



# Accessible Transit Services HANDBOOK

Effective September 2012



**KINGSTON  
TRANSIT**

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Each bus has two  
mobility aid spaces.



## II. Overview

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Kingston Transit provides conventional bus service within the urban area of the city of Kingston and, under contract, to the neighbouring community of Amherstview. We recognize that public transit is an important link to work, social events and activities for our riders and accessibility enhancements improve the usability of the transit system for all riders. Kingston Transit is committed to providing accessible service for customers with disabilities, including customers using mobility aid and assistive devices - wheelchairs, scooters, canes, walkers or crutches, and seniors. We want to make your travel experience easy and convenient and through the provision of accessible equipment and policies we are making our service safer for passengers to use our service.



Bus ramp being lowered.

We recognize that a fully accessible transit service requires accessible information, buses, bus stops, schedules, shelters and benches. This Handbook provides Kingston Transit users with information about the accessibility of our service including equipment and features of our vehicles, routes and services; our progress to date and future plans as well as our compliance with the requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Transportation Standard. The information contained in this document is current as of September 2012.

## II. How to Obtain Information

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Customer information regarding routes, fares and general inquiries can be accessed in a variety of ways.

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### a) By Phone

- Call our Municipal Call Centre at 613-546-0000; and
- TTY (Teletypewriter service): Dial 613-546-4889.

Telephone assistance is available Monday to Friday, 8 a.m. to 5 p.m.

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### b) Electronically via

- The City of Kingston website at [www.cityofkingston.ca/transit](http://www.cityofkingston.ca/transit);
- Email at [contactus@cityofkingston.ca](mailto:contactus@cityofkingston.ca); and
- Our online inquiry/feedback form on the City's website located at [www.cityofkingston.ca/contact/](http://www.cityofkingston.ca/contact/)

Our Customer Service Representatives will respond to your email within 48 hours. For time-sensitive questions or issues, please call the Customer Service Centre at 613-546-0000.

### III. Buses, Features and Equipment

All of our routes are served by accessible buses. All passengers including those with disabilities and/or using mobility aid and assistive devices will find it easier and safer to board, ride and disembark our buses.

#### a) Accessible Features of Bus Fleet

The Kingston Transit fleet of 48 buses includes 37 full size and 11 small size buses. The majority of buses are low floor with kneeling capability. Some small buses have a lift. All buses:

- **Have ramps or lifts with audible and visual warning alarm indicators.**

The ramp or lift will be lowered at the request of any person who would benefit from this feature. Adequate time will be provided to ensure passengers have time to safely board, be secured and disembark. Riders who require the use of the ramp should position themselves 1.5 to 2 metres (5 to 6 feet) away from the front door of the bus to allow adequate clearance for the bus operator to safely open the doors and lower the ramp.



Ramp with contrasting colour strips and slip-resistant surface.

- **Have two mobility aid spaces.**

Ideally riders using wheelchairs and scooters have the ability to board, manoeuvre, and disembark independently, safely, and efficiently. If assistance is required, the person with the disability should be accompanied by a support person who will assume these responsibilities. Please refer to Section VI (b) for additional information about our support person pass.



Request stop controls within reach of mobility aid space.

Bus operators will secure wheelchairs and scooters. It is the responsibility of wheelchair riders to ensure their devices are in the locked position. Bus operators will provide assistance, upon request, with boarding and disembarking, provided the bus operator deems the assistance can be performed in a manner that is safe for both the bus operator and the passenger.

Riders should contact Kingston Transit in instances where the assistive device may be considered too large to fit within the existing space allotment. Kingston Transit will work with the rider to accommodate the device

as reasonably practical or make other arrangements wherever possible.

- Are equipped with an on-board next bus stop announcement system, that announces each bus stop verbally and uses an electronic LED display to describe the location of the upcoming bus stop. Stop request controls are operable by one hand and are accessible from ground level.
- Have electronic exterior route signs on the front of the bus. The majority of buses also have electronic exterior signs on the side and rear of the vehicle for added convenience.

For more details on the accessible features of our bus fleet that have been implemented to date as set out by the AODA Standard, please refer to page 18, Appendix A – “Accessible Features of Bus Fleet”. Also indicated are the Standards that we are working towards achieving on or before the required dates.



High-contrast visual on-board stop request sign.



Electronic route sign on front and side of bus.

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## **b) Non-functioning Equipment During Non-Emergency Situations**

The unexpected failure of equipment can occur at any time. For non-emergency related occurrences, Kingston Transit will implement interim measures and repair the malfunction as soon as reasonably practical. Examples are:

- Next Bus Stop Announcement System. If the next stop announcement system is not functioning on a bus, the bus will be changed as soon as reasonably practical. In the interim, the bus operator will call out the next bus stop in a manner that allows riders to be made aware of their location along the route.
- Audible beep when deploying the ramp. Should the audible beep malfunction, the bus will be changed as soon as reasonably practical. The bus operator, in the interim, will notify riders near the ramp deployment area of its deployment and to stand clear of the immediate area.

## IV. Stops and Shelters

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Although accessible bus stop infrastructure is not currently a requirement in the AODA Transportation Standard, we are working to improve the accessibility of our bus stops, shelters and integrated seating.

We recognize that many existing bus stops create barriers for passengers with disabilities. These barriers will be addressed over the next several years as identified in the 2011 – 2015 Transit Redevelopment Plan, as part of the City’s annual road and sidewalk reconstruction projects, and in the AODA Transportation Standard, as required.

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### a) Bus Stops

For our planning purposes, we have classified our bus stops as accessible or functionally accessible. Each is described below.

#### i. Accessible Bus Stops

Ideally, an accessible bus stop has the following attributes:

- A hard surface (not grass);
- A linkage from the bus pad (across the boulevard) to existing pathways and sidewalks;
- A curb to reduce the angle of the ramp when lowered; and
- No obstructions such as hydro poles, newspaper boxes, etc., that would compromise the mobility of a person using a mobility aid device.



Long view of accessible bus stop pad.

#### ii. Functionally Accessible Bus Stops

Functionally accessible bus stops are those stops that do not have all the attributes of Accessible Bus Stops but include:

- Bus stops where a curb does not exist;
- Bus stops where a paved driveway slope such that when a ramp is deployed, the ramp angle is not too steep; or
- Bus stops where a hard grassy area exists with curbing.

Kingston Transit is committed to creating a more uniform experience for our riders and to address accessibility issues within the system. As there are currently more than 800 bus stops within our transit system with a range of features and amenities, we have developed a set of bus stop design guidelines which incorporate the City of Kingston’s Facility Accessibility Design Standard (FADS)<sup>1</sup>. The bus stop design

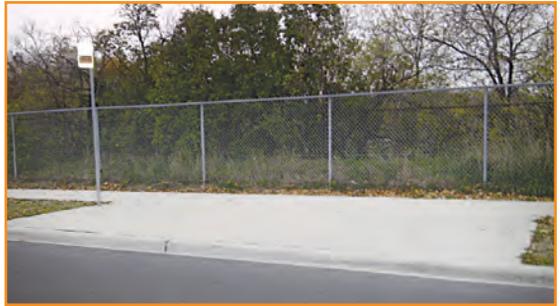
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<sup>1</sup>The City of Kingston adopted a Facility Accessibility Design Standard (FADS) in 2009, with the intent that all new or renovated facilities owned by the City would be upgraded to these standards. FADS does not currently apply to the right-of-way, where the majority of Kingston Transit bus stops are located.

guidelines include the following elements:

- Concrete surface at front and rear door of a large bus at local stops;
- Collector/Neighbourhood bus stops may have a hard surface aligned to the bus' front door only;
- Concrete connection to existing pathways or sidewalks;
- Provisions for future shelter placement offering sufficient room to manoeuvre mobility assistive devices; and
- Provisions for future tactile warning surface indicators and other features pending AODA Built Environment requirements.

Since 2010, we have been building new and retrofitting existing bus stops to these design guidelines. As at March 31, 2012, we have enhanced over 45 bus stops and another 23 will be upgraded by the end of December 2012. The location of bus stops to be upgraded in the future is based upon the routes and bus stops located on the proposed express routes and the City's planned road and sidewalk reconstruction work.



Horizontal view of accessible bus stop pad.

In the interim while we work to enhance our bus stops, if a functionally accessible bus stop is deemed unsafe in the professional opinion of the bus operator, passengers will be able to board or deboard at the closest available safe location along the same route. The bus operator will give due consideration to the needs of the person requiring assistance.

The following circumstances are examples where a bus stop may be deemed unsafe: (a) where a curb does not exist but where a paved driveway slope is such that when a bus ramp is deployed, and the ramp angle is too steep to deboard safely; (b) a hard grassy area lacks curbing; or (c) inclement weather affects the condition of the functional bus stop.

Bus operators will promptly report to the Operations Centre any stops that are temporarily inaccessible or the existence of any temporary barriers. Temporary barriers will be investigated. The bus stop will be restored as soon as reasonably practicable.

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## **b) Bus Shelters and Benches**

The Kingston Transit system consists of bus shelters and integrated benches that are (i) owned and maintained by a third party company through a contractual agreement with the City; and (ii) ones owned by the City.

**i. Owned and maintained by a third party company.**

Under the existing contractual agreement, the third party company installs bus shelters that are 1,219 millimetres x 2,438 millimetres (48 inches x 96 inches) with an opening of 1,041 millimetres (41 inches). When the existing agreement expires in December 2014, we will negotiate a new agreement that requires shelters meeting accessibility standards (see (ii) below) be installed in the future. In the interim we will request that the current supplier install any new shelters to the specifications in (ii) below, subject to agreement by the supplier.



Example of accessible shelter, dimensions 1,524 mm x 2,348 mm (5 ft x 8 ft) with minimum entrance of 1,117 mm (44 in).

**ii. Owned by the City of Kingston.**

Kingston Transit also installs a minimal number of City-owned shelters each year.

In 2011, we upgraded the specifications for City-owned shelters to meet the FADS requirements, and to better serve our passengers with disabilities and those using assistive aid devices. City-owned shelters purchased from 2011 onwards are generally a minimum of 1,524 millimetres x 2,348 millimetres (60 inches x 96 inches) with a minimum entrance of 1,117 millimetres (44 inches). The waiting area for mobility aid devices within the accessible shelters is a minimum of 1,117 millimetres X 1,448 millimetres (44 inches x 57 inches). The benches installed in the shelters have a seat height of 451 millimetres (17.75 inches). They do not encroach into the mobility aid device waiting area. Shelters are placed on upgraded pads that connect to an existing sidewalk or pathway.

## V. Routes and Schedules

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As mentioned earlier, it was identified that some existing bus stops and route schedules in our current transit system continue to create barriers for passengers with disabilities or using mobility aid devices. These barriers will be addressed over the next several years.

### a) Easier Access Routes

Routes 1, 2, 4, A, B, EB, C, 71 and E71 have been designated as “Easier Access” routes. These routes have the following features:

- Only accessible buses are utilized on these routes;
- The timing on these routes allows for the additional time required to safely board and deboard passengers travelling with mobility aid devices; and
- Many of the bus stops are deemed to be accessible.

### b) Schedules and Planning Your Trips

For trip planning purposes, passengers can access route maps and schedules in both print and online formats.

#### i. Riders’ Guide

Kingston Transit publishes an annual Riders’ Guide that is available free of charge and at the following locations:

- City Hall;
- Visitor Information Centre;
- On buses;
- At our sales outlets. For a list, please refer to the Riders’ Guide or visit [www.cityofkingston.ca/transit](http://www.cityofkingston.ca/transit);
- Many social agencies and educational institutions throughout the city.

The Riders’ Guide is designed using CNIB Clear Print Accessibility Guidelines and printed on matte paper.



Cover of September 2012 edition of Riders’ Guide.

#### ii. Trip Planner

The online trip planning tools provided through the City of Kingston website and Google Maps take the guesswork out of planning any transit journey. Once the rider provides an origin and destination, the tools can:

- Provide multiple route options including trips that minimize walking, time, or transfers between buses;
- Provide information on the closest bus stop and a map on how to get to the stop;
- Estimate arrival times of the buses at the bus stops;

- Estimate time of arrival at the destination and provide a map from the bus stop complete with walking distance to the destination.

Online trip planning tools are available 24 hours a day and can be found at:

- [www.cityofkingston.ca/tripplanner/](http://www.cityofkingston.ca/tripplanner/)

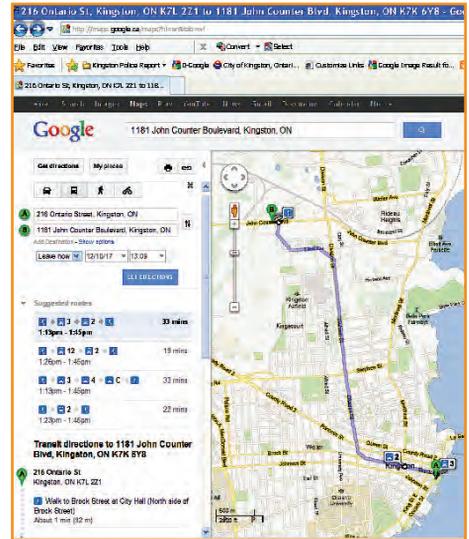
Users enter starting and destination locations; and fill in date and time of departure. (See screen capture image below left.)

- <http://maps.google.com/>

Users choose “Get Directions” menu button, then select the bus image icon for public transit; then enter origin and destination; and complete the drop down menu for date and time departure/arrival. Google Maps instructions also offer the option for travelers to use Google Street View. This tool allows riders to “see” the location associated with any juncture of their trip in Kingston. (See screen capture image below right.)

The trip planners’ suggested paths and connections to the bus stops may vary and may not be fully accessible. **These online tools may not reflect real time conditions so riders are advised to adjust their trips according to the most up-to-date information posted at [www.cityofkingston.ca/busetours](http://www.cityofkingston.ca/busetours).**

The online tools also adhere to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) Level A standard.



View of trip plans from City of Kingston website (left) and Google Maps (right).

## VI. Services and Policies

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Kingston Transit's service, policies and procedures help improve the accessibility of our service.

### a) Fares

Kingston Transit has standardized published fare rates for all passengers. The same fare rate applies to a person without a disability and a person with a disability subject to fare type – adult, youth (6 to 18 years) and senior (65+ years).



Kingston Transit offers the Affordable Transit Pass (ATP) fare that is available to residents of Kingston in low-income households. The ATP is a renewable reduced-cost transit pass for adult, youth and senior monthly fares. While it is not specific to people with disabilities or those using mobility aid and assistive devices, they may be eligible for this reduced fare based on meeting the income eligibility requirements. Applications are accepted by the Community and Family Services Department located at 362 Montreal Street. The application form is also downloadable from [www.cityofkingston.ca/residents/social/fee-assistance/index.asp](http://www.cityofkingston.ca/residents/social/fee-assistance/index.asp)

There is no charge for the storage of the mobility aid or mobility assistive device on our buses.

Fare payment methods are cash and electronic smart card transit passes. The transit passes can be purchased in multi-ride (sold in tens) and reloadable monthly (unlimited rides) formats. Monthly transit passes can be renewed online at [www.cityofkingston.ca/pay](http://www.cityofkingston.ca/pay). Credit and debit cards are accepted on the website.



Front view of reloadable Monthly transit pass.

Alternate fare payment options are available to persons with disabilities who may not be able to use the above noted fare payment options by contacting Customer Service, Monday to Friday, 8 a.m. to 5 p.m.

- Telephone: 613-546-0000;
- TTY (Teletypewriter service): Dial 613-546-4889; or
- Email: [contactus@cityofkingston.ca](mailto:contactus@cityofkingston.ca)

### b) Support Person Pass

Kingston Transit provides a free **Support Person Pass** to eligible individuals who need to be accompanied by a support person or companion. The individual to whom the permit is issued will only receive a Support Person Pass in conjunction with using another regular fare media (i.e. monthly transit pass, multi-ride card, etc.). A passenger is only considered a 'support person' if accompanying the individual requiring support.

Additional information regarding eligibility and how to obtain a Support Person Pass is available by contacting our Customer Service Group at 613-546-0000, Monday to Friday, 8 a.m. to 5 p.m.; or, on the City web site at [www.cityofkingston.ca/residents/transportation/transit/supportperson.asp](http://www.cityofkingston.ca/residents/transportation/transit/supportperson.asp)

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### c) Trained Bus Operators

Kingston Transit bus operators have been specially trained to provide accessible transit service. Training includes the safe and proper techniques for the operation of ramps and securement of accessible equipment; and the instruction on policies on accessible customer service and transportation requirements.

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### d) Temporary Service Disruptions

Temporary disruptions in transit service may occur due to reasons that may or may not be within Kingston Transit's control or knowledge. We will provide notice of the disruption to the public, including:

- Information about the reason for the disruption;
- Its anticipated duration; and,
- A description of alternative services that may be available.

Where the disruption to transit service is planned, Kingston Transit will provide notice in advance of the disruption. However, in the case where the disruption is unplanned, we will provide notice as soon as possible.

Depending on the nature of the service disruption, notice may be provided by a variety of methods, and may include:

- Postings at bus stops;
- Postings on notice boards on the buses;
- Information on the City's website ([www.cityofkingston.ca](http://www.cityofkingston.ca)); or
- Other means that are reasonable and applicable under the circumstances.

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### e) Request Stops for Safe Arrival

The Request Stops for Safe Arrival program allows riders travelling after dark to request the bus operator to stop closer to their destination. The bus operator will drop the riders off as close as safely possible to the final stop, at a point along the established route.

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### f) Courtesy Seating

Kingston Transit's Courtesy Seating Policy is intended to make the City's buses safe and accessible to all passengers.



Stop request control operable with one hand.

The courtesy seating areas are located in designated areas clearly marked with Courtesy Seating signage. The courtesy seating area is intended for:

- i. Passengers with mobility limitations (especially those using wheelchairs, scooters or walkers); and
- ii. Passengers with disabilities and seniors.

Wheelchair users have priority. Our buses include a designated area to safely accommodate riders using wheelchairs, scooters, walkers and/or other assistive devices. Passengers using these mobility aids have priority use of this designated area and all other passengers must vacate this area if these patrons require it.

**If this area is available**, passengers with other needs, such as caregivers travelling with a collapsible stroller, pregnant women and passengers travelling with a collapsible bundle buggy, may use this space provided they vacate the space for those passengers identified in (i) and (ii) above.



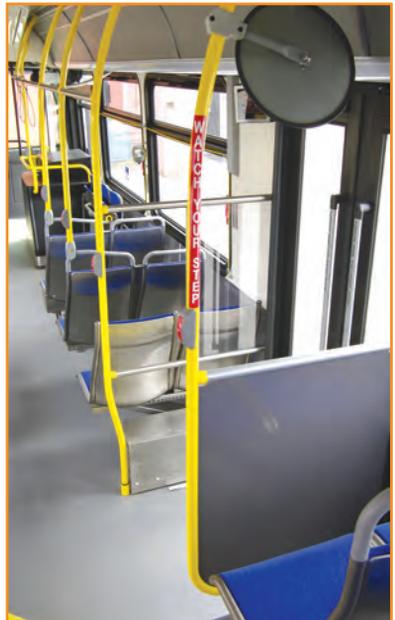
Courtesy seating sign on bus.

### g) Service Animals

Service animals accompanying persons with disabilities are welcome on Kingston Transit. A service animal is in service when it is being used for reasons related to a person's disability. In some circumstances, we may ask for a letter from a physician or nurse confirming that the animal is required for reasons relating to a disability.

(Right) High-colour contrasted hand rails.

(Below) Lights above rear access door.



## VII. Safety and Emergency Preparedness and Response

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The following section outlines Kingston Transit's emergency preparedness and response policies provided to help ensure the safety of our passengers:

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### a) Bus Maintenance and Emergency Equipment

All Kingston Transit buses are maintained to a high standard that meets or exceeds the Ministry of Transportation Guidelines. All buses are equipped with a 911 Emergency Button, radio access to a Transit supervisor at all times, fire extinguishers, Emergency First Aid Kits, and emergency reflectors to safely divert traffic in the event of breakdowns or accidents.

Bus operators conduct a daily pre-trip inspection on every bus before it is put in service for the day. The pre-trip inspection identifies any operating defects and includes an inspection of the condition of passenger seats, floor and handrails, audio and visual next stop announcement system, and confirmation that accessible equipment (e.g. straps, harnesses) are present and functioning.

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### b) Emergency Situations

Kingston Transit is committed to providing safe conditions for our passengers and staff. An emergency can happen any time. While no-one can control weather conditions, unexpected vehicle breakdowns, accidents, or passenger illness, Kingston Transit bus operators are trained and prepared for all these possibilities. Bus operators will make First Aid Kits available for use; however, they are not required or expected to administer first aid.

The following situations have been identified as risks based on the most probable emergency situations that may be encountered.

#### i. Vehicle Breakdowns and Unavoidable Stops

In the event of a mechanical malfunction or vehicle breakdown, if possible, the vehicle will be safely guided onto the right shoulder or into a parking area. The Transit Operations or a Transit supervisor will be notified immediately by the bus operator. If the vehicle is unable to continue, another vehicle will be sent to the designated location. In the interim, the bus operator will advise passengers to remain on the bus unless it is unsafe to do so. The bus operator will ensure passenger safety at all times.

#### ii. Vehicle Accidents and Personal Injury

The safety of passengers and the public is a bus operator's first consideration. Bus operators are trained to exercise constant vigilance to prevent injury and practice defensive driving at all times. In no case will the bus operator leave an injured person unattended.

If involved in an accident, the bus operator will:

- Call 911 if personal injury occurs or if evacuation assistance is required;
- Advise the 911 operator if wheelchair/disabled passengers are on board who will require special assistance;
- Notify the Supervisor or Dispatch;
- Provide access to the First Aid Kit if appropriate; and
- Remain at the scene and wait for emergency personnel to arrive.

### **iii. Vehicle Fire**

At the first indication of fire on the vehicle, the bus operator will proceed as follows:

- Pull over to a safe location, stop the vehicle immediately, open all doors, shut off the engine and contact Dispatch to request emergency services assistance;
- Advise passengers that emergency services have been notified and instruct passengers who do not require assistance to deboard in an orderly manner;
- Assist passengers with disabilities to deboard. If necessary, solicit help from other passengers;
- If possible, use the fire extinguisher located on the vehicle to extinguish the fire;
- If fire cannot be controlled by the fire extinguisher, do not re-enter the vehicle. Await emergency services assistance.

### **iv. Difficult or Threatening Passengers**

To ensure the safety of passengers and staff, any passenger who is threatening or affecting the safe operation of a transit vehicle will be dealt with in the following manner: The bus operator will:

- Advise the difficult/threatening passenger to stop their behaviour immediately or risk being denied a ride;
- Advise Dispatch of the circumstances;
- Call 911 directly or engage the 911 Emergency button for police assistance if the passenger behavior is not corrected and there is risk of harm to anyone on the vehicle.

### **v. Medical Emergencies**

In circumstances where a medical emergency arises, the bus operator will:

- Assess the seriousness of the situation;
- Radio the Supervisor or Dispatch for assistance. Dispatch will arrange for assistance, emergency or non-emergency, if required;
- Call 911 directly for immediate assistance;
- Provide access to the First Aid Kit, if appropriate.

Some symptoms or illnesses may be alleviated if the passenger exits the bus. In this circumstance, bus operators must communicate to the passenger the exact deboarding location. The bus operator will ask the passenger if any assistance is required.

If assistance is required, the bus operator will advise Dispatch. A Supervisor will report to the designated location and provide direction to the bus operator regarding the continuation of the route and assist the passenger.

#### **vi. Natural Disasters**

Kingston Transit management diligently monitors weather warnings and provides instruction to ensure passenger and bus operator safety.

In the case of severe weather, the Transit Manager may suspend transit operations.

In the event of flash floods, bus operators are required to notify Dispatch and not to attempt to cross roads or bridges that are flooded. If the vehicle stalls due to high water, it is generally safer to stay in the vehicle. The bus operator will radio for emergency help.

Fortunately Kingston is seldom subjected to extreme weather conditions. Should such a possibility arise, our team is trained to respond to the situation.

## VIII. Summary

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Kingston Transit is committed to offering accessible transit service, to implementing the service offerings and enhancements as identified in the Transit Redevelopment Plan 2011-15, and to meeting and/or exceeding regulations. These are all part of our commitment to make transit accessible for our riders. We work to ensure that your travel experience with Kingston Transit is convenient and stress free.



(Left) Close up of wheelchair seating area.  
(Right) Caution signs and high-colour contrasted slip-resistant steps leading to upper deck of bus.

## IX. Inquiries

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For further information about the information contained in this Handbook, please contact:

**Sheila Kidd**

Director, Transportation Services  
City of Kingston  
216 Ontario St.  
Kingston, ON K7L 2Z3  
Tel: 613-546-4291, ext. 2221  
Email: [skidd@cityofkingston.ca](mailto:skidd@cityofkingston.ca)

or

**Jeremy DaCosta**

Manager, Kingston Transit  
City of Kingston  
216 Ontario St.  
Kingston, ON K7L 2Z3  
Tel: 613-546-4291, ext. 1310  
Email: [jdacosta@cityofkingston.ca](mailto:jdacosta@cityofkingston.ca)

## Appendix A – Accessible Features of Bus Fleet

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent and is now law. The AODA required the provincial government to work with the disability community and the private and public sectors to jointly develop standards to be achieved within stages of five years or less, leading to an accessible Ontario in 20 years (2025).

The Integrated Accessibility Standards Regulation became law on June 3, 2011 and came into force on July 1, 2011. The regulation covers three new accessibility standards – Information and Communications, Employment and Transportation.

The following outlines the accessible features of the Kingston Transit bus fleet.

	Accessible Features	AODA Standard	Date Required dd/mm/yy	Compliant
1.	Buses are low-floor, equipped with kneeling capability (lowering to curb level), wider doors and aisles and ramps.	59	1/1/13	✓
	The ramp or lift to be lowered at the request of any person. Adequate time to be provided to ensure passengers have time to safely board, be secured and disembark.	44	1/1/12	✓
2.	Ramp device to be equipped with audible warning alarms and visual warning lamp indicators, contrasting colour strips, slip resistant surface, and raised edges to prevent rolling off the edge of the ramp.	59 61	1/1/13 1/1/13	✓ ✓
3.	Any buses equipped with steps to be uniform and outfitted with the appropriate safety features such as high contrast colour strip, slip resistance and produce minimal glare.	60	1/1/13	✓
4.	On-Board and Next Stop Announcement System to provide:			
	a) Audible verbal announcements	a) 52(1)	1/1/11	✓
	b) Both audible and visual identifications through electronic means.	b) 52(2)	1/1/17	✓
	c) Accessible stop request controls mounted no higher than 1,220 millimetres (47 inches) and no lower than 380 millimetres (15 inches) above the floor; located within reach of allocated mobility aid spaces and courtesy seating locations and throughout the bus.	c) 56	1/1/13	✓
	d) Controls to be operable with one hand.	d) 56	1/1/13	✓
	e) Controls to be high-colour contrasted with the equipment to which it is mounted.	e) 56	1/1/13	✓
	f) Pre-boarding verbal announcements of the route, direction, destination or next major stop are available on request.	f) 51(1)	1/7/11	✓
5.	Floor surfaces to produce minimal glare and slip resistant.	54	1/1/13	✓

	<b>Accessible Features</b>	AODA Standard	Date Required dd/mm/yy	Compliant
6.	Each bus to have two (2) allocated mobility aid spaces. Space dimensions: <ul style="list-style-type: none"> <li>• Small buses (seating capacity of 24 passengers): a minimum of 1,220 millimetres (48 inches) by 685 millimetres (27 inches)</li> <li>• Full-sized buses (seating capacity of more than 24 passengers): a minimum of 1,220 millimetres (48 inches) by 760 millimetres (30 inches)</li> </ul> <p>Bus operators to secure wheelchairs and scooters.</p> <p>Bus operators to provide assistance, upon request, with boarding and deboarding, provided the bus operator deems the assistance can be performed in a manner that is safe for both the bus operator and the passenger.</p>	55(1)  44 & 48  44	1/1/13  1/1/12  1/1/12	✓  ✓  ✓
7.	Each bus to be equipped with lights above or beside each access door and remain constantly lit when the door is opened. The lights to illuminate the accessible ramps.	57(1)	1/1/13	✓
8.	Grab bars, hand holds, and handrails to be located near the fare box, mobility aid securement position, courtesy seating area and each side of any entrance or exit. These features to be accessible from ground level, mounted inside the vehicle when the doors are closed, to have a slip resistant surface, and high colour-contrasted with their background.	53	1/1/13	✓
9.	All buses to have easy to read electronic exterior route or destination signage. Signs to be designed with high-colour-contrast that assists with visual recognition, consistent in shape, glare free, and have the appearance of solid characters.	58	1/1/13	✓
10.	If storage space is available, mobility aids or mobility assistive devices to be stored within reach of the passenger with the disability using the aid or device.  Bus operators to assist with the safe and careful storage of mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid.	48  44 & 48	1/1/12  1/1/12	✓  ✓
11.	For non-emergency related occurrences, Kingston Transit will implement interim measures and repair the malfunction as soon as reasonably practical.	35 - equipment 35 - training	1/7/11  1/1/14	✓  ✓
12.	Electronic Pre-boarding announcements of the route, direction, destination or next major stop to be provided.	51(2)	1/1/17	

**Accessible Transit Services Handbook**  
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Available in alternate formats.