



August 23, 2012

Ride Norfolk Accessibility Information

Ride Norfolk is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

Ride Norfolk recognizes the diverse needs of all our riders and will respond by striving to provide services that are accessible to all.

Accessibility Lift

Ride Norfolk vehicles are equipped with a lift at the rear of the bus to assist passengers. The lift can be used by passengers with limited mobility or who require a mobility aid which prevents them from boarding at the front of the bus. The lift can be deployed by the bus operator upon request.

The usable platform for the lift is 30" x 44" and the weight limit for the lift is 800 lbs.

If your mobility aid meets the length, width, and weight requirements there are factors such as maneuverability that may affect your ability to properly board the bus. You must be able to maneuver your mobility aid into the designated areas on the bus.

The final decision concerning if mobility aid can be safely loaded onto the bus will be at the discretion of operator.

Announcements upon Request

Passengers can request that the operator provide them with trip and destination information when they board the bus. The operator will announce the route, and destination in a clear statement loud enough for passengers to hear.

Priority Seating

Priority seating is located at the front and rear of the bus. These seats are reserved for people of all ages with disabilities and mobility challenges. Ontario Regulation 191/11 requires that passengers, other than persons with disabilities must vacate these seats if its use is required by a person with a disability. These seats are marked on Ride Norfolk vehicles by signs above the seats.



Transit Stops

In cases where a transit stop is temporarily inaccessible, people with disabilities will be able to board or exit the bus at the closest available safe location. In determining where a safe location is located, the operator will consider the preference of the person with a disability. However the final determination of the safe location will be determined by the operator.

Storage of Assistive Devices/Mobility Aids/Strollers

Where room is available and safe storage is possible the operator will ensure that mobility aids are safely secured within the bus. Assistive devices, mobility aids etc. should never obstruct the aisle or block entrance/exit areas of the bus. All storage of mobility aids is done at no additional cost to the passenger.

Service Animals

We welcome people with disabilities and their service animals. People with disabilities are permitted to be accompanied by their service animal and keep that animal with them when accessing services provided by Ride Norfolk, unless the animal is otherwise excluded by law.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all time and clear of all aisles and exits.

Support Persons

A person with a disability who is accompanied by a support person will be permitted to have that person accompany them while using Ride Norfolk. There shall be no charge to support persons accompanying a person with a disability while using Ride Norfolk Transit.

Ride Norfolk may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or others using the service. This will only occur after a consultation with the person with a disability and when it is the only means to allow the person with a disability to access the service.

Feedback Process

Those who wish to provide feedback on the way Ride Norfolk provides service to people with disabilities can do so through; telephone, in writing, email, fax, comment section of website.

Feedback can be direct to:

Public Transportation Coordinator

4077 Highway #3 East

Simcoe On, N3Y 4T2

Telephone: 519-428-3178

Fax: 519-428-0074

Email: info@ridenorfolk.ca