



Stratford Transit and Parallel Transit

Procedures for Serving Passengers with a Disability

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Introduction

As required by Ontario Regulation 191/11, this document sets forth the policies and procedures for serving Stratford Transit and Stratford Parallel Transit passengers with a disability under normal circumstances, and in exceptional cases such as the failure of a vehicle accessibility feature.

These following procedures are Stratford Transit and Stratford Parallel Transit policies.

Transit Stops

If an official bus stop is not accessible for a passenger with a disability, the Operator shall ensure that passengers with disabilities are able to board or get off the bus at the closest available safe location, as determined by the Operator.

In determining where a safe location may be situated the Operator shall give consideration to the preferences of the passenger with a disability. Operators shall report to Maintenance Staff a Transit Stop that is inaccessible.

Non Functioning Accessibility Equipment

Description of Problem/Defect	Defect Type and Suggested Actions			
	Marginal Defect	Minor Defect	Major Defect	
Ramp Inoperable (MANUAL DEPLOYMENT)		X		
Intermittent ramp or kneeling defects		X		
Wheelchair bell not working	X			
Bus Stop Announcement (manual statement)		X		
Vehicle fails to return to normal level after kneeling			X	
Mobility restraint -one position becomes inoperable during service /wheelchair position not to be used		X		
Mobility restraint two positions become inoperable during service / wheelchair position not to be used			X	

Procedure for Marginal, Minor, Major and Critical Defects

Marginal Defect: Fill in Defect Form, Stay in service

Minor Defect: Fill in Defect Form, stay in service, inform maintenance staff, and change off as soon as possible

Major Defect: Fill in Defect Form, inform maintenance staff, change off, drive bus back if possible

Non-Functioning Automatic Stop Announcement Technology

Current legislation and Stratford Transit procedures require Operators with non-functioning automated stop announcement technology to contact Dispatch to arrange a change-off as soon as practicable.

Effective August 1, 2012, while the bus with non-functioning automated stop announcement technology remains in service the Operator is required to announce to customers at the start of the trip and after leaving all time-points along the trip, the bus stop announcement system is not functioning and should customers need assistance to contact the Operator.

Sample Announcement

"We apologize for the inconvenience however the bus stop announcement system is not working at his time. Should you need assistance finding your stop, please see me. Thank you"

Trip on Detour

Effective March 1, 2013 Operators starting a trip with a known detour are required to announce to customers at the start of the trip and after leaving all time-points along the trip, the detour route and requesting customers needing assistance to or an alternate stop location to speak to the Operator.

Sample Announcement

"We apologize in advance for the inconvenience however this trip will be on detour between [street 1] and [street 2]. Should you need assistance in getting to your destination please speak to me. Thank you"

Pre-Boarding Announcement Upon Request

Operators are required to provide trip and destination information to boarding passengers upon the passenger's request

To ensure consistency of the information presented to passengers and to align with other public information systems, Operators are instructed to use the information displayed on the bus destination sign control screen when asked for route information.

Operators are to announce the route and destination, including any 'via' directions in a clear statement, loud enough to be heard by the passenger requesting the information.

Priority Seating

With the implementation of AODA, Ontario regulations require that passengers, other than persons with disabilities, must vacate the priority seating when requested to do so by a passenger with a disability or by the vehicle operator.

Operators should be polite and tactful when requesting that a passenger to give a priority seat to a passenger with a disability.

Emergency Bus Evacuation

In the event an emergency evacuation of the bus, the Operator is to ensure all passengers exit the vehicle and that they are kept away from traffic at all times.

The Operator is required to identify passengers with passengers with injuries or disabilities and provide appropriate assistance to help them exit from the vehicle and ensure they remain in a safe location.

In the event the ramp power assist does not function the Operator is to manually deploy the ramp.

It is recommended that Operators view the video on Emergency Procedures on the Transportation Training page of the City web site:

Youtube Video On Emergency Procedures For Transit and ParaTransit

Service Animals

Service animals that accompany passengers with disabilities, such as guide dogs, are welcome on the bus and at all public areas of Stratford Transit passenger facilities as well as City buildings and public places.

On the bus:

- The animal must be under the passenger's care and control at all times
- Service animals must not pose a risk to other passengers or to Stratford Transit Operators
- If the Operator has concerns in this regard, and If it is not clear that the animal is a service animal, he or she may ask the passenger to produce documentation for the service animal, such as a card identifying the animal or a note from a doctor or nurse stating that the animal is needed for reasons of a disability. If the passenger cannot produce a note, contact your Supervisor for direction on how to proceed
- The Operator is not permitted to ask the passenger whether he or she has a disability, or about the nature of his or her disability.