

Bridging to Adulthood Tips: Public Transit Resources for People with Disabilities

The following information is about accessible public transportation in Ontario, Canada.

Public Transportation

Conventional (Regular) Transit

- Find your [local public transportation provider](#).
- **Accessibility features** on conventional (regular) busses, street cars, and subways may include:
 - Accessible stops
 - Accessible transit information (vehicle times, routes, delays, detours)
 - Beacon technology (BlindSquare app for individuals who are blind or have low vision)
 - Benches and weather protection at stops and stations
 - Boarding and exiting assistance from the driver
 - Braille and tactile route identification
 - Bus hailing cards for people who are blind/have low vision and/or have mobility needs
 - Designated Waiting Areas with an assistance button
 - Emergency intercom buttons
 - Enhanced lighting
 - Grab bars
 - Information available in different formats e.g. large text, high contrast, audio, braille
 - Large print, high contrast signs
 - Mobility device securement
 - Payphones with direct connection to mental health helplines (free call)
 - Priority seating
 - Ramps, elevators and escalators at stations
 - Ramp entry and kneeling (lowering) vehicles
 - Service alerts e.g. notifying passengers if elevators are out of service
 - Service animals welcome
 - Stop announcements (sound and written)
 - Support persons travel free (if pre-approved or with a support person card)
 - Wider fair gates to accommodate mobility devices, strollers, carts, luggage etc.

Para (Specialized) Transit

- Local transit providers have para-transit (specialized transit) **for people who cannot take conventional transit some or all of the time**. For most providers, disabilities can be temporary or permanent and can be cognitive, mental health, physical, or sensory.
- Find your [local public transportation provider](#).
- There is an **application process** that includes medical verification.
- **Paratransit vehicles** might include **regular taxis** (if no mobility needs), wheelchair **accessible taxis, vans, or wheelchair accessible busses**.
- Trips are **usually pre-booked** but **service-on-demand might be available** in some places.
- **Additional accessibility features on para-transit may include:**
 - Community busses (accessible busses on frequently taken routes)
 - Door-to-door trips (directly from one location to another on a specialized vehicle)
 - Drivers have extra training
 - Fairs (payment) the same or less as conventional transit
 - Family of Services trips (combining a ride on conventional and specialized vehicles)
 - Mobility device securement
 - Service animals welcome
 - Support persons travel free (if pre-approved or with a support person card)
 - Transfer procedures for trips across different transit providers/regions
 - Travel training
 - Trip booking help

Support Person Cards

- People with disabilities who travel with a support person may be able to apply for a **Support Person Assistance Card**. This allows the **support person to travel for free**.
- Find your [local public transportation provider](#) to apply.

Travel Training

- Many public transportation providers offer **free transit or travel training** for people with disabilities e.g. [Wheeltrans Travel Training](#) in Toronto. For other regions, search for your [local public transportation provider](#) to learn more.
- People with developmental disabilities who want to take the TTC in Toronto may apply for the [Discover My Route](#) travel-training program (fee based).

Trip Planners

- **Some public transit agencies offer online or app-based trip planners e.g.**

Durham Region [Transit Planning Your Trip](#)

Greater Toronto Area and Hamilton: [Metrolinx Trip Planner](#)

Toronto: [Discover My Route](#) app

York Region: [YRT Trip Planning](#) website

Other regions: Find your [local public transportation provider](#)

Help with Cost of Public Transportation

- Recipients of Ontario Disability Support Program (ODSP) may get financial support for traveling to medical appointments with [Mandatory Special Necessities Benefit](#). Talk to your caseworker.
- Individuals who are blind who receive services through [CNIB](#) may qualify for a [free transit pass](#).
- Some municipalities have **fare discount programs** for people in financial need e.g. [Toronto](#), [York Region](#), [Durham Region](#), or search for your [local public transportation provider](#)

The information provided in this handout is for reference only. It is not intended as a recommendation or endorsement of specific programs, or as a comprehensive resource list.

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