, by January 1, 2017. The electronic pre-boarding announcements will meet the requirements for signage outlined in this procedure.

Transit Operators will provide verbal pre-boarding announcements of the route, direction, destination or next major stop, upon request, unless transportation vehicles are equipped with electronic pre-boarding announcements.

On-board announcements

(For conventional transportation services)

To make information about the destination points or stops along a route available to people with disabilities, Transit Operations Supervisors will ensure there are automated

electronic announcement and visual display systems on transportation vehicles. The announcements will be clear and easy to hear. The visual displays will be legible and meet the technical requirements for signage outlined in this procedure. This applies to all destination points or available transit stops while the vehicle is operating and on route.

Technical requirements for conventional transportation vehicles

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **grab bars, handholds, handrails and stanchions**. Unless the installation impairs the vehicle's structural integrity, grab bars, handholds, handrails and stanchions will:

- Be installed on transportation vehicles where appropriate, such as the location where a passenger pays a fare, each mobility aid securement position, each priority seating area, and each side of any entrance or exit used by a person with a disability;
- Be located at an entrance or exit accessible from ground level and mounted to be inside the vehicle when the transportation vehicle doors are closed;
- Be distributed throughout the vehicle to support independent and safe boarding, on-board circulation, and assist with seating, standing and de-boarding;
- Accommodate turning and maneuvering space required for mobility aids;
- Have high colour-contrast with the background surface;
- Be fabricated to be sturdy, rounded and free of any sharp or abrasive element;
- Have an exterior diameter that permits easy grasping;
- Have sufficient clearance from the surface to which it is attached;
- Be designed to prevent catching or snagging of clothes or personal items;
- Have a slip resistant surface;
- Return to a wall or floor in a smooth curve, where applicable; and
- Include brackets, clamps, screw heads, etc. that are rounded or flush with the surface and free from burrs or rough edges.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **floors and carpeted surfaces**. Floors and carpeted surfaces will:

- Produce minimal glare;

- Be slip resistant;
- Have a low, firm and level pile or loop; and
- Be securely fastened.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **allocated mobility aid spaces**. Unless the installation impairs the vehicle's structural integrity, transportation vehicles will have two or more mobility aid spaces equipped with securement devices as appropriate. Each space will be a minimum of:

- 1,220 millimetres by 685 millimetres for transportation vehicles designed to have a seating capacity of 24 passengers or less; and
- 1,220 millimetres by 760 millimetres for transportation vehicles designed to have a seating capacity of more than 24 passengers.

Ensure the mobility aid spaces may be used for other passenger purposes, if not required for a person who uses a mobility aid.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **stop requests and emergency response controls**. To make controls on transportation vehicles accessible for people with disabilities, stop requests and emergency response controls will:

- Be located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces, priority and courtesy seating locations;
- Provide auditory and visual indications that a request has been made;
- Be mounted no higher than 1,220 millimetres and no lower than 380 millimetres above the floor;
- Be operable with one hand and not require tight grasping, pinching or twisting of the wrist;
- Have high colour-contrast with the surface to which the control is mounted; and
- Have tactile information, if designed to be an emergency response control.

Both stop requests and emergency response controls are not required in all vehicles. Stop request features apply to buses and future possible street cars. Emergency response controls apply to future possible subways, light rail, commuter rail and inter-city rail.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **lighting features**. Unless the installation impairs the vehicle's structural integrity, lighting features will be installed above or beside each passenger access door. When the door is open, the lighting will:

- Be constantly lit;
- Illuminate the lifting device, ramp, portable bridge plate or step nosings;
- Illuminate the ground surface for a distance of at least 0.9 metres perpendicular to the bottom step tread or outer edge of the lift; and
- Be shielded to protect the eyes of passengers entering and exiting the transportation vehicle.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **signage**. Signage will display the route, direction, destination or next major stop and have:

- Consistent shape, colour and position in all transportation vehicles;
- Text that is high colour-contrasted with its background, to assist with visual recognition; and
- Text that has the appearance of solid characters.

The route, direction, destination or next major stop signage may include pictograms or symbols that will:

- Be visible at the boarding point;
- Be consistently located;
- Have a glare-free surface; and
- Be positioned to avoid shadow areas and glare.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **lifting devices, ramps, or portable bridge plates**. To help people board and de-board the vehicles, these features will:

- Have a colour strip that runs the full width, marking the bottom edge of the feature. The colour strip will have high colour-contrast with its background to assist with visual recognition;
- Have a slip resistant platform surface; and

- Have raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **steps**. To ensure consistent accessibility and safety features, steps on vehicles will:

- Be marked with colour strips at the top outer edge of each step, that is high colour-contrasted with its background to assist with visual recognition. The colour strip will run the full width of the leading edge of the step, excluding any side edge mouldings. The colour strip will be viewed when passengers are walking up the steps to board the vehicle and down the steps to de-board;
- Have surfaces that are slip resistant and produce minimal glare; and
- Have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.

For conventional transportation vehicles manufactured on or after January 1, 2013, the Manager of Transportation will ensure the vehicle meets the technical requirements for **indicators and alarms**. Unless the installation impairs the vehicle's structural integrity, transportation vehicles with a ramp, lifting device or kneeling function will be equipped with a visual warning lamp indicator mounted on the exterior of the vehicle, near the mobility aid accessible door. The feature will also have an audible warning alarm.

The indicator and audible warning alarm will operate when the ramp, lifting device or kneeling function is in motion. If a ramp or lifting device is being manually operated, no warning lamp indicator or audible warning alarm is required.

Specialized transportation eligibility categories

The Transit Section will have three categories of eligibility to qualify for specialized transportation services, including:

- **Conditional eligibility** (applies to a person with a disability that prevents them from using conventional transportation service due to physical or environmental barriers);
- **Temporary eligibility** (applies to a person with a temporary disability that prevents them from using conventional transportation service); and
- **Unconditional eligibility** (applies to a person with a disability that prevents them from using conventional transportation service that is not categorized as conditional or temporary).

The Transit Operations Manager may deny a request for specialized transportation service to a person under the conditional or temporary eligibility categories if

conventional transportation service is accessible to the person and they are able to use it.

Specialized transportation eligibility application process

To standardize the specialized transportation application and appeal process for people with disabilities, the Transit Operations Manager will:

- Administer the specialized transportation eligibility and appeal application process that demonstrates the need for specialized transportation service for a person with a disability;
- Grant temporary specialized transportation eligibility status to an applicant when the person's eligibility has not been determined within 14 calendar days after receipt of the specialized transportation eligibility application. This status will remain in effect until an eligibility decision is made by the City;
- Reassess the specialized transportation eligibility of a person who has been granted temporary eligibility, at reasonable intervals;
- Administer an appeal with respect to specialized transportation eligibility within 30 calendar days after receiving a complete appeal application. If a final decision is not made within 30 calendar days, the applicant will be granted temporary specialized transportation eligibility until a final decision is made; and
- Provide the specialized transportation eligibility application and decision information in an accessible format, upon request.

The Transit Section will:

- Not charge an application or assessment fee for a person with a disability who applies to use the specialized transportation service;
- Refer appeal applications to the City's Accessibility Office to make an eligibility decision. The Accessibility Office will manage the City's independent appeal process; and
- Manage the collection, use and disclosure of personal information collected for the purposes of determining eligibility, in compliance with the Municipal Freedom of Information and Protection of Privacy Act.

Emergency or compassionate grounds

(For specialized transportation services)

The Transit Operations Manager will grant temporary eligibility status to a person with a disability who needs temporary specialized transportation services earlier than 14 calendar days allowed for in the eligibility application process. This will be considered

when the service is required because of an emergency or on compassionate grounds and when there are no other accessible transportation services to meet the person's needs.

Fare parity

(For specialized transportation services)

The Transit Section will:

- Apply the same fare structure to conventional and specialized transportation services; and
- Make available the same fare payment options for conventional and specialized transportation services, but alternative options will be made available to a person with a disability who can't use a fare payment option because of their disability.

Visitors

(For specialized transportation services)

A visitor is a person who is not a resident of the City of Peterborough. The Transit Section will make specialized transportation services available to visitors and consider visitors as eligible when they:

- Provide confirmation that they are eligible for specialized service in the jurisdiction in which they reside; or
- Meet Transit Section's specialized transportation service eligibility requirements.

The duration of eligibility for visitors may be restricted depending on operational demand.

Origin to destination service

(For specialized transportation services)

Origin to destination service refers to a service that enables a person with a disability to travel from their starting point to their destination point by using a package of transportation services. The service may include a combination of specialized and conventional transportation services that are accessible. The Transit Section will provide origin to destination service that takes into account the abilities of a person with a disability.

Hours of service

(For specialized transportation services)

The Manager of Transportation will ensure the specialized transportation service has at a minimum, the same hours and days of service as the conventional transportation service.

Bookings

(For specialized transportation services)

The Transit Section will:

- Provide same day specialized transportation service to the extent it is available;
- Where same day specialized transportation service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel. The service period refers to the hours of the day during which transportation services are offered, not the general office hours; and
- Provide accessible means to accept reservations.

Trip restrictions / availability of service

(For specialized transportation services)

The Transit Section will not limit the availability of the specialized transportation service to a person with a disability by:

- Restricting the number of trips a person is able to request. Multiple and repetitive bookings are permitted, to the extent the specialized transportation service is available; and
- Implementing any policy or operational practice that unreasonably limits the availability of the specialized transportation service.

Service delays

(For specialized transportation services)

Transit Operations Supervisors will provide information on the duration of a service delay to affected passengers of the specialized transportation service by a method agreed to by a Transit Operations Supervisor and passenger. A service delay is a delay of 30 minutes or more from the scheduled pick-up time. This does not apply to a delay in service that will arise during the trip.

Companions and children

(For specialized transportation services)

Transit Operators will:

- Allow companions to travel with a person who is eligible for specialized transportation services if space is available and it will not result in the denial of service to another person who is eligible for the service. The companion will pay the fare that is required if they were using the conventional transportation service; and
- Allow dependants to travel with a person who is eligible for specialized transportation services if appropriate child restraint securement systems and equipment are available, if required. The person who is eligible for specialized transportation services must be the parent or guardian of the dependant travelling with them.

Companions may include the spouses, partners or friends of the eligible people with disabilities. A support person is not considered a companion.

Bus stops and shelters

(For conventional transportation services)

The Transit Operations Manager will:

- Consult with the Accessibility Advisory Committee, the public and people with disabilities about design criteria for the construction, renovation or replacement of bus stops and shelters;
- Identify the planning for accessible bus stops and shelters in the transportation section of the Accessibility Plan; and
- Ensure the person(s) responsible for the construction of the accessible bus stops and shelters participate in the consultation and planning process.

Accessible taxicabs

The City, through the Peterborough Lakefield Community Police Service will:

- Consult with the Accessibility Advisory Committee, the public and people with disabilities to determine the proportion of on-demand accessible taxicabs required in the community; and
- Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps to be taken to meet the need, in the transportation section of the Accessibility Plan.

Taxicabs

The City, through the Peterborough Lakefield Community Police Service will ensure that owners and operators of taxicabs:

- Are prohibited from charging a higher fare or an additional fee for a person with a disability than for a person without a disability for the same trip;
- Are prohibited from charging a fee for the storage of mobility aids or mobility assistive devices;
- Place vehicle registration and identification information on the rear bumper of the taxicab and meet the requirements for signage as outlined in this procedure; and
- Make available vehicle registration and identification information in an accessible format to a person with a disability who is a passenger.