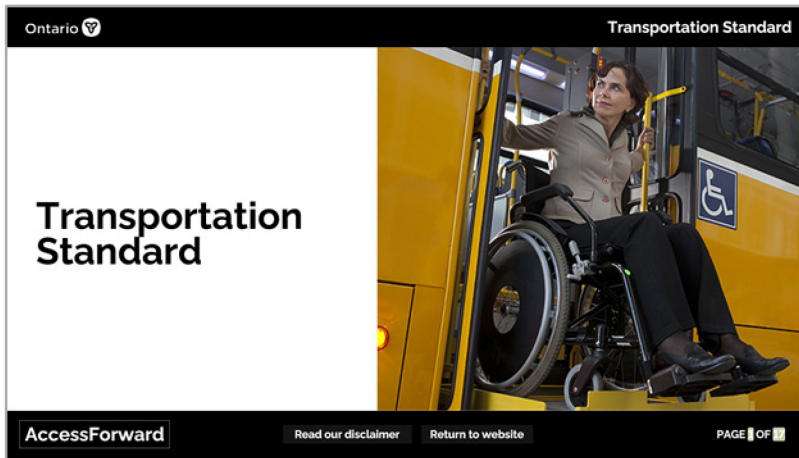


Disclaimer Statement

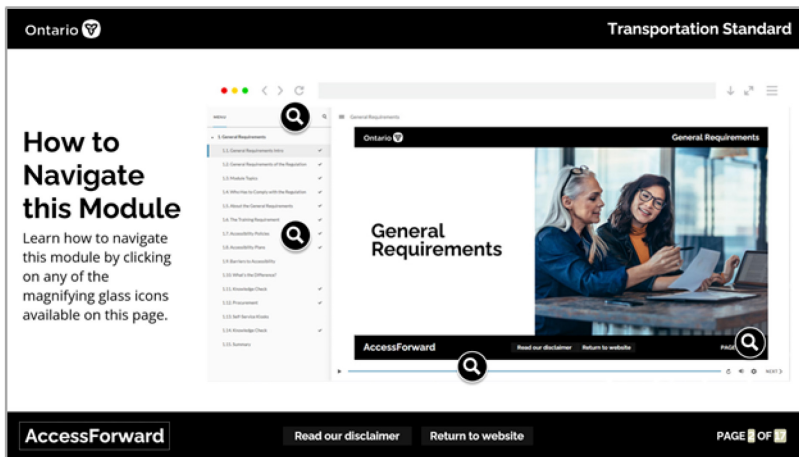
Completion of this AccessForward training course by an individual should not be construed as compliance by them or their organization with the AODA and its regulation.

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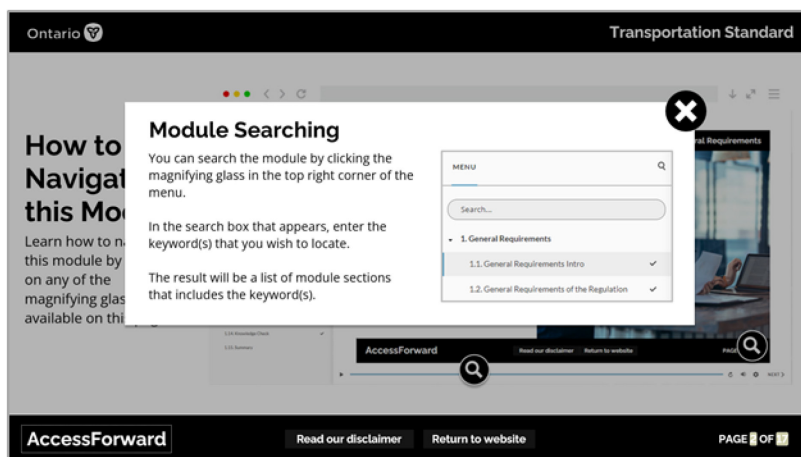
Page 1 of 17: Transportation Standard



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.

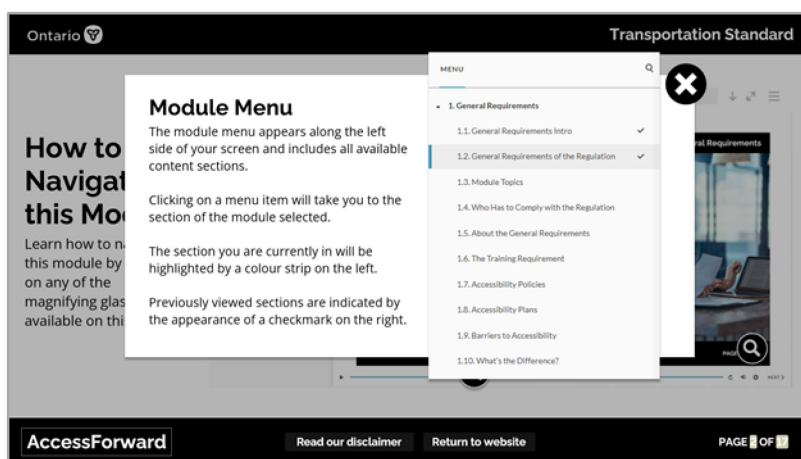


Module Searching

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).



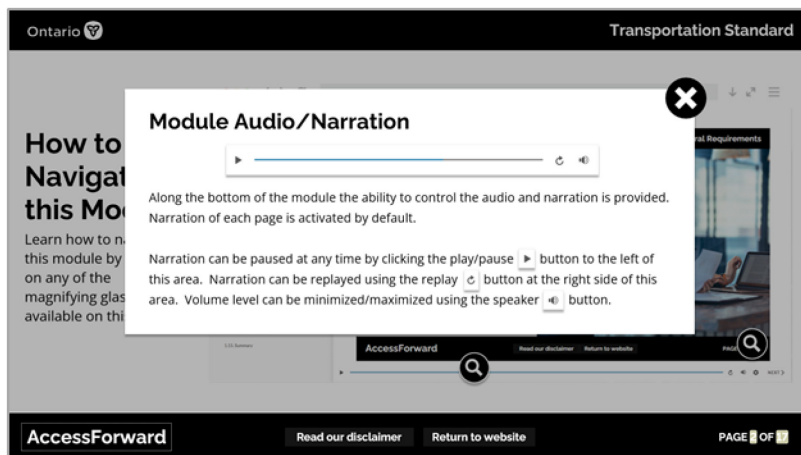
Module Menu

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.

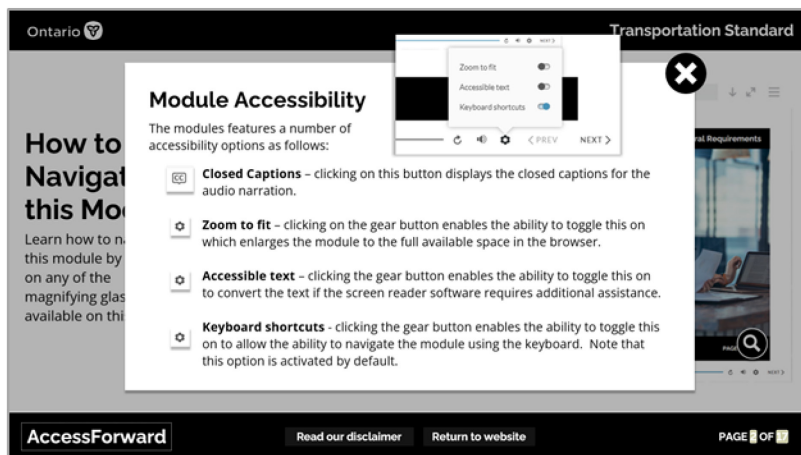
Previously viewed sections are indicated by the appearance of a checkmark on the right.



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.

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The 5 classes of organizations:

Ontario Transportation Standard

Organizational Classification Chart

The 5 classes of organization

- + 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.

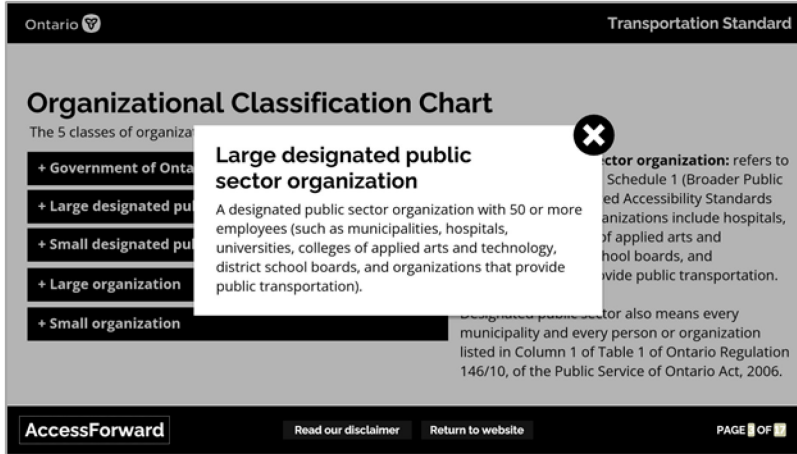
Designated public sector organization: refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that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

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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.




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).



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.

tor 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.

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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.

tor 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.

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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

Ontario  Transportation Standard

Transportation Standard

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

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

 **Video Transcript**
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 [Read our disclaimer](#) [Return to website](#) PAGE 4 OF 17

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.

AccessForward
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?

Ontario  Transportation Standard

Who Must Comply?

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


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

It also applies to:

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

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

Ontario  Transportation Standard

Who Must Comply?

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

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

It also applies to:

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

Conventional transportation services
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.

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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.

The screenshot shows the 'Who Must Comply?' section of the Ontario Transportation Standard website. A tooltip is displayed over the 'Transit bus' link in the 'Conventional transportation services' list. The tooltip text reads: '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.' The background text is partially obscured by the tooltip.


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.

The screenshot shows the 'Who Must Comply?' section of the Ontario Transportation Standard website. A tooltip is displayed over the 'Motor coaches' link in the 'Conventional transportation services' list. The tooltip text reads: '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.' The background text is partially obscured by the tooltip.

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.


It also applies to: ... services provided by: ... boards

... including those that license ... provide conventional ... rices

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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.

It also applies to: ... services provided by: ... boards

... including those that license ... provide conventional ... rices

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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.

The screenshot shows the 'Who Must Comply?' section of the Ontario Transportation Standard website. A tooltip is open over the 'Commuter rail (trains)' link. The tooltip text reads: '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.' The background text is partially obscured by the tooltip.

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.

The screenshot shows the 'Who Must Comply?' section of the Ontario Transportation Standard website. A tooltip is open over the 'Specialized transportation services' link. The tooltip text reads: '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.' The background text is partially obscured by the tooltip.


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 these 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](#)
- [Transit buses](#)
- [Motor coaches](#)
- [Rail-based transportation services \(commuter trains, etc.\)](#)
- [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.


Other services provided by: boards

including those that license provide conventional services

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Taxicabs

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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](#)
- [Transit buses](#)
- [Motor coaches](#)
- [Rail-based transportation services \(commuter trains, etc.\)](#)
- [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.

Other services provided by: boards

including those that license provide conventional services


- [Certain ferries](#)

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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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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:
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 - Casinos
- Faith-based organization vehicles
- Tour buses and tour/charter boats
- Private school transportation
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- 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.
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Ontario  Transportation Standard

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- 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.

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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.

Ontario  Transportation Standard

Requirements for Transportation Service Providers

There are some requirements common to both [conventional transportation service providers](#), such as:

- Making information available and features of equipment and features of
- Providing accessibility training
- Not charging a fare to a [support 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.


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.

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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.

Ontario  Transportation Standard

Requirements for Transportation Service Providers

There are some requirements common to both [conventional transportation service providers](#), such as:

- Making information available and features of equipment and features of
- Providing accessibility training
- Not charging a fare to a [support 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.

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.

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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

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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.

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Technical Requirements

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

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

Fares
Not charging people with disabilities a higher fare than people without disabilities, and not charging for storing [mobility aids](#) or [mobility assistive devices](#), such as wheelchairs or walkers.

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Fares

Not charging people with disabilities a higher fare than people without disabilities, and not charging for storing [mobility aids](#) or [mobility assistive devices](#), such as wheelchairs or walkers.

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

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Stop announcements

Providing on-board audible and visual stop announcements

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

Seating


Providing clearly marked seating for people with disabilities

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Seating

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

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Service disruptions

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.

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

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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.


X people with disabilities than people without did 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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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.

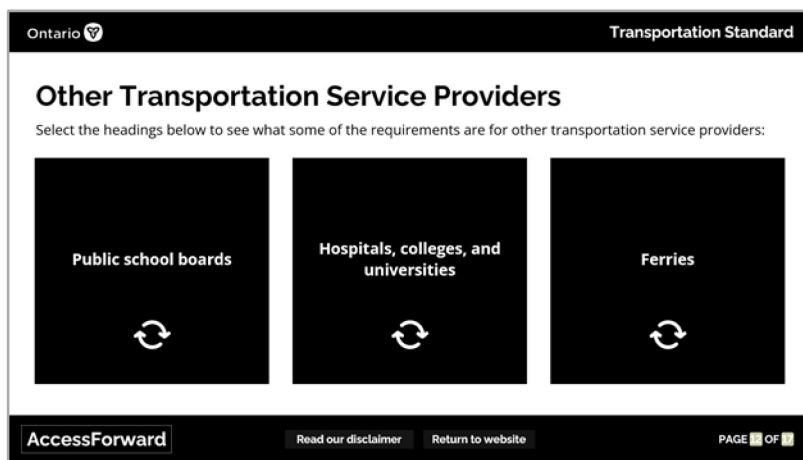
AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 11 OF 17

Some requirements for specialized transportation service providers include:

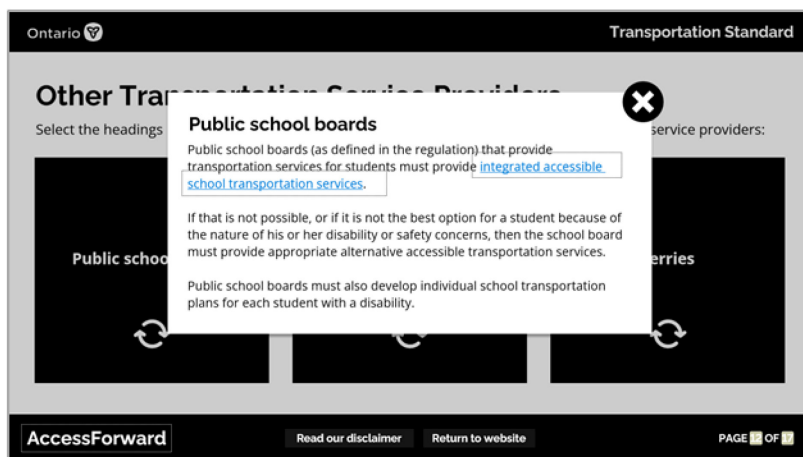
- Developing an eligibility application process and implementing the eligibility criteria set out in the regulation.

- 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:

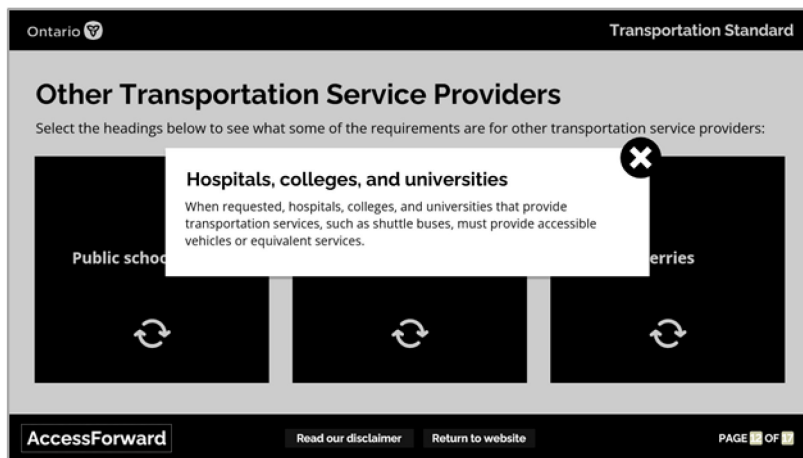


Public school boards

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

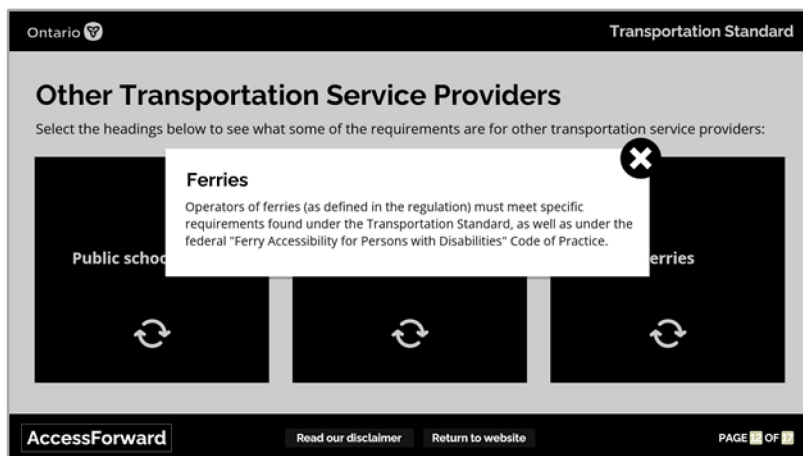
If that is not possible, or if it is not the best option for a student because of the nature of his or her disability or safety concerns, then the school board must provide appropriate alternative accessible transportation services.

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.

Ontario  Transportation Standard

Other Transportation Service Providers

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

Integrated accessible school transportation services

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


Public school Ferries

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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

Ontario  Transportation Standard

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.

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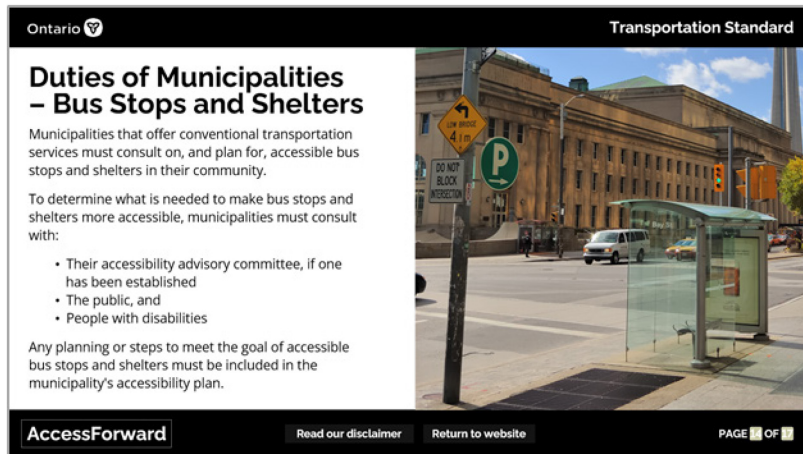
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- Not charging higher fares or additional fees to a person with a disability.
- Placing vehicle registration and identification information on the rear bumper.

- 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



Ontario  Transportation Standard

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.

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- 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

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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 conventional transportation service providers.

That's correct.

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

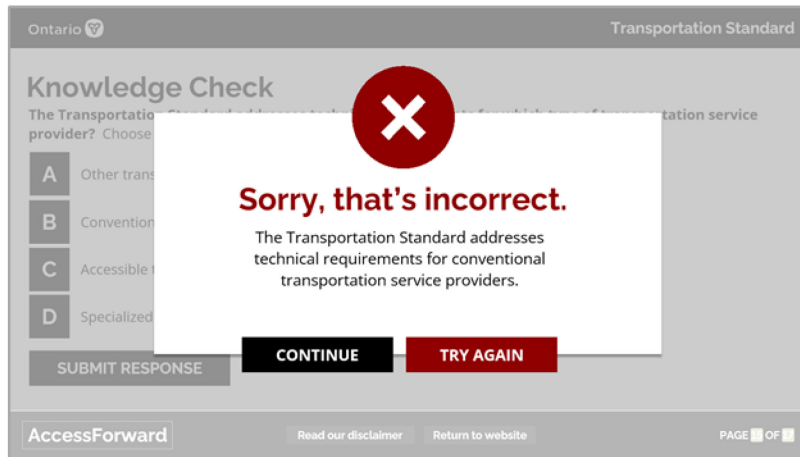
CONTINUE

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That's correct.

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

CONTINUE

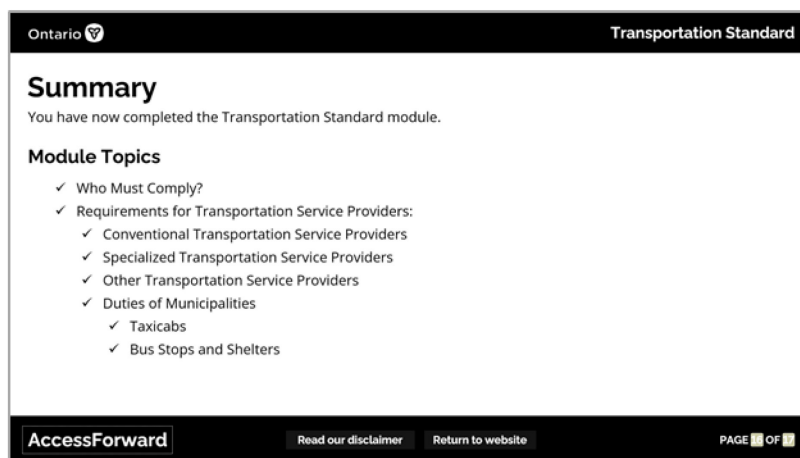


Sorry, that's incorrect.

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

CONTINUE

Slide 16 of 17: Summary



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


Ontario  Transportation Standard

Certificate

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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

Ontario  Integrated Accessibility Standards Regulations

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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Ontario  Transportation Standard

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