

## Request for Decision

### 2017-2018 Greater Sudbury Transit Accessibility Plan

Presented To: Community Services Committee

Presented: Monday, Dec 04, 2017

Report Date: Friday, Nov 17, 2017

Type: Managers' Reports

### Resolution

THAT the City of Greater Sudbury approves the Greater Sudbury Transit Accessibility Plan, as outlined in the report entitled "2017-2018 Greater Sudbury Transit Accessibility Plan", from the General Manager of Community Development, presented at the Community Services Committee meeting on December 4, 2017.

### Relationship to the Strategic Plan / Health Impact Assessment

The 2017-2018 Greater Sudbury Transit Accessibility Plan aligns with the Quality of Life and Place Strategic Priority and supports Population Health through the Healthy Streets priority, by providing accessible, safe, and efficient connection to community services to citizens.

This report will have a positive impact on the Social Determinants of Health in the area of Human Health/Wellbeing because the proposed 2017-2018 Greater Sudbury Transit Accessibility Plan supports and enhances existing service and policies regarding access to and quality of the services provided by Greater Sudbury Transit.

### Report Summary

As mandated by Part 1 of the Accessibility for Ontarians with Disabilities Act, 2005, this report outlines the 2017-2018 Greater Sudbury Transit Accessibility Plan.

### Financial Implications

The costs of the upgrades to the bus shelters were approved under the Public Transit Infrastructure Fund program and have been approved under the 2017 Capital

#### Signed By

##### **Report Prepared By**

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Supervisor of Handi Transit and Driver Certification Program  
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##### **Health Impact Review**

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##### **Manager Review**

Michelle Ferrigan  
Director of Transit Services  
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##### **Division Review**

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##### **Financial Implications**

Jim Lister  
Manager of Financial Planning and Budgeting  
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##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
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##### **Recommended by the C.A.O.**

Ed Archer  
Chief Administrative Officer  
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Budget. There are no other financial implications associated with this report.

## **Background**

The 2017-2018 Greater Sudbury Transit Accessibility Plan (Appendix A – 2017-2018 Greater Sudbury Transit Accessibility Plan) was developed under the provincial legislative framework of the Integrated Accessibility Standards (IAS) under the Accessibility for Ontarians with Disabilities Act, 2005 O.Reg. 191/11 (AODA).

In accordance with Part 1, subsection 41 (1), (2), (3) of the General Requirements in the IAS Regulations, municipalities are required to:

(1) In addition to the accessibility plan requirements set out in section 4, in their accessibility plan, conventional transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback. O. Reg. 191/11, s. 41 (1).

(2) Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan. O. Reg. 191/11, s. 41 (2).

(3) If the provider of conventional transportation services also provides specialized transportation services, the transportation service provider shall address both types of transportation services in its accessibility plan. O. Reg. 191/11, s. 41 (3).

## **2017-2018 Greater Sudbury Accessibility Plan**

The purpose of the 2017-2018 Greater Sudbury Transit Accessibility Plan (Plan) is to describe measures taken and will be taken to identify, remove and prevent barriers to public access to Greater Sudbury Transit Services. Based on these principles of integration and respect for dignity, Greater Sudbury Transit will ensure that this and all future Accessibility Plans will have the goal of integrating as many riders as possible on the accessible conventional transit system while continuing to provide a parallel system for those citizens who cannot.

The Plan outlines five key achievements made by Greater Sudbury Transit since 2016 on the identification, removal and prevention of barriers, and identifies six opportunities for future improvements to the accessibility of Greater Sudbury Transit Services. This Plan will provide focus to Greater Sudbury Transit and assist in creating and managing a transit service that will meet the Provincial goal of making the Province of Ontario fully accessible by 2025.

The members of the City of Greater Sudbury Accessibility Advisory Panel were instrumental in the development of this Plan and are thanked for their contributions and dedication.

## **Next Steps**

As per legislative requirements, the 2017-2018 Greater Sudbury Transit Accessibility Plan will be posted to the City of Greater Sudbury's website. Greater Sudbury Transit will take action on the six opportunities for service improvements as outlined in the Plan and will continue to review and monitor its services for adherence to applicable legislation and opportunities for service improvements.

## **References**

City of Greater Sudbury 2017-2021 Multi-Year Accessibility Plan – Council Meeting  
August 22, 2017

(<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=938&itemid=9708&lang=en>)

Handi-Transit – Council Meeting January 12, 2016

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=938&itemid=9708&lang=en>

## 2017-2018 Greater Sudbury Transit Accessibility Plan

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### Introduction

To build Greater Sudbury Transit as a viable transportation option, all customers must have access to its services. A fully accessible fleet is a significant step in this direction. However, overall system accessibility consists of elements beyond accessible buses, including but not limited to: increased service levels, facility access, improved pedestrian connections, bus stop and shelter standards, signage, wayfinding and supportive operational programs, policies and customer service. For many, Greater Sudbury Transit is the only means of travel to and from work, school, medical appointments, community events and social activities. As Greater Sudbury Transit Service's accessibility improves, everyone benefits, leading to improved connectivity, increased ridership, supports the goal of Population Health and contributes to the Quality of Life and Place priority of Council.

Greater Sudbury Transit is dedicated to:

- Developing, improving and enhancing accessible transit services and associated facilities/infrastructure.
- Including people with disabilities in developing/reviewing the annual accessibility plan.
- Providing accessible services to customers; and
- Optimizing municipal investments to provide the right service for individuals (ex: door-to-door specialized transit, accessible conventional services).

The City of Greater Sudbury has affirmed its commitment to providing its citizens with an inclusive and accessible community through its passage and adoption of strategies and policies that promote these values. Of note is the recent commitment made by Council in the 2015-2018 City of Greater Sudbury Corporate Strategic Plan which identifies the development of an accessibility strategy and abilities centre with community hubs as contributing to the Quality of Life and Place priority.

The City of Greater Sudbury supports the rights of persons of all ages and abilities to enjoy equal opportunities and to participate fully in the life of the community. The preamble to the Ontarians with Disabilities Act states "that Ontarians with disabilities experience barriers to participating in the mainstream of Ontario society." A "barrier" is defined as any human made design flaw in the environment that prevents or hinders a person with a disability from fully participating in society or from accessing a service. Barriers can present themselves in various forms be they physical, information, education, communication, affordability, technological, procedural or attitudinal,

which make it difficult for a person with a disability to access programs and services offered by Greater Sudbury Transit.

Geographic distance and physical accessibility are two barriers that prevent persons with disabilities from participating freely in all aspects of society. The goal of Greater Sudbury Transit is to remove these barriers by providing a public transit system that is accessible, integrated to the degree possible, which fully respects the rights and dignity of persons with disabilities and provides appropriate options, choices and support for those who are unable to use even the most accessible conventional transit services.

Based on these principles of integration and respect for access, Greater Sudbury Transit will ensure that this and all future Accessibility Plans will have at their core the goal of integrating as many riders as possible on the accessible conventional transit system while continuing to provide a parallel system for those citizens who cannot.

## **Governing Legislative and Policy Framework**

The Province of Ontario is responsible for determining the legislative framework and standards for accessibility for organizations across the province. Under the provincial legislative framework, municipalities, including the City of Greater Sudbury, are responsible for accessibility as it relates to municipal programs, services and facilities. Specifically, accessibility within the City of Greater Sudbury is mandated and governed by a number of pieces of provincial legislation and regulations, including the following:

- The Ontarians with Disabilities Act, 2001
- The Ontario Human Rights Code, 1990
- The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Regulation 191/11– The Integrated Accessibility Standards Regulations (IASR)
  - Part I – General Requirements
  - Part II – Information and Communications Standards
  - Part III – Employment Standards
  - Part IV – Transportation Standards
  - Part IV.1 – Design of Public Spaces Standards (Accessibility Standards for the Building Environment)
  - Part IV.2 – Customer Service Standards

This 2017-2018 Greater Sudbury Transit Accessibility Plan is guided by the City of Greater Sudbury 2017-2021 Multi-Year Accessibility Plan, consistent with requirements established under IASR 191/11.

## Overview of the City of Greater Sudbury

The City of Greater Sudbury was created on January 01, 2001 combining the Region of Sudbury, the City of Sudbury, Valley East and the Towns of Walden, Rayside-Balfour, Onaping-Falls, Capreol and Nickel Centre into one municipality containing a mix of urban, suburban, rural and wilderness environments which spans 3,627 square kilometers and is the largest Ontario City by land mass with a population of approximately 160,000. The low population density relative to the vast geographical area of the city directly impacts accessibility of its residents but highlights the importance of transportation.

## Greater Sudbury Transit Services

Greater Sudbury Transit provides both Conventional and Specialized Transit Services.

Greater Sudbury Transit delivers Conventional Fixed Route Services across a route network that spans the community with a fleet that is equipped with accessible features. Conventional Transit Service is supplemented by Specialized Services, known as Handi-Transit. Handi-Transit is a specialized transit service that provides transportation services for eligible residents that are unable, because of a physical disability, to ride conventional transit.

**Table 1: Summary of Service**

<b>Service Level</b>	<b>Conventional Services</b>	<b>Specialized Services</b>
Type of Service	Conventional fixed route, Trans-Cab	Shared ride, door-to-door, pre-booked service. Trips are awarded on a first come first service basis. There is no guarantee of trip availability. Contracted operation provided by Student Transportation of Canada
2016 Annual Passenger Boardings	4,200,000	130,000
Annual Revenue Service Hours	167,000	50,000
Annual Kilometres	4,500,000	1,085,000
Number of Routes	38 Fixed Route, 9 Trans-Cab Routes	NA
Fleet Composition	59 forty foot Conventional Buses	15 Specialized Vehicles

## City of Greater Sudbury's Accessibility Advisory Panel

Throughout the year, the Accessibility Advisory Panel meets regularly with members of the Greater Sudbury Transit team to provide suggestions and advice on modifying City policies to closely address accessibility issues as they arise and accessibility standards (AODA) as they are developed.

The Accessibility Advisory Panel's mandate is to provide advice on matters related to the accessibility of municipal services, municipal programs and municipal facilities as required under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. The primary objectives are;

- Assist in the development of the City of Greater Sudbury Municipal Accessibility Plan and the City of Greater Sudbury Transit Accessibility Plan.
- Assist in the development of plans for the City of Greater Sudbury to come into compliance with the Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005.
- Provide advice to City of Greater Sudbury staff on matters related to accessibility of municipal programs, municipal services and municipal facilities, as requested.

The City of Greater Sudbury Accessibility Advisory Panel conducts an annual review of the Greater Sudbury Transit Accessibility Plan. The Accessibility Advisory Panel recognizes the value of soliciting input from citizens and in particular from transit users, in identifying barriers to public access of Greater Sudbury Transit.

The members of the Accessibility Advisory Panel 2015 – 2018 for the City of Greater Sudbury are:

Councillor Joscelyne Landry-Altmann	Lionel Courtemanche (Chair)
Travis Morgan (Vice-Chair)	Andrew Olivier (Vice-Chair)
Maureen Beaudry	Norma Fitzgerald
Holly Janakowski	Sharon McLay
Pamela Rowe	

## Accessibility Planning, Monitoring and Review Process

Most recently, public input was collected while performing the City of Greater Sudbury Transit Action Plan. Discussions were held during open houses across the community, ride along interviews on Handi-Transit buses, one-on-one telephone interviews with Handi-Transit Eligible users, and through workshops with community partners and advocacy groups as well as the Accessibility Advisory Panel. Feedback on Handi-Transit services was gathered through this process, and will be highlighted in the Greater Sudbury Transit Action Plan report with associated recommendations to Council in 2018.



Of importance to current Handi-Transit eligible users are the ability to use TransCab and Conventional Transit services dynamically. This could be achieved with better integration of both Handi-Transit and Conventional Transit services and would allow all eligible users the ability to use a combination of the services to complete some or all of their trip needs without having to book in advance. The end result of an integrated system is the ability for eligible users to take part in all community events and programs.

## Execution of Plan

Greater Sudbury Transit is constantly looking at ways that services can be improved beyond what is required. It is important to note that the availability of resources is a contributing factor when assessing the pace of progress in reducing or eliminating accessibility barriers. Resource constraints will mean that not all barriers can be addressed at once. As a result, prioritization of initiatives is required. While it is important to focus on barriers to be removed, it is equally important to recognize the vast steps taken in a relatively short period of time.

## Previous and Current Accessibility Achievements

Greater Sudbury Transit has proactively implemented many accessibility initiatives since the inception of the AODA. Pages 8 – 14 of Appendix A – 2017-2018 Greater Sudbury Transit Accessibility Plan outlines the 76 Transportation Standards under Reg. 191/11 IASR.

The following provides a summary of the achievements made since 2016;

- **Handi-Transit Service Recommendation Report** – On January 12, 2016 Council approved a report presenting recommendations based on a Three Tier approach which aim to improve Handi-Transit Services and increase accessibility to public transit services for the community.
- **Customer Service** - Yearly training is provided to all Transit Operators regarding the Accessibility for Ontarians with Disabilities Act. This training is documented as outlined in the Act. Training includes sensitivity training, defining what Good Customer Service is and clearly outlines what Greater Sudbury Transit's expectations are of its Operators.
- **AODA Compliance** – Greater Sudbury Transit has a duty to oversee and ensure appropriate Handi-Transit service is being provided by the third party service provider. The Transit Operations Manager traditionally was responsible for this task. In order to increase the focus of this important responsibility, the Supervisor of Handi-Transit Services position has been created, bringing certified expertise on AODA compliance. This position is also responsible to ensure all applicable

legislative requirements are being met or exceeded in both Conventional and Specialized Transit Services and ensures Greater Sudbury Transit is aware of any legislative changes that may affect service.

- **Education/Travel Training** – A Mobility Training Program (also known as “Travel Training”) has been developed to introduce public transit to people with disabilities and older adults who are hesitant to try transit on their own and are unaware of the accessibility features of the conventional transit vehicles. This training has been introduced in group formats and thus far is very well received.
- **Pass Usage Parity** – Riders of Handi-Transit no longer need to purchase separate pass cards to ride on the conventional transit system. All Handi-Transit passes are now accepted on Conventional Greater Sudbury Transit buses. This change provides ease of use and convenience for all Handi-Transit eligible riders.

## Opportunities for Improvement

- **Policies and Procedures** – Currently in review and revision stage. Published policies and procedures are AODA compliant and are being adhered to. Tier One of the Handi-Transit report submitted January of 2016 outlines the policies and practices to be revised and includes suggested amendments to the Handi-Transit Rider Guide. Recommendations based on the review of Policies and Procedures will be presented to Community Services Committee by the third quarter (Q3) of 2018.
- **Handi-Transit Eligibility Process** - Currently in review and revision stage. Last revision of this process occurred in 2014. Tier Two of the Handi-Transit report includes recommended changes to the eligibility processes, application forms and training of staff members conducting the screening process. A study is underway with a focus on providing recommendations for improving the eligibility process and reviewing what impact the implementation of these suggestions will have on the system and its users. Recommendations based on the review of the Eligibility Process will be presented to Community Services Committee by the third quarter (Q3) of 2018.
- **Handi-Transit Service Mandate** – Tier Three of the Handi-Transit report recommended that Greater Sudbury Transit find ways to serve the transportation needs of its citizens with cognitive disabilities. As doing so through Handi-Transit would greatly affect the capacity of this specialized service, more focus would have to be placed on not only the “travel training” component but also the eligibility processes currently used by Greater Sudbury Transit. This issue will be kept in mind when performing the review and revision of the Handi-Transit

eligibility process. Recommendations and implications on capacity will be presented to Community Services Committee by the third quarter (Q3) of 2018.

- **Continuation of Education/Travel Training** – Building on the success of the Mobility Training Program thus far and keeping in mind the goal of better integration of conventional transit services and specialized, continuation of this training will provide passengers with disabilities and seniors with choices of transportation that best suits their needs.
- **Public Image** – Included in the Handi-Transit report was a recommendation that the name “Handi” be changed to something non-oppressive to these services users. Sudbury Transit is currently involved in a review called the Greater Sudbury Transit Action Plan. Once the recommendations resulting from this review are addressed, a system rebranding will occur. The Greater Sudbury Transit family of services will be rebranded to ensure there is no line being drawn between the services while protecting the integrity of both its specialized and conventional services.
- **Bus Stops and Shelters** – Greater Sudbury Transit currently has 115 bus shelters with 40% (45) of those presently being upgraded to meet AODA standards by making them accessible. Bus stop and shelter standards will be developed to ensure that accessibility to the stops is considered consistently throughout the route network and this will include electronic audio pre-boarding announcements emanating from the bus to be implemented by March 2018.

Greater Sudbury Transit will continue to revise procedures and processes ensuring full compliance with all legislation governing their services and building on the successes of not only the City of Greater Sudbury but also those of other comparable communities. Greater Sudbury Transit will continue, as it has historically, to enlist the opinions and guidance of the Accessibility Advisory Panel members and the public in its improvements planning and will ensure that accessibility is considered and included in all aspects of the City of Greater Sudbury Transit Action Plan.

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
1.	34.(1) (2) and (3)	<b>Information on Accessibility Equipment and Features.</b> Conventional transportation service provider and specialized transportation service provider shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services and upon request, provide the information in an accessible format	January 1, 2012
2.	35.(1)	<b>Vehicles.</b> If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, the conventional transportation service provider and specialized transportation service provider shall take reasonable steps to accommodate persons with disabilities and shall repair the equipment as soon as is practicable	July 1, 2011
3.	36.(1)	<b>Transit Training.</b> Conventional transportation service provider and specialized transportation service provider shall conduct employee and volunteer accessibility training on: <ul style="list-style-type: none"> <li>• safe use of accessibility equipment and features</li> <li>• acceptable modifications to procedures in situations where temporary barriers exist of accessibility equipment on a vehicle fails and</li> <li>• emergency preparedness and response procedures that provide for the safety of persons with disabilities</li> </ul>	January 1, 2014
4.	36.(3)	<b>Transit Training Records.</b> Conventional transportation service provider and specialized transportation service provider shall keep a record of training provided under this section, including the dates and number of individuals to whom it is provided	January 1, 2014
5.	37.(1) (2)	<b>Emergency preparedness and response policies.</b> Conventional transportation service provider and specialized transportation service provider shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities and shall make those policies available to the public and provide the policies upon request in an accessible format	January 1, 2012
6.	38.(1) (2)	<b>No Fare Charged Support Person.</b> Conventional transportation service provider and specialized transportation service provider shall not charge a fare for a support person who is accompanying a person with a disability where the person with a disability has a need for a support person  Responsibility of a person with disability to demonstrate to a transportation service provider, their need for a support person to accompany them on the transportation service	January 1, 2014
7.	39.(1)	<b>Vehicles.</b> When on June 30, 2011, an existing contractual obligation to purchase vehicles that do not meet the requirements of sections 53 to 62, the provider may honour the existing contract	June 30, 2011
8.	40.(1)	<b>Vehicles.</b> Conventional transportation service provider not required to retrofit vehicles in the fleet as of July 1, 2011 in order to ensure the vehicles meet the accessibility requirements of sections 53 to 62	July 1, 2011
9.	40.(2)	<b>Vehicles.</b> Conventional transportation service provider shall ensure modifications meet requirements of sections 53 to 62 on or after July 1, 2011	July 1, 2011

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
A2.	41. (2)	<b>Annual Transit Public Consultation</b> Conventional transportation service providers shall hold at least one public meeting involving persons with disabilities to ensure then have opportunity to participate in review of the accessibility plan and to provide feedback on the accessibility plan – both transportation services – if applicable	January 1, 2013
10.	41.(1)	<b>Customer Feedback.</b> In addition to accessibility plan requirement in Section 4 of Ont. Reg. 191/11, provider shall identify process for managing, evaluating and taking action on customer feedback	January 1, 2013
11.	41.(2)	<b>Public Meeting.</b> Conventional transportation service providers shall hold at least one public meeting involving persons with disabilities to ensure then have opportunity to participate in review of the accessibility plan and to provide feedback on the accessibility plan – both transportation services – if applicable	January 1, 2013
12.	42.(1)	<b>Demand Estimation and Wait Times.</b> Specialized transportation service providers shall in their accessibility plans: <ul style="list-style-type: none"> <li>• identify process for estimating the demand for specialized transportation services and</li> <li>• develop steps to reduce wait times</li> </ul>	January 1, 2013
13.	43.(1)	<b>Procedures for Accessibility Equipment Failures.</b> Conventional transportation service providers and specialized transportation service providers shall in their accessibility plans, describe their procedures for dealing with accessibility equipment failures	January 1, 2013
14.	44.(1)	<b>Ramp Deployment, Allow Adequate Time; Mobility Aid Storage.</b> Conventional transportation service providers shall: <ul style="list-style-type: none"> <li>• Deploy lifting devices, ramps or portable bridge plates upon request of person with a disability</li> <li>• Ensure adequate time is provided to person with disability to safely board, be secured and de-board and that assistance be provided upon request for these activities</li> <li>• Assist with safe and careful storage of mobility aids or assistive devices</li> </ul>	January 1, 2012
15.	44.(2)	<b>Information re Section 44.(1) policies.</b> Conventional transportation service provider shall upon request, make information on the matters in 44.(1) available in an accessible format	January 1, 2012
16.	45.(1)	<b>Alternative Accessible Transportation.</b> When specialized transportation services are not provided by the conventional transportation service provider, shall ensure that any person with a disability who is unable to use conventional transportation service, is provided with an alternative accessible method of transportation	January 1, 2013
17.	46.(1)	Conventional transportation services provider shall not charge a higher fare to a person with a disability than the fare charged to a person without a disability, but may charge a lesser fare to a person with a disability	July 1, 2011
18.	46.(2)	<b>Alternative Fare Payment Method.</b> Conventional transportation service provider that does not provide specialized transportation services shall make available alternate fare payment options to persons with disabilities who cannot because of their disability, use a fare payment option	January 1, 2013

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
19.	47.(1)	<b>Use of Non-official Stops Where Necessary.</b> Conventional transportation service provider shall ensure that persons with disabilities are able to board or de-board a vehicle at closest available safe location as determined by the operator that is not an official stop, if the official stop is not accessible and the safe location is long the same transit route	January 1, 2012
20.	47.(2)	<b>Give consideration to the preferences.</b> Give consideration to the preferences of the person with a disability in (1)	January 1, 2012
21.	47.(3)	<b>Operator Duty to Report Inaccessible Stops.</b> Conventional transportation service provider shall ensure that operators of their vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists	January 1, 2012
22.	48.(1)	<b>Storage of Mobility Aids.</b> Conventional transportation service provider shall ensure that If safe storage is possible, mobility aids and mobility assistive devices are stored in the passenger compartments within reach of the person with the disability	January 1, 2012
23.	48.(2)	<b>Storage of Mobility Aids.</b> If safe storage is not possible within the passenger compartments and the vehicle is equipped with baggage compartment, conventional transportation service provider shall ensure that mobility aids and assistive devices are stored in baggage compartment of the vehicle on which the person with the disability is traveling	January 1, 2012
24.	48.(3)	<b>Storage of Mobility Aids.</b> Operator to secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage where the aid or device is stored in baggage compartment	January 1, 2012
25.	48.(4)	<b>Mobility Aid Storage on Vehicles.</b> Conventional transportation service provider shall not charge a fee for the storage of a mobility aid or mobility assistive device	July 1, 2011
26.	49.(1)	<b>Courtesy Seating.</b> Conventional transportation service provider shall ensure there is clearly marked courtesy seating for persons with disabilities on its vehicles and the courtesy seating meets the standards set out in this section: <ul style="list-style-type: none"> <li>• courtesy seating shall be located as close as practicable to entrance door of vehicle</li> <li>• shall be signed to indicate that passengers must vacate if its use is required by a person with a disability</li> <li>• shall develop a communications strategy designed to inform the public of the purpose of courtesy seating</li> </ul>	January 1, 2012
27.	50.(1)	<b>Temporary Service Changes.</b> Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service provider shall make available alternate accessible arrangements to transfer persons with disabilities to their route destinations and ensure information is communicated that takes into account the person's disability	July 1, 2013
28.	51. (2)	<b>Electronic pre-boarding announcements.</b> Conventional transportation service provider shall ensure electronic pre-boarding announcements of route, direction, destination or next major stop on its transportation vehicles and that these announcements satisfy requirements in section 58	January 1, 2017
29.	51.(1)	<b>Pre-boarding Announcements.</b> Conventional transportation service provider shall ensure that on request, pre-boarding announcements of the route, direction, destination or next major stop	July 1, 2011

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
30.	52. (2)	<b>Electronic Destination Announcements.</b> Conventional transportation service provider shall ensure all destination points or available route stops are announced through electronic means and are legibly and visually displayed through electronic means in accordance with section 58	January 1, 2017
31.	52.(1)	<b>On-board Announcements.</b> Conventional transportation service provider shall ensure there are audible verbal announcements while the vehicle is on route or while the vehicle is being operated	July 1, 2011
32.	53.(1)	<b>Grab Bars, Stanchions, Handholds.</b> Conventional transportation service provider shall ensure that all of its vehicles are equipped with grab bars, handholds, handrails or stanchions as prescribed	Applies to vehicles manufactured on or after January 1, 2013
33.	53(6)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 53(4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011
34.	54.(1)	<b>Flooring Requirements.</b> Conventional transportation service provider shall ensure that all of its vehicles: <ul style="list-style-type: none"> <li>• have floors that produce a minimal glare and are slip resistant as prescribed and</li> <li>• any carpeted surfaces have a low, trim and level pile or loop and are securely fastened</li> </ul>	Applies to vehicles manufactured on or after January 1, 2013
35.	54(6)	<b>Vehicles</b> Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 54(2), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011
36.	55.(1)	<b>Mobility Spaces, Securement Devices.</b> Conventional transportation service provider shall ensure that all of its vehicles manufactured on or after January 1, 2013: <ul style="list-style-type: none"> <li>• have 2 or more allocated mobility spaces as prescribed</li> <li>• are equipped with securement devices</li> </ul>	Applies to vehicles manufactured on or after January 1, 2013
37.	55.(2)	<b>Mobility Aid Spaces.</b> Spaces that are allocated mobility aid spaces may be used for other passenger purposes if not required for use by a person with a disability who uses a mobility aid	Applies to vehicles manufactured on or after January 1, 2013
38.	55(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 55(3), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011
39.	56.(1)	<b>Stop Requests, Emergency Response Controls.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles are equipped with accessible stop-requests and emergency response controls-that are located throughout the vehicle	Applies to vehicles manufactured on or after January 1, 2013
40.	56(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 56 (3) or (4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	July 1, 2011

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
41.	57.(1)	<b>Access Door Lighting.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
42.	57(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 57(3), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
43.	58.(1) (2) (3)	<b>Route or Destination Display.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles display the route or direction of the transportation vehicles or its destination or next major stop as prescribed	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
44.	58(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 58(4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
45.	59.(1)	<b>Lifts, Ramps, Bridge Plates.</b> Conventional transportation service provider shall ensure that all of its transportation vehicles are equipped with lifting devices, ramps or portable bridge plates as prescribed.	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
46.	59(4)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 59(2), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
47.	60.(1)	<b>Steps Compliance.</b> Conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the requirements as prescribed	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
48.	60(5)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 60(2), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
49.	61.(1) (2)	<b>Warning Indicator for Kneeling Feature, Ramps.</b> Conventional transportation service provider shall ensure that where transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on exterior near the mobility aid accessible door and with an audible warning alarm and that the visual warning lamp indicator and audible warning lamp must function when kneeling function, ramp or lifting device is in motion	<b>Applies to vehicles manufactured on or after January 1, 2013</b>
50.	61(7)	<b>Vehicles.</b> Where conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in section 61(4), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.	<b>July 1, 2011</b>
51.	63. (1)	<b>Eligibility Categories.</b> Specialized transportation service provider shall have 3 categories of eligibility to qualify for specialized transportation services: <ul style="list-style-type: none"> <li>• Unconditional eligibility</li> <li>• Temporary eligibility</li> <li>• Conditional eligibility</li> </ul>	<b>January 1, 2017</b>



Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
52.	64.(1)	<b>Temporary Eligibility After 14 Days.</b> Granting of temporary eligibility when a person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider	January 1, 2014
53.	64.(2)	<b>No Application Fee.</b> Shall not charge a fee to persons with disabilities who apply for specialized transportation services	January 1, 2014
54.	64.(3)	<b>Periodic Re-Assessment Allowed.</b> Specialized transportation service provider may require a reassessment of eligibility of temporary eligible registrants at reasonable intervals	January 1, 2014
55.	64.(4)	<b>Information to Applicant.</b> Specialized transportation service provider shall upon request, make available to the requestor all or his/her specialized transportation services eligibility application and decision information in accessible formats.	January 1, 2014
56.	64.(5) (6)	<b>Appeal Process.</b> Shall establish an independent appeal process to review decisions respecting eligibility and shall make a decision within 30 calendar days after receiving completed application	January 1, 2014
57.	64.(8) (9)	<b>Personal Information Policies.</b> Specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.	January 1, 2014
58.	65.(1)	<b>Compassionate Temporary Eligibility.</b> Shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in section 64(1) where services are required on emergency or compassionate grounds and there are no other accessible transportation services to meet the person's needs	January 1, 2014
59.	66.(3) (5)	<b>Fare Parity.</b> Where transportation service provider provides both specialized transportation services and conventional transportation services, the transportation service provider shall ensure fare parity, same fare structure and same fare payment options are available, but alternate options shall be made available to persons with disabilities who cannot because of their disability, use a fare payment option	January 1, 2013
60.	67.(1) (2)	<b>Visitor Eligibility.</b> Specialized transportation service provider shall make specialized transportation services available to eligible visitors and shall develop criteria to determine who falls in the visitor category	January 1, 2013
61.	67.(4)	<b>Personal Information Policies.</b> Specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for determining eligibility	January 1, 2013
62.	68.(1)	<b>Origin to Destination Services.</b> Specialized transportation service provider shall provide origin to destination services within its service area that take into account the abilities of its passengers and that accommodate their disabilities	July 1, 2011
63.	70.(1)	<b>Parity of Service Hours.</b> Where conventional transportation services and specialized transportation services are provided by same transportation service provider, it shall ensure that the specialized transportation services have at a minimum, the same hours and days of service as conventional transportation services	January 1, 2013

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
64.	71.(1)	<b>Same-Day Service or Bookings on Previous Day.</b> Specialized transportation service provider, where reservations required, shall ensure same day services to the extent that it is available and when same day services is not available, accept booking requests up to 3 hours before the published end of the service period on the day before the intended day of travel	January 1, 2014
65.	71.(2)	<b>Accessible Means for Reservations.</b> Shall provide accessible means to accept reservations	January 1, 2014
66.	73.(1)	<b>Service Delay Communication.</b> Specialized transportation service provider shall provide information on duration of service delays to affected passengers by a method agreed upon by specialized transportation service provider and passenger. A service delay is a delay of more than 30 minutes or more after the scheduled pick-up time	January 1, 2013
67.	74.(1)	<b>Companions.</b> Specialized transportation service provider shall allow companions to travel with persons with disabilities if space available and will not result in denial of service to other persons with disabilities	January 1, 2012
68.	74.(2)	<b>Dependents.</b> Specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian if appropriate child restraint securement system and equipment are, if required, available	January 1, 2012
69.	78.(1)	<b>Public Consultation Re Stop and Shelter Design.</b> Municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.	January 1, 2013
70.	78.(2)	<b>Accessible Stops and Shelters in Accessibility Plan.</b> Municipality shall identify planning for accessible bus stops and shelters, including any steps to be taken to meet the goal of accessible bus stops and shelters in its accessibility plan required under Part 1 of this Not Rag	January 1, 2013
71.	78.(3)	<b>Contractors Involvement In Stop and Shelter Consultation and Planning.</b> Where a municipality has entered into arrangements for construction of bus stops and shelters, the municipality shall ensure that the person participates in the consultation and planning as described in subsections (1) and (2)	January 1, 2013
72.	79.(1)	<b>Public Consultation re On-demand Taxicab Availability.</b> Municipality shall consult with its municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community	January 1, 2013
73.	79.(2)	<b>Accessibility Plan To Identify Progress in On-demand Taxicab Availability.</b> Municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part 1	January 1, 2013
74.	80.(1)	<b>Taxicabs.</b> Municipality that licenses taxicabs shall ensure owners and operators of taxicabs are prohibited: <ul style="list-style-type: none"> <li>from charging a higher fare or an additional fare for persons with disabilities than persons without disabilities for the same trip and</li> <li>from charging a fee for the storage of mobility aids or mobility assistive devices</li> </ul>	July 1, 2011

Item	Section of O. Reg. 191/11	Description	Compliance Date or Applicability Date
75.	80.(2)	<b>Taxicab Identification.</b> Municipality that licenses taxicabs shall ensure owners and operators place vehicle registration and identification information on the rear bumper of the taxicab that meet the requirements of subsection 58(3)	<b>January 1, 2012</b>
76.	80.(3)	<b>Taxicab Identification.</b> Municipality that licenses taxicabs shall ensure owners and operators make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers	January 1, 2012