



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Accessible Transportation Statement

Background

The Township of East Garafraxa is obligated to develop an Accessible Transportation policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this Statement is to create the framework within which accessible transportation will be managed by the Township of East Garafraxa.

Business Practice

The Township of East Garafraxa (through its Accessibility Advisory Committee, if applicable) will consult with people with disabilities in the development, review and/or update of any public transportation plans.

The Township of East Garafraxa will comply with, and develop policies for, the following accessible transportation standards when offering any public transportation service:

- Accessible emergency and public safety information
- Training in the transportation sector
- Availability of information on accessibility equipment
- Fares, fees, parity and the treatment of support persons
- General responsibilities, pre-boarding and on-board announcements
- Service disruptions and delays
- Technical requirements
- Alternative accessible method of transportation
- Categories of eligibility and application process
- Coordinated service
- Hours of service, bookings and trip restrictions
- School transportation services and public service organizations
- Transition existing contracts and vehicles

This policy is available in an alternative format upon request.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Duties of the Township of East Garafraxa – Accessible Taxicabs

Background

The Township of East Garafraxa is obligated to develop an Accessible Transportation policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this policy is to create the framework within which accessible taxicabs will be managed by the Township of East Garafraxa pursuant to the requirements of sections the Integrated Accessibility Standard

Business Practice

The Township of East Garafraxa (through its Accessibility Advisory Committee, if applicable) will consult with the public and people with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

The Township of East Garafraxa will identify progress made toward meeting the need for an-demand accessible taxicabs, including any steps that will be taken to meet the need, in its multi-year accessibility plan.

The Township of East Garafraxa will ensure that owners and operators of taxicabs are:

- a) Not charging higher fares or additional fees to a person with a disability
- b) Placing vehicle registration and identification information on the rear bumper
- c) Making available vehicle registration and identification information to people with disabilities in an accessible format.

The Township of East Garafraxa will strive to eliminate a significant transportation barrier for the disabled by providing licenses to operators of wheelchair accessible on-demand metered taxicab service, 24/7, 365 days a year.

The Township of East Garafraxa will consider the following issues:

Whether there are enough accessible taxicabs in its jurisdiction

If licensed taxicab companies are providing appropriate service for peak hours of operation and slow hours of operation and keeping a log of unfulfilled requests with a time of day and date.

If taxicab companies are identifying their accessible services properly and providing accessible information about those services

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The Township of East Garafraxa will review its multi-year accessibility plan regularly to ensure that accessible taxicab service keeps pace with population growth and new development in the area.

As part of the taxicab licensing process, the Township of East Garafraxa, will ensure that owners and operators of taxicabs are prohibited from:

- a) Charging a higher fare or an additional fee for persons with disabilities than persons without disabilities for the same trip
- b) Charging a fee for the storage and transportation of mobility aids or mobility assistive devices
- c) Refusing a service animal in a taxicab

The Township of East Garafraxa will amend its by-laws to include the requirements to place taxi registration and identification on the vehicle bumper and to make the same information available in a format accessible to a person with disabilities

The Township of East Garafraxa will have a procedure in place to deal with complaints. This procedure will include an immediate remedy from the owner/operator if the complaint is found to be valid.