

Audit Date: September 12, 2024
Location: Lakeside and Central Routes
Auditor(s): J. Meyer and A. Laurence

Under the IASR, Integrated Accessibility Standard Regulations, companies that provide public transit have to create and put in place policies and plans to make their services accessible, this includes public transit.

Accessible Bus Stops and Shelters			
	Yes	No	N/A
Bus Stops are level or ramped for use by people with mobility devices		√	
Bus shelters are wide enough so that people using devices can turn around		√	
Bus stop signs have good colour contrast and have large print		√	
Notes: <ul style="list-style-type: none"> - Bus stop signs have good colour contrast, but are not large enough 			
Accessible Vehicles			
	Yes	No	N/A
Buses have audio announcements that speak the name of each stop as they approach it.	√		
Visual display of the same information is equally helpful for riders who are deaf or hard of hearing.		√	
Notes: <ul style="list-style-type: none"> - Delayed audio, intermittent visual for next stop 			
Accessible Transit Information			
	Yes	No	N/A
People with disabilities can go online to find out about bus times and routes	√		
Can go online to find out about delays and detours during winter and construction season (<i>social media</i>)		√	
Any information not on the website should be available in other formats such as Braille or large print upon request	√	√	
Notes: <ul style="list-style-type: none"> - No braille, Yes to large print 			

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There are technical rules in the IASR that describe how to make accessible public transit vehicles. For instance, the features that these rules apply to are:			
	Yes	No	N/A
Lifting devices or ramps	√		
Steps	√		
Grab bars, handholds, or handrails	√		
Floors and carpet surfaces (non-slip?)	√		
Adequate lighting		√	
Adequate signage		√	
Allocated mobility aid spaces		√	
Stop requests and emergency response controls	√		
Indicators and alarms	√		
Notes: <ul style="list-style-type: none"> - There needs to be more floor to ceiling grab bars, less head-rest grab bars - There are stop request pulls but are located above window. - Emergency button located above bus door.. 			
Training			
	Yes	No	N/A
Are drivers trained in how to help and speak to someone with a disability?			√
Notes:			
Fares			
	Yes	No	N/A
Are the fares to ride the bus inclusive and take into account someone on a fixed income? (keep in mind someone on low income may qualify for an Affordable Access Card through the City which would discount transit fares)	√		

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Notes:

- Is a support person taken into account (ride free?)