

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** November 18, 2013

**SUBJECT:** Eliminating Fares for Support Persons Travelling With a Person with Disabilities: AODA Legislative Requirement

## **ACTION ITEM**

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### **RECOMMENDATIONS**

It is recommended that the Board:

1. Approve implementing the fare-change program described in the report, whereby no fare is charged for a support person travelling with a person with disabilities, effective January 1, 2014, noting that this is a legislative requirement of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA);
2. Reiterate its request that the Province of Ontario provide clear and consistent definitions and processes, and associated funding to the TTC and other transit operators, to implement this provincially-mandated requirement; and
3. Forward this report to the City of Toronto, Metrolinx, and the Ontario Ministries of Economic Development, Trade, and Employment and Transportation.

### **FUNDING**

Implementation of the program, described in this report, entails start-up activities which will increase the TTC's operating costs by \$120,000 in 2014, and by approximately \$35,000 to \$40,000 on an annual basis thereafter. These costs have been included in the proposed 2014 TTC Operating Budget.

Implementation of the program, described in this report, to not charge fares for support persons travelling with people with disabilities will result in a decrease in fare revenues, on each of the TTC's conventional and Wheel-Trans services, in the range of \$300,000 to \$600,000 per year. These revenue losses have been taken into account in the proposed 2014 TTC and Wheel-Trans Operating Budgets.

### **BACKGROUND**

The Province established the *Integrated Accessibility Standards Regulation, O. Reg. 191/11* (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) in July 2011. It

requires that, as of January 1, 2014, all Ontario transit service providers allow people with disabilities who need a support person (also known as personal care attendants or escorts) to be accompanied on their transit trip by a support person, and that that support person not be required to pay a fare for travelling with them.

This legal requirement is problematic for transit service providers because the regulation does not clearly define how to determine whether a person with a disability does or does not need the assistance of a support person, or for what purposes a transit provider must allow a support person to travel for free. The Province of Ontario has not assisted either in establishing a common approach to implementing the eligibility and identification requirements, nor in providing funding to cover the costs or revenue losses associated with implementing this Provincially-mandated requirement.

Staff have previously submitted reports to the Board highlighting the cost implications and concerns associated with the implementation of free fares for support persons and other requirements of the AODA regulations (see Appendix A). TTC staff have also written several letters to the Ministry of Community and Social Services, most recently in September 2011 (see Appendix B), requesting that the Province take the lead on implementing the free travel for support person requirements of the AODA by:

- standardizing the definition of “support person” Province-wide;
- focusing the definition on mobility (transit) needs;
- establishing a Province-wide system to register and issue identification to people who require a support person while on transit; and
- providing long-term sustainable funding to implement the requirements of AODA regulations.

To date, the Province has not responded to these requests. The TTC has participated in discussions with other Ontario Public Transit Association (OPTA) members about the possibility of creating a consistent Province-wide support person program, but this has not proven feasible. Therefore, the TTC must now proceed to implement its own plan to meet this legislative requirement in time for the January 2014 deadline.

## **DISCUSSION**

### **Provincial Legislation and Eligibility Requirements**

Section 38 of the AODA’s Integrated Accessibility Standards Regulations (IASR) requires the following:

- (1) No conventional transportation service provider and no specialized transportation service provider shall charge a fare to a support person who is accompanying a person with a disability where the person with a disability has a need for a support person.*
- (2) It is the responsibility of a person with a disability to demonstrate to a transportation*

*service provider described in subsection (1) their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place.*

*(3) Conventional transportation service providers and specialized transportation service providers shall meet the requirements of this section by January 1, 2014.*

and, the definitions, in Section 33 of the IASR regulation, indicate that:

*“support person” means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.”*

TTC staff, with input from the Advisory Committee on Accessible Transportation (ACAT), have concluded that this definition, as written, must be interpreted broadly to include people who require support to access any good or service (not just transit). Other transit operators have interpreted this more narrowly to include people who require support for travel only. The Province has not responded to repeated requests to clarify the intent of the legislation.

#### Proof of Need for a Support Person

Customers must prove to the TTC that they require a support person in order for the support person to travel at no cost. Table 1 summarizes the options which have been considered:

**Table 1: Proof of Need for a Support Person - Options**

<b>Option</b>	<b>Benefits</b>	<b>Risks</b>
honour system (customer simply states that they need a support person)	<ul style="list-style-type: none"><li>• simple to implement</li><li>• no administration costs</li></ul>	<ul style="list-style-type: none"><li>• most vulnerable to abuse (fare evasion)</li></ul>
eligibility panel (similar to Wheel-Trans Eligibility Panel)	<ul style="list-style-type: none"><li>• added assurance that customer truly requires a support person</li></ul>	<ul style="list-style-type: none"><li>• complex to administer</li><li>• time consuming</li><li>• expensive for TTC</li></ul>
certification by health care professional	<ul style="list-style-type: none"><li>• fair for customers</li><li>• low cost for TTC</li><li>• less vulnerable to abuse</li></ul>	<ul style="list-style-type: none"><li>• eligibility determined by third party over whom TTC has no authority</li><li>• potential cost to customers</li></ul>

Based on an analysis of the benefits and risks, TTC staff and ACAT have determined that an application process, based on certification by a health care professional, is the fairest way to ensure that only people who truly need this privilege get it, and is the most practical way to mitigate against potential fare evasion.

### General Approach

The implementation plan has the following basic elements:

1. An application process in which a customer obtains certification from a health care professional that they require support.
2. On receipt of the application, the customer is issued with a Support Person Assistance Card with their photo on it, similar to those currently issued for students and seniors.
3. TTC Operators and Collectors will honour the card, when presented at the time of fare payment, and allow that person to travel with one support person who is not required to pay a fare.

### Application Process

In order to obtain a Support Person Assistance Card, customers may submit an application form, signed and stamped by a health care professional, which certifies that the customer has a disability and that they require a support person for assistance, by either of the following methods, during the initial launch period in early 2014:

- by mail, along with a certified passport photograph; or
- by attending an advertised accessible photo ID processing location, along with their completed, signed and stamped application form

Temporary photo ID processing locations will be established between January and March 2014, at various locations throughout the City, to allow customers to obtain their initial photo ID's as conveniently as possible. After the initial launch period, and on an ongoing basis thereafter, customers may submit applications by mail, or visit a TTC Customer Service Centre in person, to apply for a Support Person Assistance Card. The photo ID card will expire on the applicant's birthday, during the third year from the date it was issued. This is to take into account that disabilities change, and applicants' need for a support person may also change.

Students and seniors are required to pay \$5.25 to receive a TTC photo ID card. However, given that many health care professionals will charge customers a fee to evaluate and certify their need for a support person, no fee will be charged to these customers for the photo ID card.

### Use of the Support Person Assistance Card

Upon showing their card to an Operator or Collector, customers with a Support Person Assistance Card will be permitted to travel with one (1) support person who will not be required to pay a fare. The customer must pay their fare for travel, as usual. Any additional companions or escorts must also pay a fare. Fraudulent use of the card will result in a fine under TTC By-law No. 1 and permanent loss of the card.

### Revenue and Cost Implications

There is little information available on the number of customers who currently travel on the TTC with a support person, or new customers who will likely start to travel on the TTC when the free fare for support persons program is launched. Currently, 6.5% of Wheel-Trans customers must travel with a support person due to a medical condition or behavioral concern. Other registrants may travel with a support person on a non-mandatory basis. Based on a review of large U.S. paratransit systems, where fare-free support person requirements are mandated, it is projected that the number of Wheel-Trans customers who will travel with a support person will increase, up to as high as 13%, or about 6,500 eligible registrants. Such an increase in travel with support persons would result in annual Wheel-Trans fare revenue losses in the range of \$300,000 to \$600,000 per year.

It is estimated that Wheel-Trans registrants comprise about half of the people with disabilities in Toronto who use public transit, with the remainder using only conventional TTC service. Therefore, it is estimated that upwards of 6,500 customers with disabilities who ride only conventional transit, may apply for a TTC Support Person Assistance Card. This would result in an estimated fare revenue loss of between \$300,000 and \$600,000 per year on conventional services. This estimate of revenue losses is unavoidably crude, given the many unknowns. A follow-up assessment will be undertaken in 2014, once the program is underway, to determine the actual uptake on the card and the resulting fare revenue losses.

An outside contractor will initially deliver the Support Person Assistance Card application process and issue cards to customers, at an estimated cost of \$120,000 (both labour and materials) in 2014. This cost is included in the TTC's proposed 2014 operating budget. In subsequent years, annual costs will fluctuate as passengers renew their cards; however, costs are expected to average \$35,000 to \$40,000 annually over the long term.

### Implementation Schedule

Information for customers regarding how to apply for a Support Person Assistance Card will be available in December 2013. The information program for customers will include information on the TTC website, Metro newspaper notices, PA announcements, and direct notification to current Wheel-Trans registrants. Starting on January 1, 2014, a grace period of approximately three months will be in place, during which customers without the photo ID card will be allowed to travel with a support person who will not have to pay a fare. This will allow time for customers to obtain their cards.

Staff will review the program in 2014 to determine if any adjustments to the program, application criteria, or ID cards are necessary.

**JUSTIFICATION**

Fare policy and procedure changes must be implemented because the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) legislation requires that transit service providers allow support persons to travel free, when accompanying a person with disabilities, as of January 1, 2014.

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11-31-49

Attachments: Appendix A: Commission Report: TTC Response to Proposed Ontario Regulations for Integrated Accessibility Standards (March, 2011)

Appendix B: September, 2011 Letter to Ministry of Community & Social Services  
Re: Integrated Accessibility Standards and Draft Guidelines – AODA (2005)  
S.38 Fares, Support Persons

## **TORONTO TRANSIT COMMISSION REPORT NO.**

**MEETING DATE:** MARCH 1, 2011

**SUBJECT:** TTC RESPONSE TO PROPOSED ONTARIO REGULATIONS FOR INTEGRATED ACCESSIBILITY STANDARDS

### **ACTION ITEM**

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#### **RECOMMENDATIONS**

It is recommended that the Commission:

1. Note that:

- the purpose of this report is to update the Commission on the proposed *Integrated Accessibility Standards*, to identify some of the possible future risks and opportunities associated with the standards, and to recommend that the Commission convey to the Minister the TTC's concerns about specific aspects of the standards and regulations.
- Provincial approval of the proposed regulations, in their current form, will result in a downloading of operational, cost, and legal-liability issues to the City of Toronto and the TTC;
- the Commission and TTC staff, with input from the TTC's Advisory Committee on Accessible Transportation (ACAT), have repeatedly asked for a number of these issues to be addressed, but they remain unresolved;
- TTC staff will be providing more-detailed formal comments on the proposed regulations to the Minister of Community and Social Services by the March 18, 2011 deadline;

2. Request that, prior to any approvals of the proposed regulations for Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (2005) (AODA), the Province of Ontario:

- clarify the wording and intent of a number of specific clauses in the regulations, with special emphasis on those involving operator responsibilities, which, if applied to the

TTC's subway and RT systems and future streetcar/light-rail systems, would not be feasible given the physical design, size, and operating characteristics of the vehicles and systems. Regulations whose definitions, meaning, and intent were formulated without recognizing practical requirements that would make the implementation of such regulations infeasible will expose the TTC to unintended costs and legal liability;

- take responsibility for establishing a standardized, provincially-administered process to identify and register disabled persons who require a support person to travel;
  - commit to providing the funding to address the additional costs that arise as a result of the implementation of the regulations; and,
3. Forward this report to the Ontario Ministries of Community and Social Services, Transportation, and Public Infrastructure Renewal, the Ontario Human Rights Commission, the City of Toronto, Metrolinx, the Canadian Urban Transit Association, and the Ontario Public Transit Association.

## **FUNDING**

The interpretation and application of a number of the clauses in the proposed regulations are not yet understood. In addition, it is unclear what actions the Province will take in support of the implementation of the regulations. For these reasons, the costs which will be incurred by the TTC from implementing the proposed regulations are not yet known.

Earlier TTC staff estimates regarding the cost implications of implementing the standards projected an additional one-time cost of approximately \$60 million and an increase in the TTC's ongoing operating costs of between \$1.5 million and \$2.5 million per year. While the details of the regulations have changed since that estimate was made, TTC staff still expect that the TTC will incur costs in this order of magnitude to implement and comply with the regulations.

These costs are in addition to the substantial costs already being incurred by the TTC in purchasing accessible buses, accessible streetcars, and accessible subway cars, and the costs associated with making TTC stations and other facilities accessible. These costs have been incorporated into the TTC capital program, and all of these initiatives are described in the TTC's current Accessible Transit Services Plan. Other standards to be implemented by the Province, notably related to the built environment, will affect the cost of constructing accessible stations, terminals, and other facilities. These, too, cannot be determined at this time, but could be significant.

Neither the Integrated Accessibility Standards, nor the AODA itself, address the need for the Province to provide funding to municipal transit service providers, such as the TTC, to allow them to meet the requirements of the accessibility standards with which they are now being required to comply.

## **BACKGROUND**

The Accessibility for Ontarians with Disabilities Act (2005) (AODA) requires the Minister of Community and Social Services to develop accessibility standards that specify the measures, policies, practices, and other steps which will lead to the achievement of the Provincial goal of a fully-accessible Ontario by 2025.

The development of these standards has been underway for a number of years. TTC staff and the Commission's Advisory Committee on Accessible Transportation (ACAT) have participated extensively in a series of review processes for the standards. Staff have provided written and verbal comments to Provincial staff on a frequent basis since 2005 and through TTC representation on the Transportation Standards Development Committee. TTC staff have also regularly consulted with others within the municipal transit industry, and hosted a full-day workshop for the transit industry to assess the standards and identify areas of concern. These activities have resulted in a number of joint submissions to the Province addressing the industry's concerns about the standards.

The standards have also been the subject of two previous Commission reports in July 2006 and September 2007. In those reports, staff highlighted various concerns including the process for the development of standards and that the standards could result in substantial unexpected costs and/or a net deterioration in the provision of accessible transit services. The potential for the Province to affect the TTC's various accessibility initiatives has been noted in each of the TTC's annual accessibility plans. Notwithstanding, a number of these issues, previously raised by staff, have not been addressed or resolved.

The Customer Service standard was approved in July, 2007 through Ontario Regulation 429/07.

Standards related to the Built Environment are currently under development and were the subject of a report presented to the Commission on February 2, 2011.

On February 1, 2011, the Province of Ontario published draft regulations under AODA, entitled *Integrated Accessibility Standards*, which encompass standards for Information and Communication, Employment, and Transportation. There is a statutory 45-day review period for the draft regulations to allow public comment. It is expected that these integrated regulations will be finalised and approved in the next few months.

## **DISCUSSION**

The TTC's goal is to make all its facilities and services accessible to people with disabilities. The TTC's investment schedule to satisfy the AODA goal of an accessible Ontario by 2025 is contained in the TTC's Capital Program. However, there are specific elements of the just-released proposed Integrated Accessibility Standards which will be problematic for the TTC. Many of these issues have been raised previously by TTC staff, and by others in the transit industry, but they have not been addressed in the proposed regulations.

Standards That Are Not Practical For TTC Rail Vehicles

A number of the proposed requirements which speak to providing assistance “upon request” have been developed based on bus transit systems where there is regular operator-customer interaction and the ready-availability of an operator to provide assistance or take action. However, in the case of TTC subway and RT operations, this operator-customer interaction is not possible. These services operate in multi-car trains, where the operator is, by design, working in a closed-cab environment to ensure there are no distractions which would interfere with the operator’s focus on signals, train operation and status, and communications from the control centre. This will also be the case with the TTC’s forthcoming new much-larger, multi-articulated low-floor streetcars/light-rail vehicles. Regulations which require assistance or information to be “provided on request” is not feasible with this type of operation.

Similarly, one aspect of the proposed regulation requires that, during a service disruption, service providers “will make available alternate accessible arrangements”. The TTC is committed to providing effective transportation for all passengers during service disruptions. Currently, when a disruption occurs, the TTC will, when requested, provide an alternative accessible service. The TTC has firm plans to complete the conversion of the streetcar system to be accessible by 2018 and the subway by 2025. When all elements of the TTC system are accessible, all alternate services provided will be accessible as well. However, during the transition period, when some, but not all of the streetcar and subway systems are accessible, it will not always be possible to provide alternate accessible services for every situation and, therefore, may only be possible on an “on-request” basis. The regulations should be clarified to reflect this reality which will be unavoidable for a number of years.

Provincial Participation is Required for Effective Implementation

There are elements of the regulations which require standardized province-wide definitions and processes, for consistency throughout the province, and which, therefore, require participation by the Province. In particular, the Province should establish and operate a standardized, province-wide system to identify and register disabled persons who require a support person for travel on public transportation services. The regulations, as currently drafted, indicate that a person with a disability who requires a support person is “to ensure that the appropriate designation is in place” but does not indicate what that designation might be, who should set it, or who will bear the responsibility for determining eligibility. Further, the definition for a support person included in the Transportation Standards section is broadly defined to include a range of non-transportation activities and needs. This could be (mis-)interpreted to include many valid needs, but these needs may have no clear rationale for a transit provider to transport the support person. Such a definition needs to be focused specifically on mobility-related needs. It is not practical or fair for transportation providers to bear the responsibility of resolving the complex social planning and policy issues inherent in the broad definition as currently proposed.

Clarify the Wording and Intent of Specific Regulations

The development of the standards has been a complex process with potentially far-reaching implications and unintended consequences. There is a risk that the application of some of the specific standards or regulations, as currently worded, could result in confusion, conflict, or

inconsistency with the Province's overall accessibility objective. For this reason, clarification and refinement to a number of the regulations should be undertaken prior to any approvals and, even with such changes, it would also be prudent to provide authority to the Minister of Community and Social Services to grant exemptions to specific elements of the regulations where unique circumstances warrant.

*Dimensions to be used in designs to accommodate "mobility aids":* The regulation includes specific dimensions for the amount of space to be allocated within vehicles for mobility aids. The regulation does not, however, indicate what dimensions are to be used in designing for accommodating the movement of such devices to and from the allocated spaces. The movement of devices to and from the allocated spaces is a critical element of system design that needs to be clarified in the regulations.

*Communicating information during service disruptions in multiple formats:* The TTC's primary system for communicating with customers during service disruptions is audible, with visual and other forms of communication provided when practical, such as in the subway where electronic display screens are available. However, on a bus or a streetcar, there is no practical way of visually communicating service disruption information. Wording of the regulation should be changed to state that information will be communicated in formats other than audible on an "on-request" basis – not in every instance – and to the greatest extent possible, recognizing the circumstances of the situation.

*Reporting stops that are temporarily inaccessible:* The regulations call for operators to report to "an appropriate authority" where a transit stop is "temporarily inaccessible". There is no indication of what the intent of the regulation is, what constitutes a temporarily inaccessible stop, who would be an appropriate authority, and what that authority is then expected to do. Without clarification, this regulation will be confusing, problematic, and of little practical value to passengers.

*Operating procedures for Priority Seating:* The regulations require that new signage be implemented indicating that other passengers "must" vacate the courtesy seating if its use is required by a person with a disability. There is no indication of how the policy implied by the required signage would be implemented, or what responsibilities there may be on the part of the operator to assess the disabilities of various passengers and enforce the statement included on the signage. Without such guidance, and a Provincially-managed process to identify those who are to be given priority over others, particularly with respect to non-visible disabilities, the application of this standard is impractical and, probably, unworkable.

#### Costs Associated with the Proposed Standards

The TTC's accessibility plans, including making bus services accessible by 2012, streetcars by 2018 and subway stations accessible by 2025, would meet or exceed the Province's originally-announced target date of 2025 for system accessibility. However, the standards, as now proposed, impose additional requirements beyond what is in the TTC current plans and, in so doing, introduce problematic implementation timelines. The changes will affect the cost of providing public transportation and, in turn, possibly have adverse impacts on fares and services in Toronto.

A Ministry of Community and Social Services-sponsored report in 2007 on transportation operational costs does not provide sufficient information to determine the costs to individual jurisdictions or the cumulative costs of all the accessibility standards. Furthermore, an assessment by the transit industry of the report suggested there were significant errors in the assumptions used and other problems that brought the estimates into question. More-precise cumulative cost and operational impacts cannot be determined until there is clear interpretation of the requirements of integrated standards now being finalized, together with the requirements of the standards related to the built environment.

The transit industry has estimated that the additional operating and capital cost to Ontario transit services will be approximately \$500 million for the period to 2025, and \$16 million per year after that. Unless additional funding is provided by the Province, these costs, in addition to the already-committed high costs associated with acquiring accessible vehicles and improving stations, will result in pressure on municipal transit operators to increase fares and/or reduce the overall amount of service provided, in order to offset the additional costs.

**JUSTIFICATION**

The TTC should request the Province of Ontario to commit to making changes to the draft regulations, prior to any approval of the regulations, in order to address the concerns identified in this report, as well as those identified by other members of the transit industry.

The TTC is very pro-active in making public transportation accessible and had plans in place, before the Province passed the AODA, to improve the accessibility of its services and facilities. Some aspects of the just-released proposed regulations regarding Integrated Accessibility Standards are unclear. Others, as currently worded, are not workable for the TTC. Further, there is not sufficient information at this time to determine, with confidence, the cumulative costs and operational impacts of the regulations on the TTC.

The proposed integrated standards have been reviewed by TTC staff in consultation with ACAT, other transit service providers, and public transit associations, and there is consensus that improvements to the regulations are needed in a number of areas. In addition, the Province has not made commitments to long-term sustainable funding for accessible services and facilities or to address questions of policy and implementation of the standards. For these reasons, the Commission should convey its concerns regarding such matters to the Province.

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March 1, 2011  
11-31-47

**Appendix B: Letter to Ministry of Community & Social Services re: Integrated Accessibility Standards and Draft Guidelines – AODA (2005) S.38 Fares, Support Persons**

Copy: Chair Karen Stintz  
Vince Rodo  
Dave Dixon  
Valerie Albanese  
Brian Leck  
Mitch Stambler

September 29, 2011

Ms. Marguerite Rappolt  
Deputy Minister  
Ministry of Community & Social Services  
Hepburn Block, 6th Floor  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9

Dear Ms. Rappolt,

**Re: Integrated Accessibility Standards and Draft Guidelines - AODA (2005)  
S 38 Fares, Support Persons**

We were disappointed to learn that, after the extensive consultation and input the TTC has provided to your Ministry regarding the development of the above-noted standards and guidelines, there remain elements of the regulations and draft guidelines that are infeasible to implement in a practical way.

We are concerned, in particular, with the regulation and guideline related to the provision of free fares for support persons. The regulation requires that support persons travel on transit without payment of a fare, and the draft guidelines dramatically expand the potential scope of this requirement through the examples provided. The regulation and guidelines do not adequately define who qualifies to be a “support person”, or what process is to be used to designate and administer such an arrangement. The draft guideline only states that “The manner in which this need is demonstrated to the transportation provider is at the discretion of each provider”.

It is not practical or feasible for the TTC to implement this requirement because:

1. Defining who is a “support person” requires an understanding of the underlying objectives that are intended to be achieved by this requirement. The TTC was not party to, and has no insight into, these objectives and, therefore, has no reasonable way of developing definitions that achieve the expected results.
2. As a transportation provider, the TTC’s focus is on transportation needs. The general definition of “support person” provided in the regulations, and the examples given in the guideline on this matter, mention a wide variety of non-transportation issues. The TTC

has no role, nor practical capability to assess non-transportation issues related to the need for support persons.

3. The TTC helps to provide inter-regional services in the Greater Toronto Area by co-ordinating and integrating our services with many adjacent transit operators. It would be highly problematic for the TTC and other jurisdictions if each has to create their own definitions and designation process for support persons and then implement additional arrangements needed to coordinate the results.

The requirements related to support persons download significant and undefined tasks and liabilities to the transit operator, and fail to provide adequate guidance related to interpretation, implementation, or funding. In our March 17, 2011 letter to Minister Meilleure, we stated that:

*" . . . we have requested previously, and reiterate our request, that the Province establish and operate a standardized, province-wide system to identify and register disabled persons who require a support person for travel on public transportation services. The regulations, as currently drafted, indicate that a person with a disability who requires a support person is "to ensure that the appropriate designation is in place" but does not indicate what that designation might be. Further, the definition for a support person included in Part 4, the Transportation Standards section, includes a range of non-transportation activities and needs that are not relevant to a transportation standard. The definition needs to be focused specifically on mobility-related needs. It is not practical or fair for transportation providers to bear the responsibility of resolving the complex social planning and Provincial policy issues inherent in the broad definition as currently proposed".*

We again request that the Province of Ontario put in place a provincial designation process related to support persons to make it feasible for transit operators to implement the requirements of the regulations related to support persons in a practical, effective, and consistent way. In addition, we again ask the Province to commit to providing long-term sustainable funding for the accessible services and facilities demanded in the AODA.

Sincerely,

Gary Webster  
Chief General Manager

11-39-47

Copy: Ellen Waxman, Assistant Deputy Minister, Ministry of Community and Social Services  
Dave Ward, Acting Assistant Deputy Minister, Ministry of Transportation  
Ontario Public Transportation Association