



Pre-Boarding requirements of the Accessibility for Ontarians with Disabilities Act, effective January 1, 2017

OMCA would like to remind provincially regulated motor coach operators of the pre-boarding requirements of the Accessibility for Ontarians with Disabilities Act that took effect January 1, 2017. Provincially regulated motor coach operators must ensure proper signage for passengers indicating route, direction or stop, and the signage must be clear, visible, and consistently placed amongst all vehicles. The regulations are below for those looking for more detail and specifications for signage.

[From the Accessibility for Ontarians with Disabilities Act website:](#)

Pre-Boarding Announcements

51. (1) Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.

(2) Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that that these announcements satisfy the requirements set out in section 58. (BELOW)

(3) This section applies in respect of the following:

1. Transit buses.
- 2. Motor coaches.
- 3. Streetcars.
- 4. Subways.
- 5. Light rail.
- 6. Commuter rail.
- 7. Inter-city rail.

(4) Conventional transportation service providers shall meet the requirements of subsection (1) by July 1, 2011 and the requirements of subsection (2) by January 1, 2017.

Signage

58. (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies display the route or direction of the transportation vehicle or its destination or next major stop.

(2) For the purposes of subsection (1), the signage displaying the route or direction or destination or next stop may include pictograms or symbols, but the signage must,

- (a) be visible at the boarding point;
- (b) be consistently located;
- (c) have a glare-free surface; and
- (d) be positioned to avoid shadow areas and glare.

(3) Every conventional transportation service provider shall ensure that the signage displaying the route or direction or destination or next stop,

- (a) is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information; and
- (b) has text that,
 - (i) is high colour-contrasted with its background, in order to assist with visual recognition, and
 - (ii) has the appearance of solid characters.

**Source: [Accessibility for Ontarians with Disabilities Act: http://www.aoda.ca/a-guide-to-the-integrated-accessibility-standards-regulation/](http://www.aoda.ca/a-guide-to-the-integrated-accessibility-standards-regulation/)*