



## Accessibility – Transportation

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**Department:** Legislative Services

**Division:** City Clerk's Office

**Section:** Accessibility

**Approved By:** Peter Fay, City Clerk, Month, Day, Year

### Purpose:

The purpose of the Accessibility – Transportation Standard Operating Procedure is to outline the requirements of the Transportation Standard established in the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The Transportation SOP will provide equitable access to conventional and specialized transportation as well as the opportunity for individuals of all abilities to utilize our programs and services. This procedure will also establish accessibility standards for transportation service providers to make the features and equipment on routes and vehicles accessible to passengers with disabilities. Additionally, this procedure provides direction regarding informing the public about accessible equipment and features on vehicles, routes and services.

The **Accessibility – Transportation Standards Statement of Procedures** sets out requirements that will prevent and remove barriers to make it easier for people to travel in Ontario. The Transportation Standards identify the procedures to ensure transit services are accessible to all. The standards are a subset of the information contained in the **City of Brampton's Accessibility Technical Standards** document, which is available on [www.brampton.ca](http://www.brampton.ca).

### Scope:

This procedure applies to City Council, employees, volunteers and those providing a good, service, program or facility on the City's behalf. Additionally, this standard applies to transportation providers like Brampton Transit, Züm, rail transportation services, taxicabs, commuter trains, and specialized transit such as Trans Help. Transportation and shuttle services provided by school boards, hospitals, colleges, and universities are also covered under this standard as are the regulations for the licensing of taxicabs.

### Definitions & Acronyms:



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**Bus Stop Annunciation:** Next stop announcements by an automated voice on internal speakers inside the bus, at the same time the next stop is displayed on LED screens.

**Courtesy Seating:** Seats located at the first row of forward facing seats on the left side of the bus for persons who would benefit from having a seat near the front of the bus including: seniors, expectant mothers, adults traveling with infants or small children.

**Extendable Accessibility Ramp:** A portable ramp extended to the curb to provide level access onto the bus.

**International Symbols of Accessibility:** The international Symbol fo Accessibility is a symbol to mark barrier-free communications, barrier-free access, and barrier-free parking.

**Kneeling:** Lowering of the bus to the curb to make entering and exiting the bus much easier.

**Mobility Device:** Means a device used to facilitate the transport of a person with a disability, including but not limited to a cane, walker, wheelchair, etc.

**Operator:** The person driving the bus.

**Priority Seating:** Seats for the use of persons with disabilities that are located at the front of the bus, close to the entrance door, in the accessibility seating area.

**Q-Pod Seating:** A 3-point mobility aid securement and occupant restraint.

*Note: This SOP is to be read in conjunction with the Accessibility Policy, and additional definitions are available within the policy document.*

### Procedure:

#### Providing Accessible Transportation

The City of Brampton meets accessibility legislation requirements when making our transportation services accessible. In order for Transit to be a viable option for customers, meaning places, services, and equipment, including transit vehicles, are barrier free, and can be used by all individuals of all abilities.

The transportation standard:

- Applies to transportation providers like Brampton Transit, rail transportation services, subways and commuter trains, and specialized transit such as Trans Help;



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- Applies to transportation and shuttle services provided by school boards, hospitals, colleges and universities; and,
- Sets out regulations for the licensing of taxicabs.

The provision of accessible transportation services, requires the City to:

- Consult with the Accessibility Advisory Committee on bus stops and shelters and the need for on-demand accessible taxicabs;
- Outline steps that will be taken to build accessible bus shelters and stops in the **Multi-Year Municipal Accessibility Plan** or **Transportation Plan**;
- Make available to the public current information on accessibility equipment and features of their vehicles, routes, and services;
- Provide information in an accessible format upon request;
- Take reasonable steps to accommodate persons with disabilities if accessible equipment on a vehicle is not functioning and repair equipment as soon as is practicable;
- Provide accessibility training to employees and volunteers on:
  - The safe use of accessibility equipment and features;
  - Acceptable modifications to procedures where temporary barriers exist or accessibility equipment on a vehicle fails; and
  - Emergency preparedness and response procedures that provide for the safety of persons with disabilities;
- Keep a record of the training, including dates on which the training is provided and the number of individuals to whom it is provided;
- Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; make those policies available to the public, and provide the information;
- Not charge fees to a support person accompanying a person with a disability, where the person with a disability has a need for a support person;
- Identify the process for managing, evaluating and taking action on customer feedback; and,
- Hold public meetings involving persons with disabilities, or an advocate on their behalf, to ensure they have an opportunity to participate in a review of the accessibility/transportation plan and given the opportunity to provide feedback.

Additional detailed information about Brampton Transit's accessible services can be found online at <https://www.brampton.ca/EN/residents/transit/accessible-service/Pages/Welcome.aspx>

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## Accessible Transportation Design

Brampton Transit has designed its systems with the principle of inclusivity in mind from the outset where possible, with barriers removed where they exist. This approach addresses the needs of all users.

The City follows the bus manufacturers technical standards for accessibility ramps that meet or exceed the requirements under AODA and Canadian Motor Vehicle Safety Standards. All buses in the City fleet are inspected and certified to Ontario Ministry of Transportation standards with operating permits assigned.

Brampton Transit's most significant investment has moved to a 100% accessible fleet, which includes the following accessible design elements:

- Low floors, making access from curb level easier for all passengers;
- Extendable accessibility ramp, which may be deployed to the curb to provide level access onto the bus for persons as required;
- Kneeling feature at front doors;
- Variable message signs, providing real-time next bus information at stations and Züm stops;
- Next-stop audible and visual announcement on all Brampton Transit buses (including LED display); and,
- Designated priority seating area able to accommodate passengers using wheelchair/ scooters.

## Boarding and Exiting the Bus

- When the bus arrives, all passengers must enter the bus through the front doors. If requested, the Operator will lower the ramp. The bus must be located on a flat open space so the ramp can be lowered safely. The operator is to avoid areas where trees, poles, hydrants, and other obstacles may damage equipment or jeopardize safety.
- Passengers are required to board independently or have their Support Person assist them.
- Passengers may proceed to the priority seating area located at the front of the bus. The Operator will ensure the priority seats are raised to allow passenger device(s) to reverse into the securement space. Seatbelts are to be fastened on mobility device(s); brakes



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are to be locked; and power supply is to be turned off. Operator assistance is available upon request to secure and or unlock mobile device(s).

- Mobile device(s) should not be unlocked prior to the bus coming to a complete stop.
- Passengers are to remain behind the yellow safety line on the bus floor until the Operator deploys the ramp completely.

### Availability of Information on Accessibility Equipment

The City of Brampton provides information on Accessible Services on the public website, at: [City of Brampton | Brampton Transit | Accessible Service.](#)

Brampton Transit maintains information on City-owned accessibility equipment, including but not limited to product info, asset lists, maintenance records, etc. related to all:

- Facilities:
  - Accessible door openers within our various transit facilities;
  - Accessible washrooms within our various transit facilities; and,
  - Accessible elevator at Sandalwood facility.
- Buses:
  - Bus fleet is 100% accessible, we have makes/models as required;
  - Accessible ramps on our buses (that deploy to assist passengers with disabilities using mobility devices);
  - Accessible stop push buttons (buttons installed on stanchions for passengers to push for next stop);
  - Accessibility restraints and mobility seats (that flip up to accommodate assistive/mobility devices); and,
  - Accessibility “next stop” electronic equipment (audio and visual stop annunciation).

### Non-Functioning Accessibility Equipment

The City has documented procedures to be followed in the event that any piece of accessibility equipment malfunctions on a bus, including information on the malfunction and maintenance of:

- Kneeling and accessibility ramp features; and
- Automated bus stop annunciation.



Additional information is documented in the **Non-functioning Accessibility Equipment on Transit Buses Standard Operating Procedure**.

### Accessibility Training

All Brampton transit operators are required to complete training which includes a module on Accessibility during the new hire orientation. Transit has a Training and Safety Division which provides comprehensive training to all operators (new, refresher, and 1:1 education).

Brampton Transit bus operators are trained to provide the safest and most efficient service for riders with accessibility needs. Transit employees are provided with a **Brampton Transit Training Manual** and **Brampton Transit Operator Handbook**. Training includes:

- AODA legislation and regulation awareness;
- Accessibility barriers;
- Mobility devices and safe storage;
- Characteristics of disabilities;
- Safe operation of the ramp system;
- Meeting customer needs;
- Understanding passenger and operator roles;
- Priority and courtesy seating;
- Calling out stops;
- Q Pod seating;
- Dangerous and difficult situations;
- Pedestrian safety;
- Security awareness;
- Fire safety;
- Diversity and customer service; and,
- Seizure dos and don't's.

Additional information is available on the **Accessibility – Customer Service Statement of Procedures**.

### Emergency Preparedness and Response Policies

The City has documented emergency preparedness procedures regarding the evacuation of persons with disabilities from a bus in the **Accessible Services Standard Operating**



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**Procedure.** This procedure encompasses moving person(s) and their mobility device(s) if required, as well as notification to emergency response staff and Transit Control.

### Fares and Support Persons

The City of Brampton waives transit fees for support persons, as identified in the **Support Person Fare Policy**, and as per **By-Law 380-2003** regarding Brampton Transit Fees. Additional information is available in the **Accessible Services Standard Operating Procedure**.

### Accessibility Plans

The City has a **Brampton Transit Business Plan 2018 – 2022**, and a **Transit Service Standards** document, which guides the improvement and expansion of its transit network and services. Included in the plan is an accessibility strategy, aimed at continuous improvement of the accessibility of Brampton Transit and provision of a fully accessible system. This includes initiatives for further integration with Peel TransHelp; accessible bus stops and enhancing accessibility across the complete trip experience.

### Transit Stops

The City consults with the Brampton Accessibility Advisory Committee, the public, and persons with disabilities when developing design criteria for the construction, renovation, or replacement of bus stops and shelters; and the need for accessible bus stops and bus shelters in the community.

Operators are required to use the fully accessible features on routes that are not designated as accessible when it is safe to do so. Additional information is available in the **Accessible Services Standard Operating Procedure**.

### Storage of Mobility Devices

Passengers are responsible for the safe maneuvering of their mobility device; however, transit operators may assist with the safe and careful storage of mobility device(s) used by persons with disabilities, which are to be kept within reach of the person with the disability. Storage of the device(s) must not affect the safety of other passengers. Additional information is available in the **Accessible Services Standard Operating Procedure**.



## Priority and Courtesy Seating

The City of Brampton offers a priority seating area which is designated for use by persons with disabilities. Additionally, the City offers a courtesy seating area which is designated for seniors, expectant mothers, adults travelling with infants or any other customer who may benefit from a seat near the front of the bus. Both priority and courtesy seating are clearly identified with appropriate signage. Additionally, a campaign raising awareness about priority and courtesy seating has been developed which includes transit stop posters, signage, pamphlets and more.

Additional information can be found in the **Priority and Courtesy Seating Standard Operating Procedure**.

## Service Animals

Service animals are permitted on all Brampton Transit buses. They must be clearly identified; such as a guide dog wearing a harness and/or vest. Passengers are responsible for the care, supervision, and control of their service animals at all times. Service animals must not block bus aisles.

When possible, larger service animals should be placed on the floor between the customer's knees sitting up so that the service animal is supported by the person's legs providing greater stability while the transit vehicle is in motion.

When possible, customers who are able, should adjust or fold the footrests of their assistive device while on the bus and have their service animal sit in front of the assistive device, instead of lying down on the floor.

If a customer is unable to adjust the mobility device footrests, they should have the service animal seated beside the device nearest the aisle, as close as possible to the customer and if necessary, have the service animal temporarily seated in front of them while other customers are boarding.

Additional Information about service animals can be found in the **Accessibility – Customer Service Standard Operating Procedures**.

## Service Disruptions

In the case of malfunctioning audio equipment, the bus operator will announce the next stop using the vehicle's public address system or manually calling out the next stop.





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Where barriers may exist (including temporary barriers such as road construction or winter snow) at a bus stop, transit operators will ensure that passengers are able to board and exit the bus at a safe location.

### Pre-boarding & On-board Announcements

All Brampton Transit buses, including Züm, are equipped with an automated next-stop announcement system. The next-stop announcement system knows the real-time location of the bus along the route established by a GPS signal.

Once a bus approaches a stop or terminal, the upcoming stop location is displayed on LED signs located in the front interior of the bus, allowing you to prepare to exit the bus. At the same time as the interior LED sign displays the next stop, an automated voice will announce the next stop on the internal speakers.

In the case of malfunctioning equipment, the bus operator will announce the next stop using the vehicle's public address system or manually calling out the next stop. Additional information can be found in the **Stop Annunciation Standard Operating Procedure**.

### Technical Requirements

#### Transit Kiosk:

Transit kiosks are required to:

- Accommodate a 17-inch touch screen, with large icons for direct access to various transit web pages;
- Be designed and installed to allow a frontal approach by someone in a wheelchair;
- Incorporate a knee and toe space under the counter portion that is at least 685 mm high from the finished floor by 480 mm deep – maximum height of the counter should be 860 mm from the finished floor or ground;
- Incorporate signage that identifies the service counter with the International Symbol of Access;
- Operational controls/buttons to be a maximum of 1200 mm from the finished floor;
- Buttons to be clearly identifiable by colour and/or tone from the background colour and should include raised numbers, numerals or symbols for easy identification by persons who are visually impaired;
- Controls and operating mechanisms incorporate a pronounced colour contrast to differentiate them from the surrounding environment;
- Where feasible, control settings shall provide tactile information indicating function and position of controls;

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- Where possible, visual displays shall be supplemented by tactile and/or auditory information, colour contrasted and glare free; and,
- Full colour graphic front.

### Accessible Taxicabs

When providing accessible taxi services, the City:

- Consults with Brampton's Accessibility Advisory Committee and the public, including persons with disabilities, on the number of accessible taxis needed in the community;
- Reports on the plans and progress made on meeting the community's needs for accessible taxis, including the steps that will be taken in the future;
- Charges the same rate to persons with or without disabilities, without charging additional fees to store mobility aids or assistive devices;
- Ensures vehicle registration and identification information is placed on the rear of the taxi; and,
- Vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Accessible taxicabs must adhere to the City By-law, which requires that each taxicab driver operating an accessible vehicle must complete an accessible vehicle training program that meets the criteria established by the City.

Each taxicab driver of an accessible vehicle is responsible for notifying the passenger that he or she has arrived at the drop-off up point; provide appropriate assistance to the passenger when requested; properly and safely handle customer mobility devices and secure wheelchairs.

<b>Related Documents:</b>
Accessible Parking Manual
Accessibility – Customer Service Standard Operating Procedure
Accessibility Policy
Brampton Transit Business Plan
Brampton Transit Training Manual
Brampton Transit Operator handbook
By-Law 380-2003
City of Brampton Accessibility Technical Standards
Comprehensive Accessibility Policy
Multi-year Accessibility Plan



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Non-Functioning Accessibility Equipment on Transit Buses Standard Operating Procedure
Support Person Fare Policy
Transit Assisting Individuals with Developmental Disabilities
Transit Priority and Courtesy Seating Standard Operating Procedure
Transit Service Standard
Transit Stop Annunciations Standard Operating Procedure
Transportation Accessible Services Standard Operating Procedure
Transportation Plan
Transportation Policy

### Accountability:

Accessibility is a shared responsibility, and everyone has a part to play in making the City accessible to residents, visitors, and co-workers, as described in the following roles and responsibilities.

#### Brampton Transit Leadership Team

- Develop and ensure compliance with Transit Policies and procedures related to accessibility;
- Develop and maintain a transit-specific Multi-Year Accessibility plan;
- Make information publicly available regarding accessibility equipment on vehicles, routes and services;
- Provide general and transit-specific accessibility training to all staff;
- Host public consultation meetings to develop, implement and maintain the accessibility multi-year action plan; and,
- Design transit systems to be accessible.

#### Employees, Volunteers and Third Parties

- Maintain compliance with this Policy;
- Be familiar with their rights and responsibilities under this Policy;
- Provide information in an accessible format upon request;
- Use accessible features whenever safe to do so;
- Assist with storage of mobility devices; and,
- Welcome service animals on transit systems,

#### Accessibility Advisory Committee

- Provides Guidance and advice on bus stops and shelters, as well as on-demand accessible taxicabs.



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### Contacts:

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### Director(s) Approval – Version Number X

Director(s) name/Title	Dept	Date Approved	Signature
Peter Fay, City Clerk	Legislative Services		