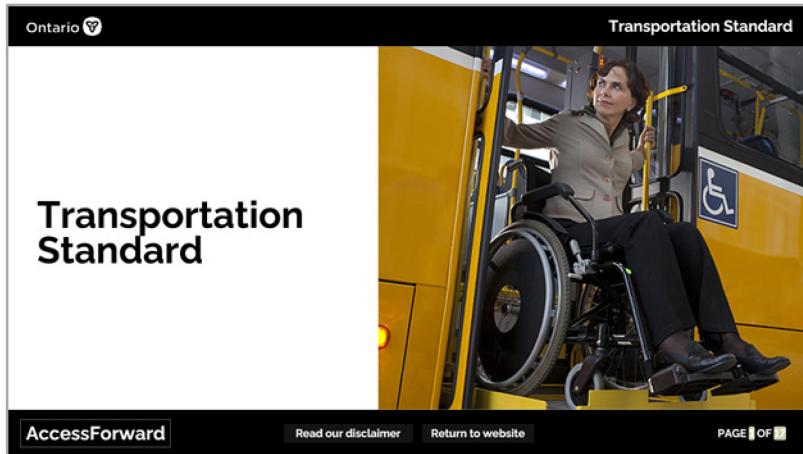


Disclaimer Statement

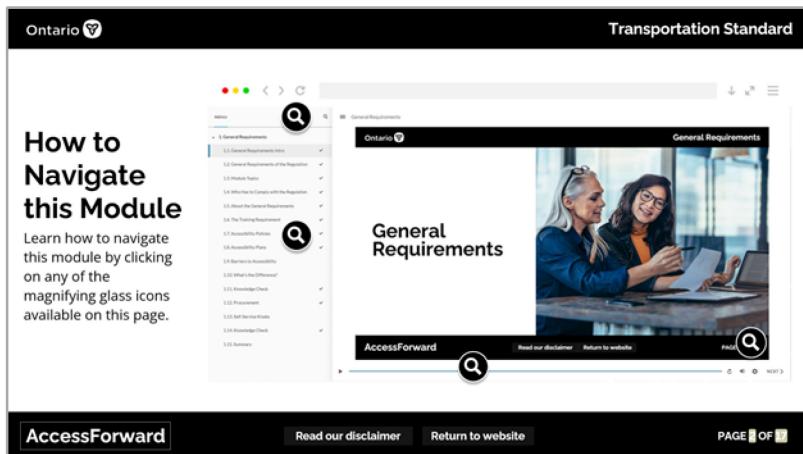
Completion of this AccessForward training course by an individual should not be construed as compliance by them or their organization with the AODA and its regulation.

[© King's Printer for Ontario, 2012-23](#)

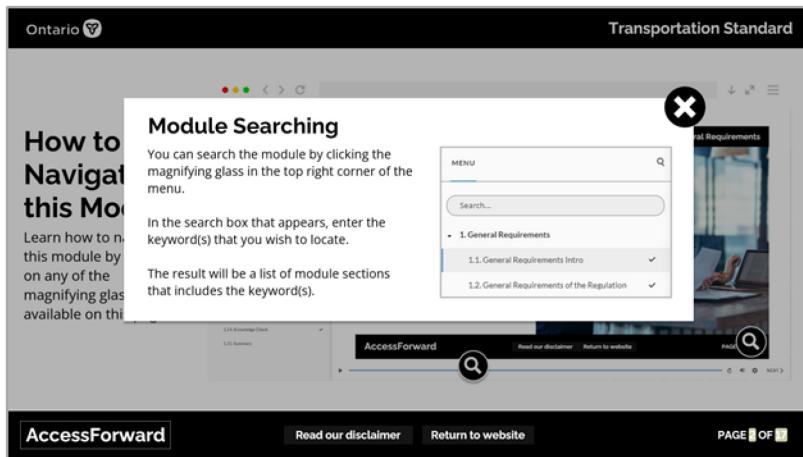
Page 1 of 17: Transportation Standard



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.

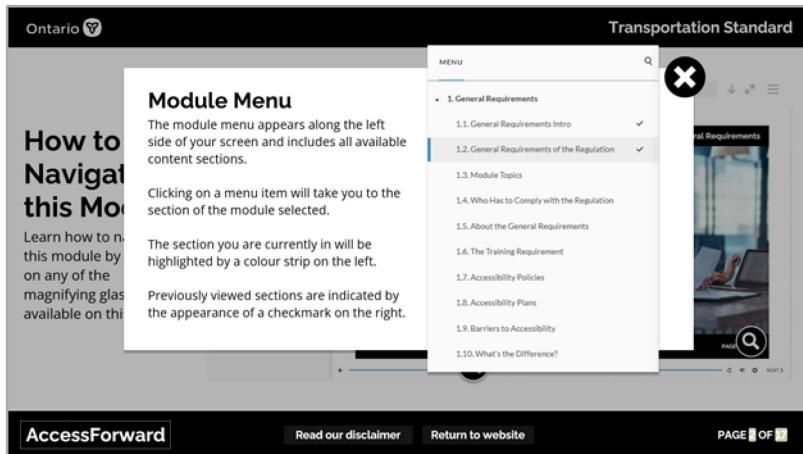


Module Searching

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 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.

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

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:

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.

X **Designated public sector organization:** refers to 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 organizations:

- + 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).

Large designated public sector organization: refers to Schedule 1 (Broader Public Sector Accessibility Standards). Organizations include hospitals, of applied arts and technology, school boards, and 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 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).

Small designated public sector organization: refers to Schedule 1 (Broader Public Sector Accessibility Standards). Organizations include hospitals, of applied arts and technology, school boards, and 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 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.

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 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.

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 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.

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 window titled "Transportation Standard". At the top left is the "Ontario" logo with a stylized "O". At the top right is the text "Transportation Standard". The main content area features the "AccessForward" logo with the tagline "Training for an Accessible Ontario". Below the logo is a video frame showing a video player interface with a play button, a progress bar at 00:00 / 06:32, and other control icons. To the left of the video frame, there is descriptive text about the Transportation Standard module. At the bottom of the video player are three buttons: "AccessForward", "Read our disclaimer", and "Return to website". On the far right, there is a page navigation indicator "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


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
[Read our disclaimer](#)
[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?

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

AccessForward Read our disclaimer Return to website PAGE 1 OF 1

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

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

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.

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

AccessForward Read our disclaimer Return to website PAGE 1 OF 1

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.

Transit bus

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

It also applies to:

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.

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.

Specialized transportation services

- Services provided by boards
- Those that license
- Certain ferries

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.

Motor coach

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

It also applies to:

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.

Specialized transportation services

- Services provided by boards
- Those that license
- Certain ferries

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 providers that operate solely in

- Conventional transportation
 - Transit buses
 - Motor coaches
 - Rail-based transportation
 - Commuter trains, etc.)
- Specialized transportation services with disabilities

It also applies to:

ion services provided by boards

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.

cluding 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

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

It also applies to:

 In services provided by:
boards

Including those that license
provide conventional
rvices

Certain territories

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.

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.

Who Must Comply?

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

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

It also applies to:

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.

Other transportation services

Other transportation services provided by:

- Public school boards
- Hospitals
- Colleges
- Universities
- Municipalities, including those that license taxicabs or that provide conventional transportation services

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.

Who Must Comply?

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

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

It also applies to:

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.

Other transportation services

Other transportation services provided by:

- Public school boards
- Hospitals
- Colleges
- Universities
- Municipalities, including those that license taxicabs or that provide conventional transportation services

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:

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

It also applies to:

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.

X *tion 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:

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

It also applies to:

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.

X *tion services provided by: boards*

Including those that license provide conventional 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

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

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

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 1 OF 1

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.



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

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.

Requirements for Transportation Service Providers

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

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.

• Making information available in accessible formats and features
• Providing accessibility training
• Not charging a fare to 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 1 OF 1

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.

Requirements for Transportation Service Providers

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

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.

• Making information available in accessible formats and features
• Providing accessibility training
• Not charging a fare to 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 1 OF 1

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:

<ul style="list-style-type: none"> - 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.

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.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

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

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

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

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

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

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	Mobility aid	 people with disabilities than people without and not charging for mobility aids or mobility devices , such as wheelchairs or walkers.
- Fares	Devices used to facilitate the transport, in a seated posture, of people with disabilities.	
+ Stop announcements		
+ Seating		
+ Service disruptions		

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	Mobility assistive device	 people with disabilities than people without and not charging for mobility aids or mobility assistive devices , such as wheelchairs or walkers.
- Fares	A cane, walker, or similar aid.	
+ Stop announcements		
+ Seating		
+ Service disruptions		

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.



AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

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 3 OF 3

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

Ontario  Transportation Standard

Other Transportation Service Providers

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

Public school boards



Hospitals, colleges, and universities



Ferries



AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

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

Ontario  Transportation Standard

Other Transportation Service Providers

Select the headings

Public school boards



Hospitals, colleges, and universities



Ferries



X

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.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

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.

Transportation Standard

Other Transportation Service Providers

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

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.

AccessForward | [Read our disclaimer](#) | [Return to website](#) | PAGE 2 OF 7

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.

Transportation Standard

Other Transportation Service Providers

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

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.

AccessForward | [Read our disclaimer](#) | [Return to website](#) | PAGE 2 OF 7

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 bus services

Public school bus services mean the provision of school transportation by a public school board or another entity that receives funding from a public school board to provide school transportation services.



AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

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.



AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

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

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.

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 27 OF 27



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 2 OF 2

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

CONTINUE

AccessForward [Read our disclaimer](#) [Return to website](#) PAGE 2 OF 2

That's correct.

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

CONTINUE

Knowledge Check

The Transportation Standard addresses technical requirements for conventional transportation service providers? Choose

A Other trans
B Convention
C Accessible
D Specialized

Sorry, that's incorrect.

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

CONTINUE **TRY AGAIN**

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

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

The screenshot shows a two-page certificate template from the Ontario Accessibility Standards Regulation. The left page is titled 'Certificate' and includes a note that AccessForward cannot certify completion. It features a 'Download Certificate' button. The right page is titled 'Certificate of Training' and lists requirements for training completion, such as Customer Service Standard topics, General Requirements, Information and Communications Standard, Employment Standard, Design of Public Spaces Standard, Transportation Standard, and the Ontario Human Rights Code. Both pages have the Ontario logo at the top.

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 website.

Download Certificate.

The screenshot shows a webpage with a dark blue header bar. On the left is the Ontario logo, and on the right is the text "Transportation Standard". Below the header is a white rectangular box containing a bolded section titled "Disclaimer". The disclaimer text states: "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." Below this, a smaller note says: "This resource may be used for non-commercial, not-for-profit purposes only in meeting the requirements of the Integrated Accessibility Standards Regulation 191/11." At the bottom of the page, there are navigation links: "AccessForward", "Read our disclaimer", "Return to website", and "PAGE 3 OF 3".

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.

[© King's Printer for Ontario, 2012-23](#)