



Integrated Accessibility Standards Regulations

Policies

for

Transportation

Approved: October 5, 2015



IASR POLICIES FOR TRANSPORTATION

Subject: Section 34 – Availability of Information on Accessibility Equipment
Source: Integrated Accessibility Standards Regulations

PURPOSE All conventional and specialized transportation service providers are to provide the general public with current information about their accessibility equipment and the accessibility features of their vehicles, routes and services.

STATEMENT Sault Ste. Marie Transit Services will provide current information about our accessibility equipment and the accessibility features of our vehicles, routes and services.

APPLICATION Our website contains information regarding our accessibility equipment as well as a list of accessibility features. This document can be found under Residents/Accessibility/Conventional Transportation/Accessibility “Accessibility Features on Buses”

The booklet called “Route Information Maps & Schedules” contains information regarding our accessibility equipment as well as a list of accessibility features.

Our low-floor buses are equipped with ramps that fold out to allow people with disabilities access to board the bus.

All of our fleet is now low floor accessible.

All of our low-floor buses are equipped with either a back-board system or a Q-Straint system for wheelchairs.

Parabuses have 1000 lb lifts designed for wheelchairs, mobility scooters, as well as for ambulatory clients that may not be able to climb stairs.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 35 & 43 – Non-Functioning Accessibility Equipment
Source: Integrated Accessibility Standards Regulations

PURPOSE

All conventional transportation service providers and specialized service providers will accommodate people with disabilities when the accessibility equipment on the vehicle breaks down.

Further, conventional transportation service providers and specialized transportation service providers must repair accessibility equipment that is broken as soon as it is practicable.

STATEMENT

Sault Ste. Marie Transit Services, both conventional and specialized will accommodate people with disabilities when the accessibility equipment on the vehicle breaks down, and will repair the accessibility equipment as soon as it is possible to do so.

APPLICATION

In the event of non-functioning equipment on a conventional low-floor bus, the Inspector will contact the Parabus dispatcher to see if there is a Parabus available within a reasonable period of time.

If there is no Parabus available within a reasonable period of time, the Inspector will direct the passenger to alternative routes with compliant low-floor accessibility, and what times they are available

The Inspector will then contact the Maintenance Department to arrange for a bus change to ensure there is a functioning low-floor bus on the route.

In the event of non-functioning equipment on a Parabus, the transit operator will return to the Transit garage to make arrangements for a bus change, if there is no passenger on the bus.

If there is a client of the bus, the operator will radio the Parabus dispatcher or the Inspector to make arrangements for a bus change at the location of the malfunction. The ramp can always be operated manually in the case of an equipment malfunction where the automated feature is not working. The process for the passenger remains the same.



IASR POLICIES FOR TRANSPORTATION

Subject: Section 36 – Accessibility Training
Source: Integrated Accessibility Standards Regulations

PURPOSE All conventional transportation service providers and specialized transportation service providers will provide transportation-specific accessibility training for employees and volunteers, as it relates to their position.

This training is in addition to the general training required under the General Requirement part of the Integrated Accessibility Standards Regulation.

STATEMENT Sault Ste. Marie Transit Services will provide transportation-specific accessibility training for all current and new Transit Operators, in addition to the general training required under the IASR.

APPLICATION Transit Operator training (for both new and existing operators) includes the safe use of accessibility equipment and accessibility features on our conventional transit buses and Parabuses.

Training also includes preparing new and existing Transit Operators on how to prepare for emergencies, and how to help people with disabilities in emergency situations.

All Transit Operators are trained specifically on acceptable modifications to procedures in the event of accessibility equipment failure or the occurrence of a temporary barrier. Operators are required to contact the Inspector or Dispatcher to notify them of the situation and they work together to resolve the specific issue.

All employee (Transit Operator) files contain records of specific types of training, and date of training.

The training required under the General Requirement part of the Integrated Accessibility Standards Regulation is provided by the City's Social Services Accessibility Coordinator.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 37 – Emergency Preparedness and Response Policies
Source: Integrated Accessibility Standards Regulations

- PURPOSE** Conventional transportation service providers and specialized transportation service providers will have emergency preparedness and response policies that will provide for the safety of people with disabilities.
- STATEMENT** Sault Ste. Marie Transit Services will have emergency preparedness and response policies to provide for the safety of our passengers with disabilities.
- APPLICATION** If there is a need to evacuate the bus, the Transit Operator will contact the Inspector who will contact 9-1-1 (Emergency Services). If the bus ramp does not function, the operator will manually deploy the ramp. This applies to both conventional transit as well as specialized transit.
- There are emergency exits at the rear of the bus to be used by Emergency Personnel.
- In the event we need Police/Fire/ Ambulance, 9-1-1 will be called to deal with the situation, due to the diversity of our clients/ passengers and the variety of disabilities.



IASR POLICIES FOR TRANSPORTATION

Subject: Section 38 – Fares, Support Persons
Source: Integrated Accessibility Standards Regulations

PURPOSE No conventional transportation service provider or specialized transportation service provider will charge a fare to a support person who is accompanying a person with a disability on a transportation vehicle when the person with a disability has a need for a support person to travel with them.

STATEMENT Sault Ste. Marie Transit Services does not charge fares to support persons who are accompanying a person with a disability, when that person has a need for a support person to travel with them.

APPLICATION When applying for Parabus service, the applicant indicates on the application if a support person is required.

We currently provide a “Client Card” to our registered Parabus passengers who have indicated that they are unable to travel by themselves, which will allow a support person to accompany the Parabus client at no extra cost.

The card is provided to the Parabus client, not the support person, as the support person does not have to be a specific person.

We are able to provide this service for our passengers with disabilities on conventional transportation as well.

Staff may reserve the right to require a person with a disability to be accompanied by a support person, but only if the support person is necessary to protect the health or safety of the person with a disability or the health and safety of other persons on City premises.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 39 – Transition – Existing Contracts
Source: Integrated Accessibility Standards Regulations

- PURPOSE** To permit conventional transportation service providers to honour their existing contracts to purchase vehicles that do not meet the technical requirements of this regulation.
- The requirement recognizes that conventional transportation service providers may be penalized if they ask for changes after contracts have been signed.
- STATEMENT** All vehicles purchased by Sault Ste. Marie Transit Services will include the requirements of the Integrated Accessibility Standards Regulation.
- APPLICATION** Sault Ste. Marie Transit Services has no existing contracts signed before July 1, 2011.
- Effective July 1, 2011, all conventional buses purchased after this date will be low-floor accessible and contain all elements of accessibility features required by the IASR.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 40 – Transition – Existing Vehicles
Source: Integrated Accessibility Standards Regulations

PURPOSE Conventional transportation service providers are not required to retrofit vehicles that are within their fleet as of July 1, 2011 while ensuring that new acquisitions meet the technical requirements of this regulation.

STATEMENT Sault Ste. Marie Transit Services will ensure that when modifications or upgrades are made to a portion of a vehicle, the new features will meet the accessibility requirements outlined in the Integrated Accessibility Standards Regulation.

APPLICATION Following the Integrated Accessibility Standards Regulations, any/all modifications to our buses will meet accessibility guidelines.

Sault Ste. Marie Transit had added Four (4) new Parabuses to the fleet and have retrofitted one (1) Parabus to accommodate the need for more ambulatory clients.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 41 – Accessibility Plans – Conventional Transportation Services
Source: Integrated Accessibility Standards Regulations

PURPOSE Conventional transportation service providers will identify in their accessibility plans, their processes for managing and acting on the customer feedback they receive about their services for people with disabilities.

In addition, conventional transportation service providers must hold at least one annual public meeting to give people with disabilities a chance to participate in reviews of the accessibility plans.

STATEMENT Sault Ste. Marie Transit Services will maintain a process for managing, evaluating and acting on customer feedback. We will also hold a public consultation on an annual basis to ensure that people with disabilities can participate in the annual review of the accessibility plan, as well as to seek feedback on other issues relating to accessibility.

APPLICATION Customer complaints are logged in a program called “WorkTech”, detailing the specific information regarding the customer’s complaint, where it is then assigned to a specific Transit representative to deal with in an appropriate manner. Once the concern has been dealt with, the file in “WorkTech” is updated with the outcome, and marked as completed.

If we receive a written complaint, signed by the complainant, we will get back to them with a response.

We will hold a formal public consultation every year, and provide follow-up from the previous year’s issues.

Informal information sessions will be held throughout the year, to provide information to user groups, as requested.

We will also attend Health Fairs, Family Council Meetings (long-term care facilities), and any other organization if requested.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 42 – Accessibility Plans–Specialized Transportation Services
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers will identify how they will estimate demand for specialized transportation. They will also outline what steps they will take to reduce the waiting times for their services.

STATEMENT Sault Ste. Marie Transit Services will estimate the demand for specialized transportation services over a multi-year span, and create a plan to reduce wait times for services.

APPLICATION In 2013 Sault Ste. Marie Transit Services hired a Consultant, who estimated future demand for specialized transit services. They were able to estimate that the demand for Parabus service will increase approximately 4.5% per year over the next 5 years, based on demographic considerations such as population growth and age density; and best practices in other communities.

We currently have a 20-minute booking window which means that for an 11:00am pickup (for example), the bus will arrive between 10:50am and 11:10am and will not be considered either early or late. The client is expected to be ready 10 minutes early (10:50am).

Future demand will be monitored through the number of registered clients using the Parabus System, the percentage of unaccommodated trip requests, past ridership trends, review of incremental annual increase in demand, and ridership growth levels (both on Conventional Transit and Parabus).



IASR POLICIES FOR TRANSPORTATION

Subject: Section 44 – General Responsibilities
Source: Integrated Accessibility Standards Regulations

PURPOSE Conventional transportation service providers will assist people with disabilities, and will, upon request, make information on this available in an accessible format.

STATEMENT Sault Ste. Marie Transit Services will assist people with disabilities, and provide information regarding how we will to this in an accessible format.

APPLICATION We will deploy lifting devices and ramps when requested.

We will provide adequate time for people with disabilities to safely board, be secured, and disembark our vehicles, and provide assistance for these activities when requested.

For those vehicles with no securement devices, the requirement to secure mobility aids does not apply.

We will allow a person with disabilities to travel with a medical aid (defined as an assistive device such as a respirator or portable oxygen tank).

Copies of our policies will be available on the City's website or requested in hard copy from our office at 111 Huron Street.

Upon request, the City shall provide or arrange for the provision of accessible forms and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. In determining the suitability of an accessible format or communication support, the City shall consult with the person making the request.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 46 - Fares
Source: Integrated Accessibility Standards Regulations

PURPOSE No conventional transportation service provider will charge people with disabilities more than people without disabilities for the same trip. In addition, conventional transportation service providers must offer accessible fare payment options.

STATEMENT Sault Ste. Marie Transit Services will charge equal fares on both conventional transit and specialized transit, and offer the same pass options.

APPLICATION Cash fares on conventional and specialized transit are \$2.85.

Adult monthly passes (31 day) are available for \$66.00.

Senior monthly passes (31 day) are available for \$56.00.

Multi-20 punch passes are available for \$45.00.

Senior punch passes (60 yrs.+) are available for \$9.00 for 6-rides and \$18.00 for 12-rides.

Youth passes (up to 18 yrs.) are available for \$28.00.

All above passes may be used on both conventional and specialized transit.

Parabus multi-40 punch passes are available for \$79.00 and may be used on both conventional transit and specialized transit.

Semester passes (124 days) are available to Sault College and Algoma University students only for \$180.00 and may be used on both conventional transit and specialized transit.

For passengers who are unable to use commonly used methods of paying fares will be worked with on a case by case basis to determine the best option for their specific needs.

Prices effective January 1, 2018, subject to change.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 47 – Transit Stops
Source: Integrated Accessibility Standards Regulations

PURPOSE When official stops are not accessible, conventional transportation service providers will allow people with disabilities to board and disembark the vehicles at safe locations that are not official stops.

STATEMENT Sault Ste. Marie Transit Services will ensure that if an official transit stop is inaccessible, people with disabilities will be allowed to board and disembark the bus at an acceptable, close and safe location.

APPLICATION The conventional transit operator will determine the closest and safest place to stop the bus.

The operator will take into consideration the preferences of the person with the disability.

The operator will take into account two factors: the stop is along the same route, and they are able to safely operate any accessibility equipment that may be required by the person with a disability.

Transit operators will report any transit stops that are temporarily inaccessible, either by radio or in person to their supervisor.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 49 – Courtesy Seating
Source: Integrated Accessibility Standards Regulations

PURPOSE Conventional transportation service providers will have seats that are designated for people with disabilities and are located as close as practicable to the entrance door.

STATEMENT Sault Ste. Marie Transit Services has designated seats for people with disabilities on each conventional transit bus.

APPLICATION Signage is posted on every conventional transit bus for “Priority Seating”, which is for the use of passengers with a disability.

These seats are located close to the entrance door of the vehicle and marked with the “Priority Seating” decal.

Customers are expected to respect and obey the primary purpose of the designated seating area, which means: if someone is sitting in one of these designated seats who does not have a disability, they are expected to vacate the seat for a passenger with a disability.

Drivers/operators are not required or expected to intervene or enforce the requirement that another passenger give up a seat for a person with a disability. The IASR states specifically that the Operator is not required to request/force anyone to move.

There are signs posted in all of the buses, and there is information on the front page of our brochure, which is available at the Accessibility Office, the Transit Terminal and the Transit Office.

The transit industry recognizes that there are many customers in addition to those with disabilities who will benefit from having a seat near the front of the bus. A second category, called “Courtesy Seating” has been established for such passengers as seniors, expectant mothers, adults travelling with small children, or any other passenger who may benefit.

Passengers sitting in the Courtesy Seating area who are not included in the list above are expected to respect the purpose of the seating area and give up their seat.

There is different signage designed for both types of seating.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 50 – Service Disruptions
Source: Integrated Accessibility Standards Regulations

PURPOSE When conventional transportation service providers know of a service disruption in advance, they will make alternative arrangements for accessible transportation for people with disabilities.

STATEMENT Sault Ste. Marie Transit Services will make alternate accessible arrangements to transfer people with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible; and ensure that the information on the alternate arrangements are communicated in a manner that takes into account the person’s disability.

APPLICATION In the event of a detour or road closure, Transit Services will make arrangements for the person with a disability to be transferred to an alternative mode of transportation to get to their destination, or as close as physically possible to their destination, based on the nature of the service disruption.

We will utilize any/all Transit equipment or vehicles to accommodate the service disruptions.

In the event of a service disruption, Sault Ste. Marie Transit Services does not guarantee that people with disabilities can get to a specific location at their intended destination. For example: if a street is closed due to a water main break, and no vehicles can access the street, then Transit Services is also unable to service the location.

This information may be communicated in a variety of ways, such as on the City’s website in the event of a long-term detour, a City Media Release or the Transit Operator may communicate verbally with the person with a disability in the event of a more short-term disruption.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 51 – Pre-Boarding Announcements
Source: Integrated Accessibility Standards Regulations

PURPOSE Conventional transportation service providers will make sure that information about the route, directions, destination or next major stop is provided to people with disabilities before they board the vehicles.

STATEMENT Sault Ste. Marie Transit Services will ensure that all information about each specific route, direction, destination and next major stop is provided to people with disabilities before they board the bus.

APPLICATION All Sault Ste. Marie Transit Service buses are labeled with their specific route name and number.

Transit staff will be at the bus terminal at all arrival and departure times to direct passengers/people with disabilities, and upon request will provide verbal information to passengers.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 52 – On-Board Announcements
Source: Integrated Accessibility Standards Regulations

PURPOSE Conventional transportation service providers will make sure that all the destination points or stops are announced on all vehicles while they are travelling along their routes or being operated.

STATEMENT Sault Ste. Marie Transit Services will ensure that all destination points/stops are announced on all conventional transit buses while they are travelling along their routes.

APPLICATION Sault Ste. Marie Transit Services on-board announcement system is both visual and audible.

The call-announcement system work off GPS (Global Positioning System), based on longitude and latitude.

Bus stops are programmed into the system based on their specific longitude and latitude, and the system recognized the position and calls it out 100' in advance of the stop.

If the system is goes off-line, it is still able to calculate time & distance and still announce the stops accurately. (Called "dead reckoning").

In the event that the system fails completely, Transit operators are required to call out the stops.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 53 – Grab Bars, Handholds, Handrails, Stanchions
Source: Integrated Accessibility Standards Regulations

PURPOSE Every conventional transportation service provider shall ensure that all of its transportation vehicles that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions.

STATEMENT Sault Ste. Marie Transit Services will ensure that all transportation vehicles purchased that are manufactured after January 1, 2013 are equipped with grab bars, handholds, handrails and stanchions in all the required areas.

APPLICATION Grab bars, handholds, handrails and stanchions will be standard equipment on all transit vehicles purchased after January 1, 2013 and positioned at: locations where passengers are required to pay fares; each mobility aid securement position; each priority seating area intended for use by persons with disabilities; and each side of any entrance or exit used by person with disabilities.

All technical requirements are now standard equipment direct from the manufacturer.



IASR POLICIES FOR TRANSPORTATION

Subject: Section 54 - Floors and Carpeted Surfaces
Source: Integrated Accessibility Standards Regulations

PURPOSE Floors and floor surfaces on vehicles are to produce minimum glare, are slip resistant and are securely fastened.

STATEMENT Sault Ste. Marie Transit Services will ensure that all floors and floor surfaces on all of our conventional transit service vehicles and specialized transit service vehicles will produce minimum glare, are slip resistant and are securely fastened.

APPLICATION All transit buses, both conventional and specialized will have floor surfaces that produce minimum glare.

All transit buses, both conventional and specialized, will be slip resistant, which will offer a level of friction that allows people with disabilities, especially those using mobility assistive devices, to travel safely within the vehicle.

All technical requirements are now standard equipment direct from the manufacturer.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 56 – Stop Requests and Emergency Response Controls
Source: Integrated Accessibility Standards Regulations

PURPOSE Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013, are equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.

STATEMENT Sault Ste. Marie Transit Services will ensure that all of our transportation service vehicles are equipped with accessible stop-requests.

APPLICATION Stop request signals are located in the Priority seating area and within reach of the allocated mobility aid spaces.

Stop request signals are visual (an indicator light illuminates at the front of the bus) and audible as well so that people with a range of disabilities are aware of the request.

A Transit bus does not require emergency response controls, as operators are easily notified of emergencies on board.

All technical requirements are now standard equipment direct from the manufacturer, and are available on all of our buses.



IASR POLICIES FOR TRANSPORTATION

Subject: Section 57 – Lighting Features
Source: Integrated Accessibility Standards Regulations

PURPOSE Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013, are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosing.

STATEMENT Sault Ste. Marie Transit Services will ensure that all transportation vehicles are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp and step nosing.

APPLICATION All Sault Ste. Marie Transit buses are equipped with lights above or beside each passenger access door, and are constantly lit when the door is open and illuminate the lifting device, ramp and step nosings.

All technical requirements are now standard equipment direct from the manufacturer.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 58 - Signage
Source: Integrated Accessibility Standards Regulations

PURPOSE To ensure that there is signage identifying the route, direction, destination, or next major stop is to be displayed on all conventional transportation vehicles.

STATEMENT Sault Ste. Marie Transit Services will ensure that there is signage on all Transit vehicles to identify the route, direction, destination, or next major stop.

APPLICATION All Sault Ste. Marie conventional transit vehicles display the route name and number on the front and passenger side of the bus.

Signage will be visible at the point of boarding, consistently located, have a glare-free surface, and be positioned to avoid shadow areas and glare.

Signage will be consistently shaped, coloured, and positioned, and when used in the same type of transportation vehicle to give the same type of information.

Signage will have text that is high-coloured contrast with the background in order to assist with visual recognition, and have the appearance of solid characters.

All technical requirements are now standard equipment direct from the manufacturer.



IASR POLICIES FOR TRANSPORTATION

Subject: Section 59 – Lifting Devices, Ramps, or Portable Bridge Plates
Source: Integrated Accessibility Standards Regulations

PURPOSE All conventional transportation service vehicles manufactured after January 1, 2013, shall be equipped with lifting devices, ramps, or portable bridge plates to help people with disabilities board and disembark the vehicles.

STATEMENT Sault Ste. Marie Transit Services will ensure that all of its conventional transportation vehicles manufactured after January 1, 2013, are equipped with lifting devices or ramps, and that each of them has the colour strip to identify the bottom edge, a slip resistant surface, and raised edges.

APPLICATION All new conventional transportation vehicles purchased by Sault Ste. Marie Transit Services be low-floor accessible with either lifting devices or ramps to assist people with disabilities to board and disembark the bus.

All technical requirements are now standard equipment direct from the manufacturer.



IASR POLICIES FOR TRANSPORTATION

Subject: Section 60 - Steps
Source: Integrated Accessibility Standards Regulations

PURPOSE To ensure that the steps on all conventional transportation service vehicles include consistent accessibility and safety features.

STATEMENT Sault Ste. Marie Transit will ensure that the steps on all conventional transportation service vehicles will include consistent accessibility and safety features.

APPLICATION All Sault Ste. Marie Transit Service transportation vehicles will include the following consistent accessibility and safety features:

The top outer edge of each step is marked by a colour strip that is high colour-contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the steps, excluding any side edge mouldings, and can be viewed from both directions of travel.

The steps have surfaced that are slip resistant and produce minimal glare.

The steps have uniform, closed riser heights and tread depths.

All technical requirements are now standard equipment direct from the manufacturer.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 61 – Indicators and Alarms
Source: Integrated Accessibility Standards Regulations

PURPOSE To ensure appropriate visual and audible warning indicators and alarms are installed on conventional transportation vehicles to indicate movement of a ramp or lifting device or that the “kneeling” function is operating.

STATEMENT Sault Ste. Marie Transit Services will ensure that all vehicles that have a ramp, lifting device or kneeling function will be equipped with visual warning lamp indicators and audible warning alarms.

APPLICATION All technical requirements are now standard equipment direct from the manufacturer.

If a ramp or lifting device is being manually operated, no warning lamp indicator or warning alarm is required.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 63 – Categories of Eligibility
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers will establish three categories for eligibility and use them consistently when people with disabilities apply to use the services.

STATEMENT Sault Ste. Marie Transit Services will establish three categories for eligibility, and use them consistently among applications.

APPLICATION A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility (Permanent).

A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility (Temporary). A specific expiration date is entered into our computer system for tracking purposes.

A person with a disability where environmental or physical barriers limit their ability to consistently use transportation services shall be categorized as having conditional eligibility (Conditional).



IASR POLICIES FOR TRANSPORTATION

Subject: Section 64 – Eligibility Application Process
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers will meet standard service requirements for people with disabilities during the application and appeals process for specialized transportation services.

STATEMENT Sault Ste. Marie Transit Services will process completed applications for eligibility within 14 calendar days, and establish an independent appeals process to review decisions respecting eligibility.

APPLICATION Once Parabus has received a completed application for eligibility, they will make a decision within 14 calendar days. If they have not made a decision on an application by the end of the 14 days, they will give the applicant temporary eligibility until a decision on the eligibility is made.

Sault Ste. Marie Transit services will not charge an application or assessment fee to people with disabilities who apply for Parabus Service.

Once eligibility is determined, the applicant will receive a letter in the mail indicating the status of their application.

Residents of long-term care facilities will be notified by fax to an authorized employee of the facility.

Applicants denied Parabus service may submit an appeal in writing with evidence to Transit for reconsideration.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 65 – Emergency or Compassionate Grounds
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers will develop procedures to respond to people with disabilities who need specialized services – because of an emergency or on compassionate grounds – earlier than the standard application timeline of 14 calendar days.

STATEMENT Sault Ste. Marie Transit Services will process Parabus applications on a priority basis due to emergencies or compassionate grounds.

APPLICATION Applications that are received and are requesting priority approval for emergency or compassionate grounds will be moved to the front of the list of applicants, and will be processed in a timely fashion. We will endeavor to process the application in the same day if possible, or within 1-2 business days at the most.

These procedures would come into effect when there are no other accessible transportation services available to meet the individual's needs.

The need for specialized transportation services because of an emergency or on compassionate grounds is separate from a medical emergency or the need for an ambulance to bring a person to a hospital for medical attention. People who require urgent medical attention should call 9-1-1 or contact their local emergency service.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 66 – Fare Parity
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers are to charge people with disabilities fares that are consistent with those charged on conventional transportation services.

STATEMENT Sault Ste. Marie Transit Services will charge equal fares on conventional transit and Parabus.

APPLICATION Cash fares on conventional and specialized transit are \$2.85.

Adult monthly passes (31 day) are available for \$66.00.

Senior monthly passes (31 day) are available for \$56.00.

Multi-20 punch passes are available for \$45.00.

Senior punch passes (60 yrs.+) are available for \$9.00 for 6-rides and \$18.00 for 12-rides.

Youth passes (up to 18 yrs.) are available for \$28.00.

All above passes may be used on both conventional and specialized transit.

Parabus multi-40 punch passes are available for \$79.00 and may be used on both conventional transit and specialized transit.

Semester passes (124 days) are available to Sault College and Algoma University students only for \$180.00 and may be used on both conventional transit and specialized transit.

For passengers who are unable to use commonly used methods of paying fares will be worked with on a case by case basis to determine the best option for their specific needs.

Prices effective January 1, 2018, subject to change.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 67 - Visitors
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers shall make their services available to visitors with disabilities.

STATEMENT Sault Ste. Marie Transit Services offers Parabus service to visitors with disabilities.

APPLICATION Visitors with disabilities must meet one of two conditions: 1) They must be able to confirm that they are eligible for specialized transportation services in their home jurisdiction, or 2) They must meet the eligibility requirements for Sault Ste. Marie Parabus Service.

Visitors are requested to provide the Parabus office with name, date of birth, an address at which they will be residing during their stay, and contact phone numbers, both at their home address and a local/cell phone number.

Requests are granted on a short-term temporary basis, usually 2-3 weeks in duration.

We do NOT require an application with a physician's signature for this service.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 70 – Hours of Service
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers are to provide, at a minimum, service during the same hours and on the same days as the conventional transportation services.

STATEMENT Sault Ste. Marie Transit Services will provide Parabus service during the same hours and on the same days as conventional transportation services.

APPLICATION Parabus service will continue to operate during specified hours on weekdays and weekends.

Monday to Friday	7:30am to 12:00am
Saturday	8:30am to 12:00am
Sunday	8:00am to 7:15pm

Service beyond these specified hours is available upon request, during conventional transportation service hours on a case-by case basis.

It is the best use of resources to operate during the above peak hours to maximize availability to a greater number of Parabus clientele.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 71 - Bookings
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers will provide same day service, to the extent that it is available, and accept bookings for service as close as possible to the date requested.

Specialized transportation service providers must provide an accessible means to accept reservations.

STATEMENT Sault Ste. Marie Transit Services will provide same day service on Parabus when it is available.

Sault Ste. Marie Transit Services will provide an accessible reservation process.

APPLICATION Same day service will be provided when there is availability in the schedule. When there is no availability in the same day's schedule, we will attempt to make a booking for the next day, or the next day there is availability.

Same day service may also be provided if there have been cancellations in the current day's schedule.

In the event that same day service is not available, dispatchers will make every effort to schedule the client for the next availability.

Inspectors have the ability to accept bookings in the evenings up to one (1) hour before the published end of service for the following day, based on availability.

Parabus currently accepts all reservations over the telephone, with plans to implement the "Text-Net" system in 2015. For any person who has a difficulty using the booking system, they should contact the Transit office, who will then work with them on a case by case basis to find a solution.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 72 – Trip Restrictions
Source: Integrated Accessibility Standards Regulations

PURPOSE No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by a) restricting the number of trips a person with a disability is able to request; and b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.

STATEMENT Sault Ste. Marie Transit Services will not limit the availability of Parabus service to people with disabilities.

APPLICATION Parabus clients are not restricted in the number of trips they are able to book. They may book as many trips per week necessary.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 73 – Service Delays
Source: Integrated Accessibility Standards Regulations

PURPOSE Specialized transportation service providers shall inform people with disabilities when there will be delays in the scheduled pick-up times. Information about the delays will be communicated through methods that have been agreed on in advance by the providers and the people with disabilities.

STATEMENT Sault Ste. Marie Transit Services (Parabus) will inform their clients when there will be delays in scheduled pick-up times.

APPLICATION In the event of a service delay, one of our Parabus Dispatchers will contact the clients by telephone to inform them of the delay, and inform the client of approximately how long the delay might be. If the client has provided us with a cell phone number, we will call them on this number.

We can only communicate with our clients through the contact information they have provided us with.

A service delay is a delay of 30 minutes or more after the scheduled pickup time.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 74 – Companions and Children
Source: Integrated Accessibility Standards Regulations

- PURPOSE** Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other person with disabilities. Also, every specialized transportation service provider shall allow dependents to travel with a person with a disability who is the parent or guardian of the dependent if appropriate child restraint securement systems and equipment are, if required, available.
- STATEMENT** Sault Ste. Marie Transit Services (Parabus) will allow companions to travel with Parabus clients, as well as dependent children.
- APPLICATION** Companions may include, but are not limited to, spouses, partners, children or friends of the Parabus client.
- A support person is not considered a companion.
- When companions travel with Parabus clients on the Parabus, they – the companions – pay the fares they would pay if they were travelling on the conventional transportation system.
- If dependent children require child restraint systems while travelling, then they may only accompany the Parabus client when the needed restraint systems are available.



IASR POLICIES FOR TRANSPORTATION

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Subject: Section 78 – Duties of Municipalities - General
Source: Integrated Accessibility Standards Regulations

PURPOSE All municipalities that provide conventional transportation services will consult on and plan for accessible bus stops and shelters in their communities with its municipal accessibility advisory committee, where one has been established.

STATEMENT Sault Ste. Marie Transit Services will consult on and plan for accessible bus stops and shelters in the community with Sault Ste. Marie's AAC (Accessibility Advisory Committee).

APPLICATION Sault Ste. Marie Transit Services holds a public consultation on an annual basis and the City's Planning Department holds public consultations on many projects. Input from the public from these open houses is used in determining the need for, and the planning of, accessible bus stops and shelters within the community.