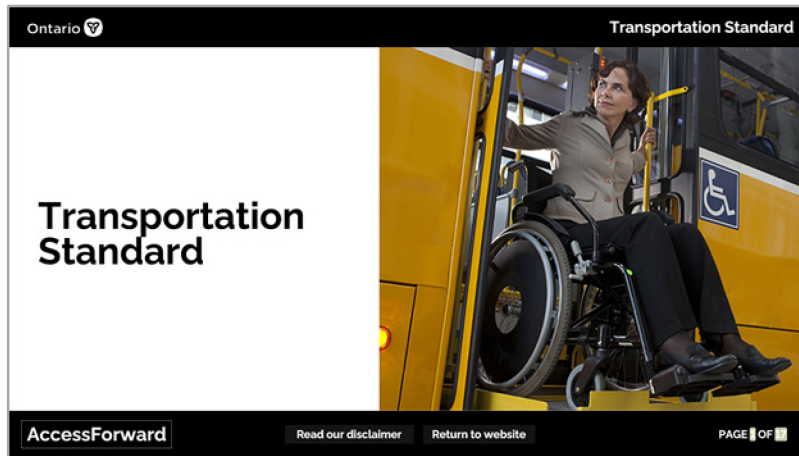


Disclaimer Statement

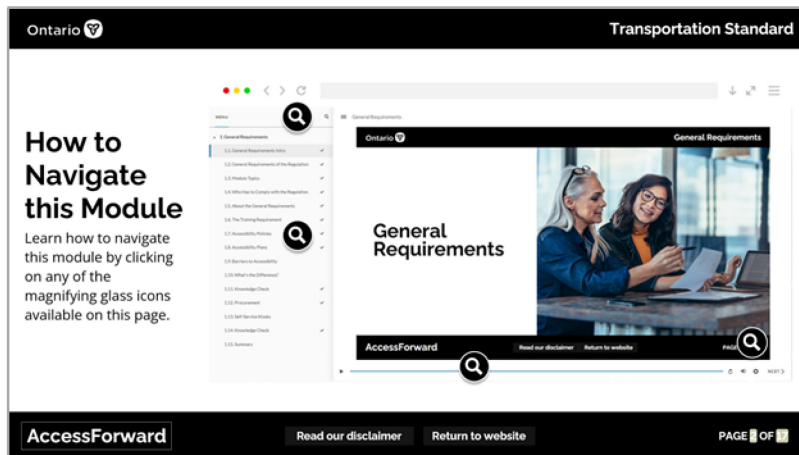
Completion of this AccessForward training course by an individual should not be construed as compliance by them or their organization with the AODA and its regulation.

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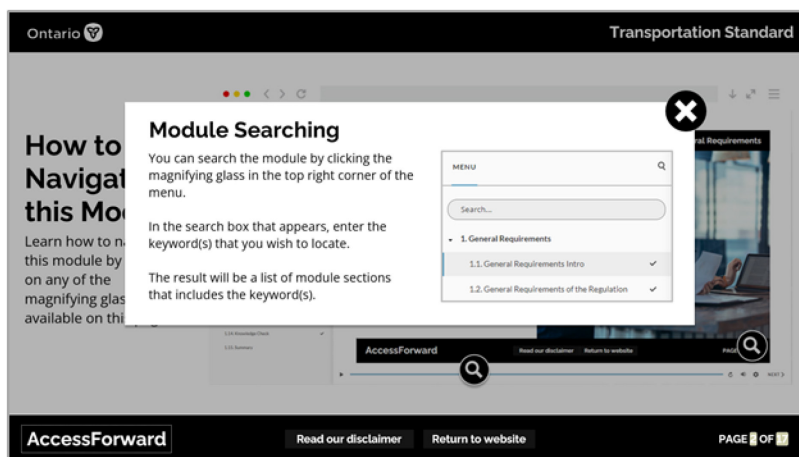
Page 1 of 17: Transportation Standard



Page 2 of 17: How to Navigate this Module



Learn how to navigate this module by clicking on any of the magnifying glass icons available on this page.

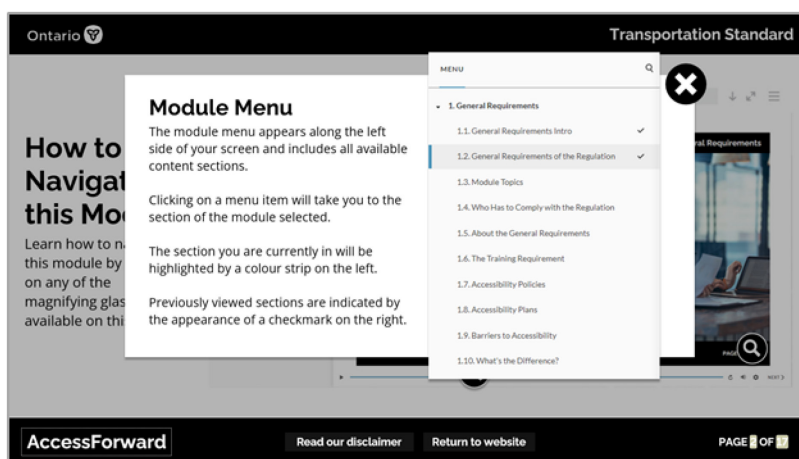


Module Searching

You can search the module by clicking the magnifying glass in the top right corner of the menu.

In the search box that appears, enter the keyword(s) that you wish to locate.

The result will be a list of module sections that includes the keyword(s).



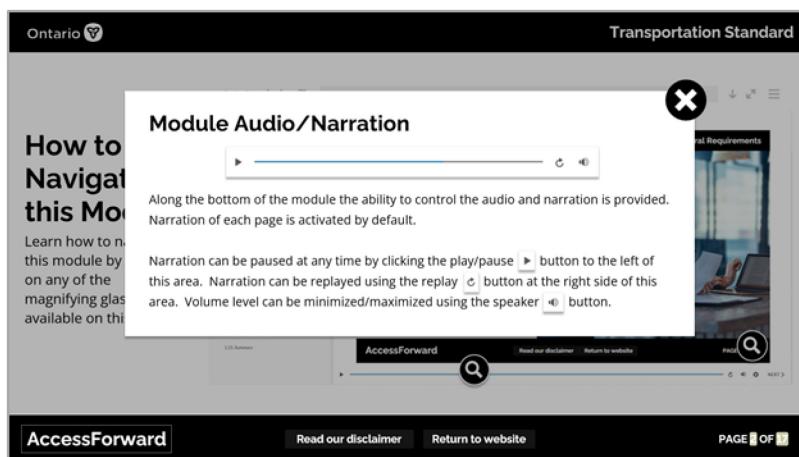
Module Menu

The module menu appears along the left side of your screen and includes all available content sections.

Clicking on a menu item will take you to the section of the module selected.

The section you are currently in will be highlighted by a colour strip on the left.

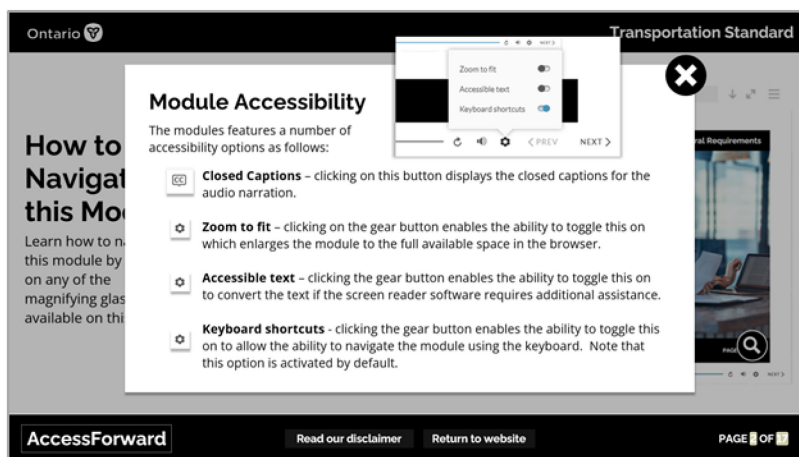
Previously viewed sections are indicated by the appearance of a checkmark on the right.



Module Audio/Narration

Along the bottom of the module the ability to control the audio and narration is provided. Narration of each page is activated by default.

Narration can be paused at any time by clicking the play/pause button to the left of this area. Narration can be replayed using the replay button at the right side of this area. Volume level can be minimized/maximized using the speaker button.



Module Accessibility

The modules features a number of accessibility options as follows:

Closed Captions - clicking on this button displays the closed captions for the audio narration.

Zoom to fit – clicking on the gear button enables the ability to toggle this on which enlarges the module to the full available space in the browser.

Accessible text – clicking the gear button enables the ability to toggle this on to convert the text if the screen reader software requires additional assistance.

Keyboard shortcuts - clicking the gear button enables the ability to toggle this on to allow the ability to navigate the module using the keyboard. Note that this option is activated by default.

Page 3 of 17: Organizational Classification Chart

Ontario  Transportation Standard

Organizational Classification Chart

The 5 classes of organizations:


- + Government of Ontario and the Legislative Assembly
- + Large designated public sector organization
- + Small designated public sector organization
- + Large organization
- + Small organization

Designated public sector organization: refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation.

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 3 OF 17

The 5 classes of organizations:

Ontario  Transportation Standard

Organizational Classification Chart

The 5 classes of organizations:

- + Government of Ontario and the Legislative Assembly
- + Large designated public sector organization
- + Small designated public sector organization
- + Large organization
- + Small organization

Government of Ontario and the Legislative Assembly
Includes every ministry of the Government of Ontario, the Office of the Premier, and the Legislative Assembly including constituency offices of the members of the Assembly.


Designated public sector organization: refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation.

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 3 OF 17

Government of Ontario and the Legislative Assembly

Includes every ministry of the Government of Ontario, the Office of the Premier, and the Legislative Assembly including constituency offices of the members of the Assembly.

Ontario  Transportation Standard

Organizational Classification Chart

The 5 classes of organization

- + Government of Ontario
- + Large designated public sector organization
- + Small designated public sector organization
- + Large organization
- + Small organization

Large designated public sector organization

A designated public sector organization with 50 or more employees (such as municipalities, hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

Public sector organization: refers to Schedule 1 (Broader Public Accessible Accessibility Standards organizations include hospitals, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Large designated public sector organization

A designated public sector organization with 50 or more employees (such as municipalities, hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

Ontario  Transportation Standard

Organizational Classification Chart

The 5 classes of organizations:

- + Government of Ontario
- + Large designated public sector organization
- + Small designated public sector organization
- + Large organization
- + Small organization

Small designated public sector organization

A designated public sector organization with one to 49 employees (such as the Ontario Office of the Fairness Commissioner and some municipalities).

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

Public sector organization: refers to Schedule 1 (Broader Public Accessible Accessibility Standards organizations include hospitals, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Small designated public sector organization

A designated public sector organization with one to 49 employees (such as the Ontario Office of the Fairness Commissioner and some municipalities).

Ontario  Transportation Standard

Organizational Classification Chart

The 5 classes of organizations:

- + Government of Ontario
- + Large designated public sector organization
- + Small designated public sector organization
- + Large organization
- + Small organization

Large organization
Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has 50 or more employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Designated public sector organization: refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation.

Also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Large organization

Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has 50 or more employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Ontario  Transportation Standard

Organizational Classification Chart

The 5 classes of organizations:

- + Government of Ontario
- + Large designated public sector organization
- + Small designated public sector organization
- + Large organization
- + Small organization

Small organization
Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Designated public sector organization: refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation.

Also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

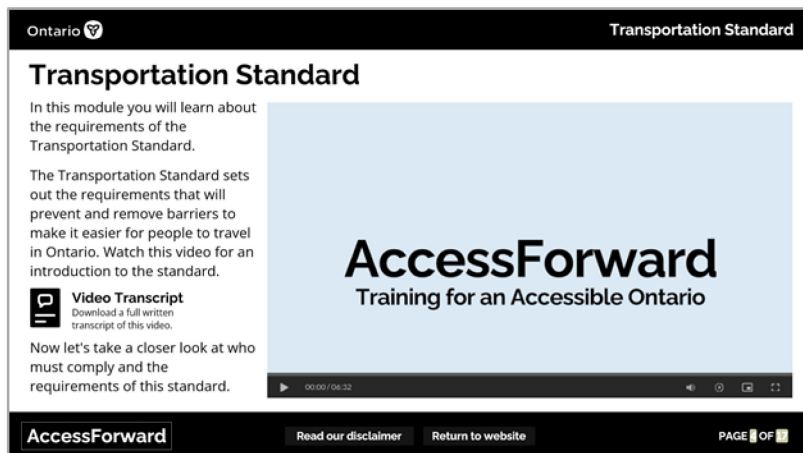
Small organization

Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Designated public sector organization: Refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation.

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006

Page 4 of 17: Introduction Video



The screenshot shows a video player interface. At the top, there's a black header with the Ontario logo on the left and 'Transportation Standard' on the right. Below the header, the main content area has a light blue background. On the left side of this area, there's a text block titled 'Transportation Standard' followed by two paragraphs of introductory text. Below the text is a 'Video Transcript' section with a download icon and a link to 'Download a full written transcript of this video.' To the right of the text is a large video player window showing the title 'AccessForward Training for an Accessible Ontario' and a video player control bar at the bottom. At the very bottom of the page, there's a black footer with the 'AccessForward' logo on the left, two buttons 'Read our disclaimer' and 'Return to website' in the center, and 'PAGE 4 OF 17' on the right.

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

Download a full written transcript of this video.

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

AccessForward: Training for an Accessible Ontario 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:] [Transportation Standard](#)

Addresses ways to prevent and remove barriers to public transportation so that everyone can more easily travel in Ontario.

[text on screen:] [Ontario Logo](#)

Developed by the Government of Ontario


Page 5 of 17: Module Topics

Ontario

Transportation 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.

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[Return to website](#)

PAGE 5 OF 17

- 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.

Slide 6 of 17: Who Must Comply?

The screenshot shows the 'Who Must Comply?' page from the Ontario Transportation Standard module. The page is titled 'Who Must Comply?' and features two columns of text. The left column states that 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

The right column states that 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


The page includes an 'AccessForward' logo at the bottom left, a 'Read our disclaimer' button, a 'Return to website' button, and a 'PAGE 1 OF 1' indicator at the bottom right.

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

This screenshot shows the same 'Who Must Comply?' page, but with a tooltip displayed over the 'Conventional transportation services' link. The tooltip, titled 'Conventional transportation services', provides a detailed definition: 'Public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate only within Ontario. These services are provided by designated public sector organizations as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, but does not include specialized transportation services.' The tooltip also includes a close button (X) in the top right corner. The background content of the page is dimmed.

Conventional transportation services such as:

Public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate only within Ontario. These services are provided by designated public sector organizations as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, but does not include specialized transportation services.

Ontario  Transportation Standard

Who Must Comply?

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

It also applies to:


- Conventional transportation services provided by:
 - Transit buses
 - Motor coaches
 - Rail-based transportation (commuter trains, etc.)
- Specialized transportation services for people with disabilities
- Certain ferries

Transit bus
A class of bus that is designed and intended to be used for passenger transportation. Are operated on highways, as defined in the Highway Traffic Act.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Transit buses

A class of bus that is designed and intended to be used for passenger transportation. Are operated on highways, as defined in the Highway Traffic Act.

Ontario  Transportation Standard

Who Must Comply?

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

It also applies to:


- Conventional transportation services provided by:
 - Transit buses
 - Motor coaches
 - Rail-based transportation (commuter trains, etc.)
- Specialized transportation services for people with disabilities
- Certain ferries

Motor coach
A class of bus of monocoque design, which provides intercity, suburban or commuter passenger transportation service. A motor coach has a baggage storage area that is separate from the passenger cabin.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Motor coaches

A class of bus of monocoque design, which provides intercity, suburban or commuter passenger transportation service. A motor coach has a baggage storage area that is separate from the passenger cabin.

Ontario  Transportation Standard

Who Must Comply?

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

It also applies to:

- Conventional transportation services
- Transit buses
- Motor coaches
- Rail-based transportation (commuter trains, etc.)
- Specialized transportation services for persons with disabilities

Rail-based transportation

Any single or multi-unit passenger transportation vehicle that operates exclusively on rails. Includes streetcars, subways, light rail vehicles, commuter rail and inter-city rail. Is operated by a public transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation.


Services provided by: boards

including those that license provide conventional services

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Rail-based transportation

Any single or multi-unit passenger transportation vehicle that operates exclusively on rails. Includes streetcars, subways, light rail vehicles, commuter rail and inter-city rail. Is operated by a public transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation.

Ontario  Transportation Standard

Who Must Comply?

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

It also applies to:

- Conventional transportation services
- Transit buses
- Motor coaches
- Rail-based transportation (commuter trains, etc.)
- Specialized transportation services for persons with disabilities

Subway

A class of rail-based transportation, which is multi-unit and provides service on designated lines between stations. Designed to operate on a grade separated from highways, as defined by the Highway Traffic Act.

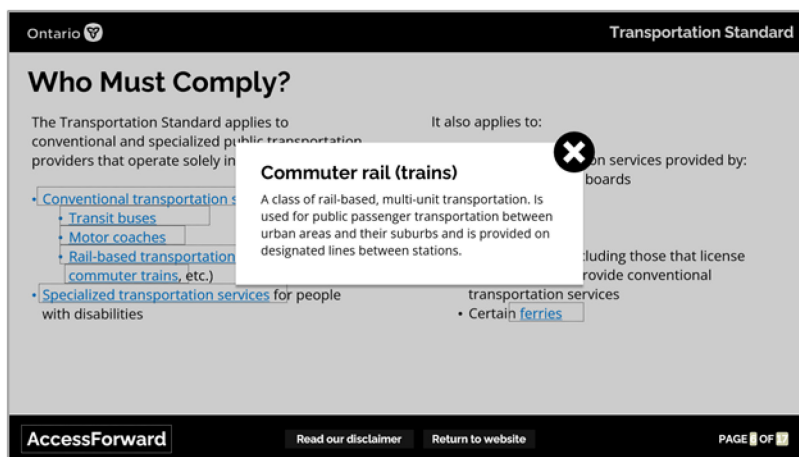
Services provided by: boards

including those that license provide conventional services

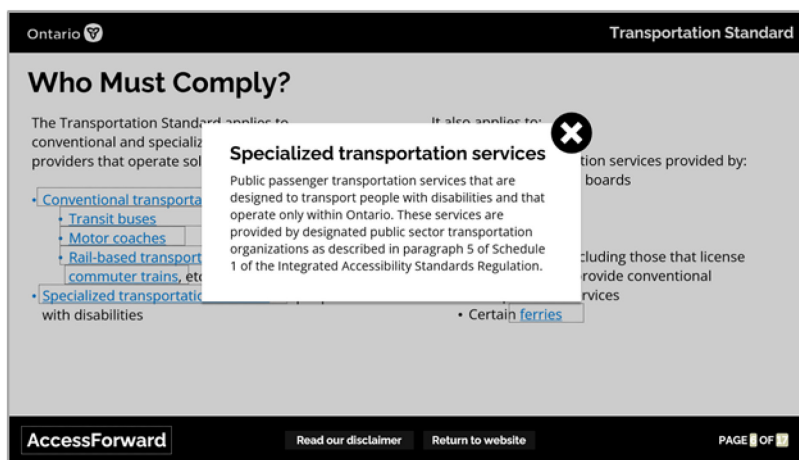
AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Subways

A class of rail-based transportation, which is multi-unit and provides service on designated lines between stations. Designed to operate on a grade separated from highways, as defined by the Highway Traffic Act.



Commuter rail (trains) - A class of rail-based, multi-unit transportation. Is used for public passenger transportation between urban areas and their suburbs and is provided on designated lines between stations.



Specialized transportation services

Public passenger transportation services that are designed to transport people with disabilities and that operate only within Ontario. These services are provided by designated public sector transportation organizations as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation.

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

Ontario Transportation Standard

Who Must Comply?

The Transportation Standard applies to conventional and specialized providers that operate solely in Ontario.

It also applies to:

- Conventional transportation services (including transit buses, motor coaches, and rail-based transportation services such as commuter trains, etc.)
- Specialized transportation services for people with disabilities

Taxicab

A motor vehicle as defined in the Highway Traffic Act, that is licensed as a taxicab by a municipality, and has a seating capacity of not more than six people, not including the driver. A taxicab is hired for one specific trip to transport one person or group of people for which only one fare or charge is collected or made for the trip. A taxicab is not a car pool vehicle.

Services provided by: boards including those that license provide conventional services

AccessForward Read our disclaimer Return to website PAGE 1 OF 1

Taxicabs

A motor vehicle as defined in the Highway Traffic Act, that is licensed as a taxicab by a municipality, and has a seating capacity of not more than six people, not including the driver. A taxicab is hired for one specific trip to transport one person or group of people for which only one fare or charge is collected or made for the trip. A taxicab is not a car pool vehicle.

Ontario Transportation Standard

Who Must Comply?

The Transportation Standard applies to conventional and specialized providers that operate solely in Ontario.

It also applies to:

- Conventional transportation services (including transit buses, motor coaches, and rail-based transportation services such as commuter trains, etc.)
- Specialized transportation services for people with disabilities

Ferry

A vessel that weighs 1000 gross tonnes or more and provides passenger transportation services only within Ontario. Ferries are used by the general public and may carry only passengers or passengers and motor vehicles.

Services provided by: boards including those that license provide conventional services

transportation services

- Certain ferries

AccessForward Read our disclaimer Return to website PAGE 1 OF 1

Ferry

A vessel that weighs 1000 gross tonnes or more and provides passenger transportation services only within Ontario. Ferries are used by the general public and may carry only passengers or passengers and motor vehicles.

Slide 7 of 17: Examples of Who May be Exempt

Ontario

Transportation Standard

Examples of Who May Be Exempt

There are transportation service providers that don't have to comply. Select the heading below for some examples:

- Examples of who may be exempt

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

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PAGE 7 OF 11

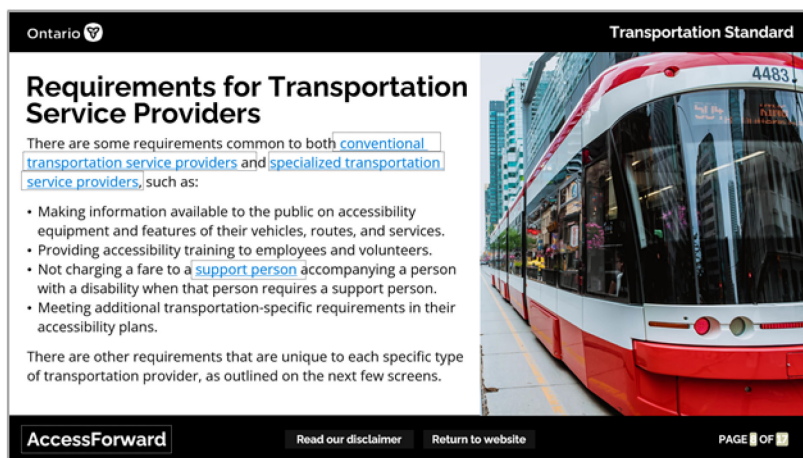
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- Tour buses and tour/charter boats
- Private school transportation
- Rides and trolleys/trams (as in amusement parks)
- Federally regulated transportation services such as airlines, VIA Rail and Greyhound

Slide 8 of 17: Requirements for Transportation Service Providers



Ontario  Transportation Standard

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.

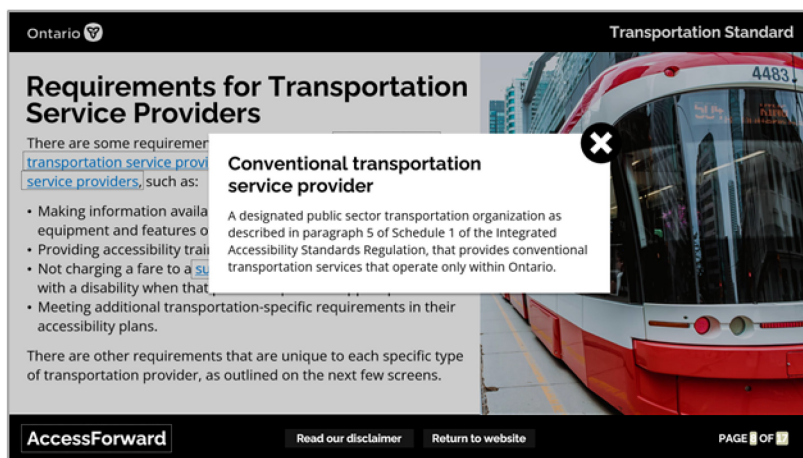
There are other requirements that are unique to each specific type of transportation provider, as outlined on the next few screens.


AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 8 OF 17

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.



Ontario  Transportation Standard

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.

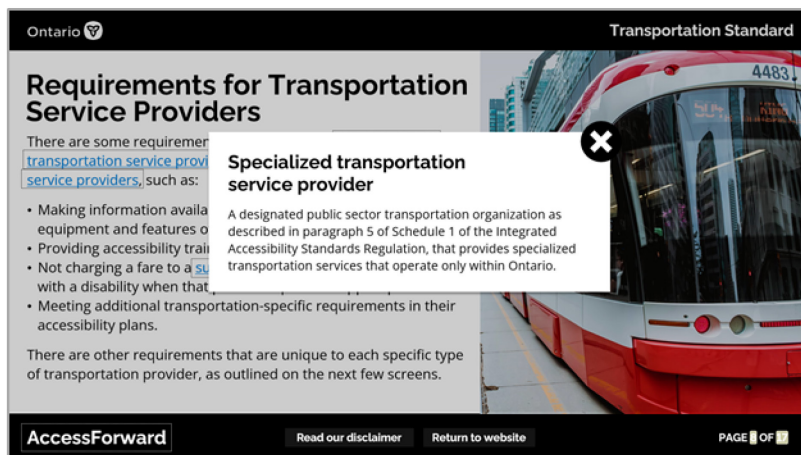
Conventional transportation service provider

A designated public sector transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, that provides conventional transportation services that operate only within Ontario.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 8 OF 17

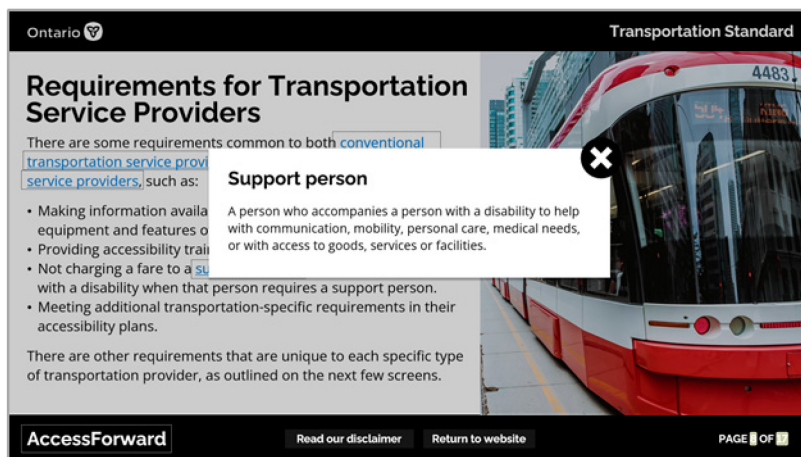
Conventional transportation service provider

A designated public sector transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, that provides conventional transportation services that operate only within Ontario.



Specialized transportation service provider


A designated public sector transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, that provides specialized transportation services that operate only within Ontario.



Support person

A person who accompanies a person with a disability to help with communication, mobility, personal care, medical needs, or with access to goods, services or facilities.

Slide 9 of 17: Conventional Transportation Service Providers

Ontario  Transportation Standard


Conventional Transportation Service Providers

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities. Select the headings below to see what some of the requirements are for conventional transportation service providers:

- + Technical requirements
- + Fares
- + Stop announcements
- + Seating
- + Service disruptions

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities. Select the headings below to see what some of the requirements are for conventional transportation service providers:

Ontario  Transportation Standard

Conventional Transportation Service Providers

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities. Select the headings below to see what some of the requirements are for conventional transportation service providers:

- Technical requirements
- + Fares
- + Stop announcements
- + Seating
- + Service disruptions

Technical requirements

Meeting technical requirements provided for accessible lifting devices, steps, grab bars/handrails, floor surfaces, lighting, warning indicators and alarms, and route signage.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Technical Requirements

Meeting technical requirements provided for accessible lifting devices, steps, grab bars/handrails, floor surfaces, lighting, warning indicators and alarms, and route signage.

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.

Ontario

Transportation Standard

Conventional Transportation Service Providers

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities. Select the headings below to see what some of the requirements are for conventional transportation service providers:

- + Technical requirements
- + Fares
- Stop announcements
- + Seating
- + Service disruptions

Stop announcements

Providing on-board audible and visual stop announcements

AccessForward

Read our disclaimer

Return to website

PAGE 1 OF 1

Providing on-board audible and visual stop announcements

Providing clearly marked seating for people with disabilities

Ontario

Transportation Standard

Conventional Transportation Service Providers

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities. Select the headings below to see what some of the requirements are for conventional transportation service providers:

- + Technical requirements
- + Fares
- + Stop announcements
- + Seating

- Service disruptions

Service disruptions


Supporting people with disabilities during service disruptions by offering alternative accessible arrangements, if necessary, and accessible communication

AccessForward

Read our disclaimer | Return to website

PAGE 1 OF 1

Supporting people with disabilities during service disruptions by offering alternative accessible arrangements, if necessary, and accessible communication.

Ontario  Transportation Standard

Conventional Transportation Service Providers

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities. Select the headings below to see what some of the requirements are for conventional transportation service providers:

- + Technical requirements
- Fares
- + Stop announcements
- + Seating
- + Service disruptions

Mobility aid


Devices used to facilitate the transport, in a seated posture, of people with disabilities.

people with disabilities than people without id not charging for ity aids or mobility ices, such as wheelchairs or walkers.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Mobility aid

Devices used to facilitate the transport, in a seated posture, of people with disabilities.

Ontario  Transportation Standard

Conventional Transportation Service Providers

Accessibility often provides universal benefits. For example, stop announcements on conventional transportation vehicles benefit people with and without disabilities. Select the headings below to see what some of the requirements are for conventional transportation service providers:

- + Technical requirements
- Fares
- + Stop announcements
- + Seating
- + Service disruptions

Mobility assistive device

A cane, walker, or similar aid.

people with disabilities than people without id not charging for ity aids or mobility assistive devices, such as wheelchairs or walkers.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 1 OF 1

Mobility assistive device

A cane, walker, or similar aid.

Slide 10 of 17: Specialized Transportation Service Providers


Ontario

Transportation Standard

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.



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PAGE 10 OF 17

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.

Slide 11 of 17: Specialized Transportation Service Providers


Ontario

Transportation Standard

Specialized Transportation Service Providers

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.



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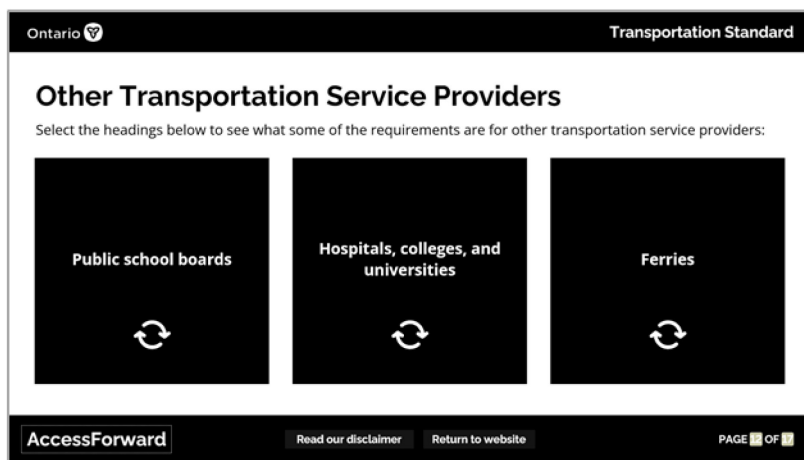
PAGE 11 OF 17

Some requirements for specialized transportation service providers include:

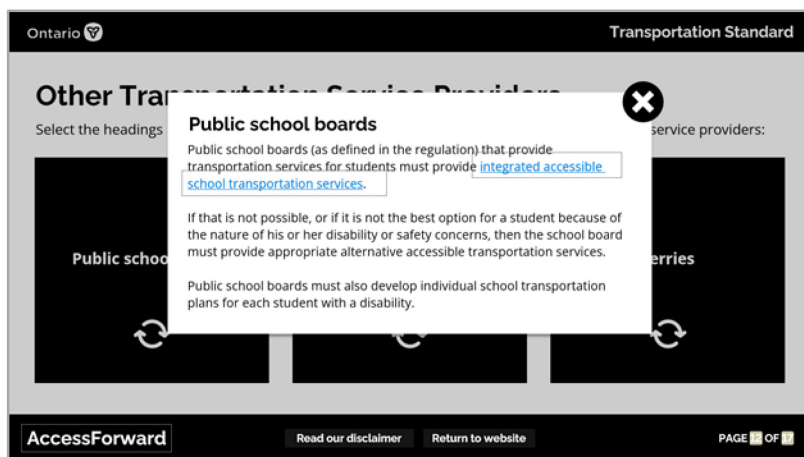
- Developing an eligibility application process and implementing the eligibility criteria set out in the regulation.

- 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.

Slide 12 of 17: Other Transportation Service Providers



Select the headings below to see what some of the requirements are for other transportation service providers:

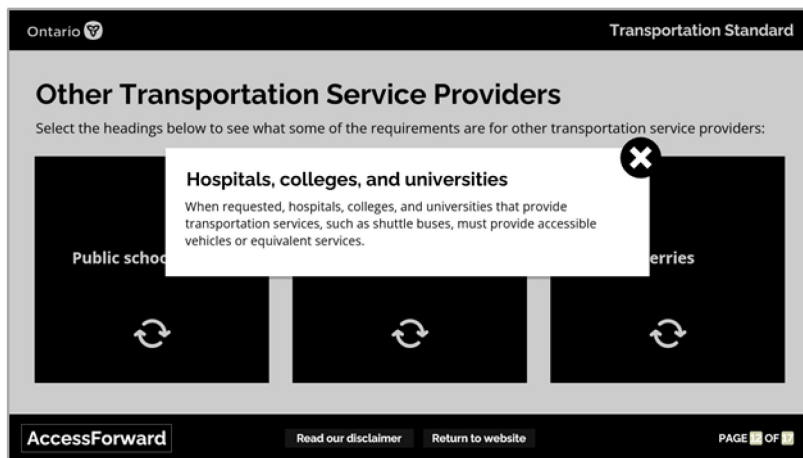


Public school boards

Public school boards (as defined in the regulation) that provide transportation services for students must provide [integrated accessible school transportation services](#).

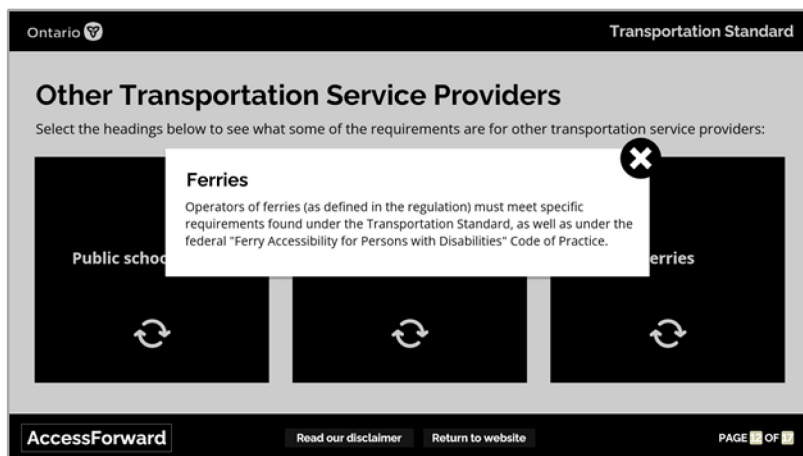
If that is not possible, or if it is not the best option for a student because of the nature of his or her disability or safety concerns, then the school board must provide appropriate alternative accessible transportation services.

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



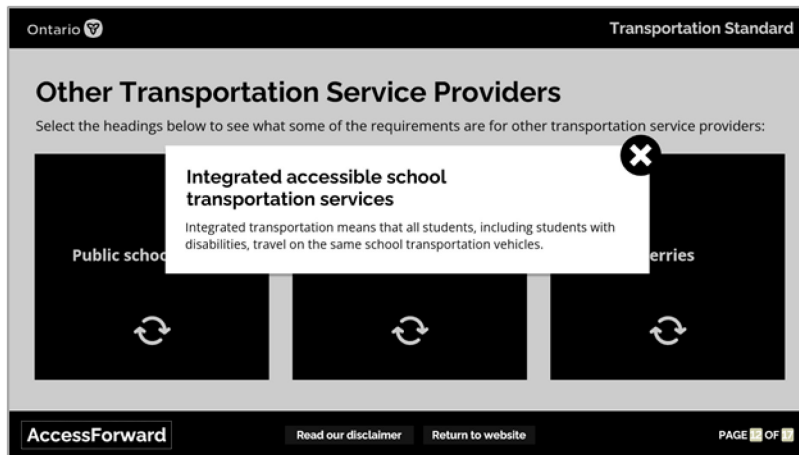
Hospitals, colleges, and universities

When requested, hospitals, colleges, and universities that provide transportation services, such as shuttle buses, must provide accessible vehicles or equivalent services.



Ferries

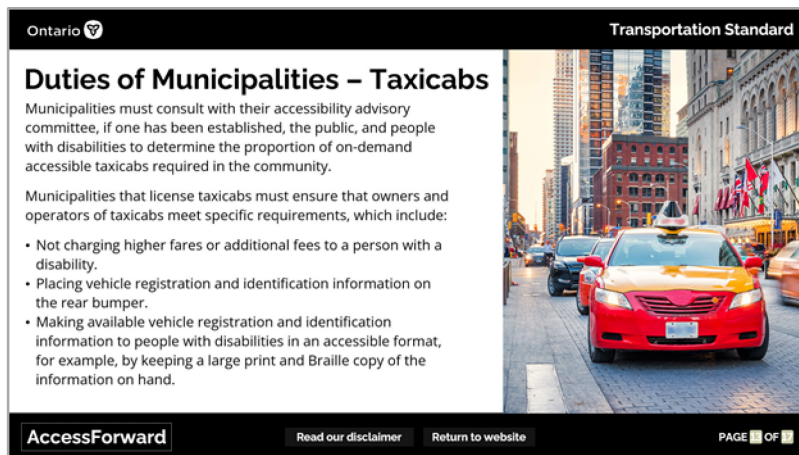
Operators of ferries (as defined in the regulation) must meet specific requirements found under the Transportation Standard, as well as under the federal "Ferry Accessibility for Persons with Disabilities" Code of Practice.



Integrated accessible school transportation services

Integrated transportation means that all students, including students with disabilities, travel on the same school transportation vehicles.

Slide 13 of 17: 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.

Slide 14 of 17: Duties of Municipalities – Bus Stops and Shelters

The screenshot shows a webpage from the Ontario Transportation Standard. The header includes the Ontario logo and 'Transportation Standard'. The main title is 'Duties of Municipalities – Bus Stops and Shelters'. The text states that municipalities offering conventional transportation services must consult on and plan for accessible bus stops and shelters. It lists three entities to consult: the accessibility advisory committee (if established), the public, and people with disabilities. A photograph of a modern bus shelter is shown on the right. The footer includes 'AccessForward', 'Read our disclaimer', 'Return to website', and 'PAGE 14 OF 17'.

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.

AccessForward Read our disclaimer Return to website PAGE 14 OF 17


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.

Slide 15 of 17: Knowledge Check

Ontario  Transportation Standard

Knowledge Check

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

- A** Other transportation service providers
- B** Conventional transportation service providers
- C** Accessible taxicabs
- D** Specialized transportation service providers

SUBMIT RESPONSE

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 15 OF 17


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

- A – Other transportation service providers
- B – Conventional transportation service providers
- C – Accessible taxicabs
- D – Specialized transportation service providers

SUBMIT RESPONSE

D

Answer D – Specialized transportation service providers

Ontario  Transportation Standard

Knowledge Check

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

- A** Other transportation service providers
- B** Conventional transportation service providers
- C** Accessible taxicabs
- D** Specialized transportation service providers

SUBMIT RESPONSE

That's correct.

The Transportation Standard addresses technical requirements for conventional transportation service providers.

CONTINUE

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 15 OF 17

That's correct.

The Transportation Standard addresses technical requirements for conventional transportation service providers.

CONTINUE

The screenshot shows a 'Knowledge Check' interface. A large red circle with a white 'X' is centered over the question. The question text is: 'The Transportation Standard addresses technical requirements for conventional transportation service providers.' Below the question are four options: A Other trans, B Conventio, C Accessible, and D Specialized. A 'SUBMIT RESPONSE' button is at the bottom left. A 'CONTINUE' button is at the bottom center, and a 'TRY AGAIN' button is at the bottom right. The footer includes 'AccessForward', 'Read our disclaimer', 'Return to website', and 'PAGE 1 OF 1'.

Sorry, that's incorrect.

The Transportation Standard addresses technical requirements for conventional transportation service providers.

CONTINUE

Slide 16 of 17: Summary

The screenshot shows a 'Summary' interface. The title is 'Summary'. Below it, it says 'You have now completed the Transportation Standard module.' Under 'Module Topics', there is a list of topics with checkmarks: 'Who Must Comply?', 'Requirements for Transportation Service Providers:', 'Conventional Transportation Service Providers', 'Specialized Transportation Service Providers', 'Other Transportation Service Providers', 'Duties of Municipalities', 'Taxicabs', and 'Bus Stops and Shelters'. The footer includes 'AccessForward', 'Read our disclaimer', 'Return to website', and 'PAGE 1 OF 1'.

Summary

You have now completed the Transportation Standard module.

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

Slide 17 of 17: Certificate

Certificate

AccessForward cannot certify completion. It is the responsibility of the individual to certify that they have completed the module content.

If you are required to provide confirmation of your training covered in this module, a sample completion certificate which you can sign and date is provided on the [AccessForward.ca](https://www.accessforward.ca) website.

Download Certificate

Certificate of Training

I, _____, certify that I have completed training on the:

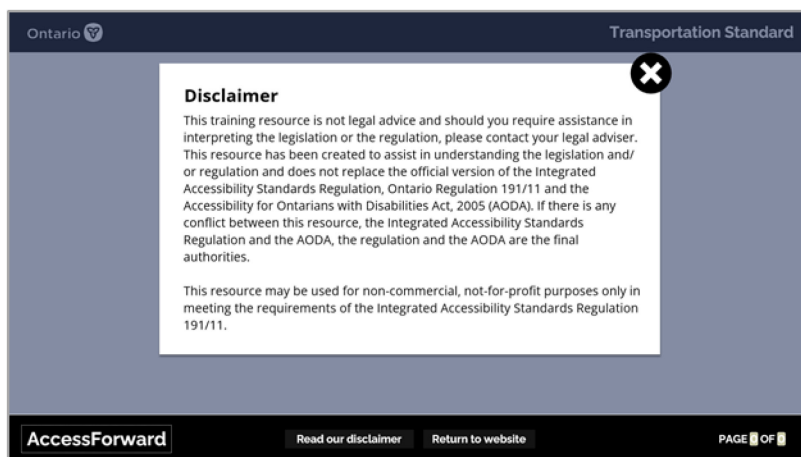
- ☐ Required topics for the Customer Service Standard training
- ☐ General Requirements
- ☐ Requirements of the Information and Communications Standard
- ☐ Requirements of the Employment Standard
- ☐ Requirements of the Design of Public Spaces Standard
- ☐ Requirements of the Transportation Standard
- ☐ Ontario Human Rights Code, as it relates to people with disabilities

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Disclaimer

This training resource is not legal advice and should you require assistance in interpreting the legislation or the regulation, please contact your legal adviser. This resource has been created to assist in understanding the legislation and/or regulation and does not replace the official version of the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If there is any conflict between this resource, the Integrated Accessibility Standards Regulation and the AODA, the regulation and the AODA are the final authorities.

Disclaimer Statement

Completion of this AccessForward training course by an individual should not be construed as compliance by them or their organization with the AODA and its regulation.

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