



POLICY CSD-13: Ride Norfolk – Emergency Policy

Community Services

Approval Date: January 8, 2013
Approval Authority: Senior Leadership Team
Effective Date: January 8, 2013
Revision Date/s:

Purpose:

This policy is to address the accessibility requirements of Section 37 Emergency Preparedness and Response Policies under the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). It is intended to provide for the safety of all riders including persons with disabilities.

Policy Statement:

Highway Emergency

A Transit Operator's first priority is to ensure the safety of passengers and other motorists when a Transit Vehicle becomes disabled.

On-Board Emergency

In the event of an on-board emergency where outside assistance is required the Operator will communicate to the Public Transportation Coordinator (PTC) the situation and activate the emergency designation signage.

Definitions:

Service Provider: The contractor which Norfolk County has established an agreement with to provide a safe, secure and reliable public transportation service.

Operator: The staff of the Service Provider, the drivers, the equipment and all services provided by the Service Provider to perform the service of Ride Norfolk.

Ride Norfolk: The public transit system collaboratively developed by the Ride Norfolk Transportation Committee members to provide service within the geographic boundaries of Norfolk County. Ride Norfolk includes the Ride Norfolk Transportation Committee and the Public Transportation Coordinator.

Public Transportation Coordinator (PTC): The paid employee of Norfolk County. The PTC is responsible for transit operations and planning on behalf of the Ride Norfolk Transportation Committee.

Ride Norfolk Transportation Committee: Cooperative venture of service agencies operating in Norfolk County that provide the overall guidance and direction in the development, implementation and operation of a fixed route and on demand public transit service in Norfolk County.

Implementation Procedure:

Highway Emergency

Each Transit Vehicle shall be equipped with emergency safety equipment. Operators are trained and must follow these procedures when a vehicle becomes disabled:

- Stop at a safe place if the vehicle is operational.
- Assess the location of the vehicle:
 - Operator must evacuate the vehicle if the stopping point of the bus:
 - Is in the path of any train or immediately adjacent to any railroad tracks;
 - May change or increase the danger. For example, near a body of water or precipice where the vehicle could still move and go into the water or over a cliff;
 - Is such that there is danger of collision with traffic on the highway. In normal traffic conditions, the bus should be visible for a distance of 300 meters or more. A stopped position just over a hill or around a curve where such visibility does not exist should be considered sufficient reason for evacuation.
 - Operator must be certain that the evacuation is carried out in a manner which affords maximum safety for the passengers and they must be moved to a location away from the direction of traffic.
- Asses the on-board situation for critical need:
 - At-risk passengers (i.e. people with disabilities, elderly and those travelling with small children) may require additional attention.
- Appropriate Personal Protective Equipment must be worn i.e. reflective vest;
- Protect the scene with reflectors;
- Report the situation to PTC and Service Provider.
- Remain with the vehicle until the situation is resolved.

On-Board Emergency

- Activate emergency designation signage.

- Evacuation of passengers may be required (refer to previous process)
- Communicate immediately to proper authorities i.e. police, fire, ambulance, the situation, location, and type of assistance required.
- As soon as possible communicate with the PTC the situation, location, and type of assistance required.
- The PTC shall communicate the situation to Norfolk County staff in accordance with Vehicle Accident/Incident Report FO-57.
- The PTC shall attend to the scene as soon as possible.