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Corporate Policy

CX-003-NTC

Policy Category: Customer Experience	Name of Policy: Children Twelve Years of Age and Under Travelling on Specialized Transit

Policy Owner	Deputy General Manager, Customer Experience
Approval Body	NTC Board
Approval Date	September 17, 2024
Effective Date	December 1, 2024
Review by Date	TBD

1. Policy

Children Twelve (12) Years of Age and Under Travelling on Specialized Transit

2. Purpose Statement

This policy outlines the rules and requirements for safe travel with infants and/or children on Niagara Transit ("NT") specialized services. This applies whether the child is a customer of NT specialized services or a dependent of a customer.

3. Scope

This policy applies to all NT specialized transit customers and support persons who are traveling with an infant or child. This policy also applied to NTC staff as outlined in the roles and responsibilities below.

4. Definitions

4.1. Child – Person(s) 12 years of age or younger, or who weighs more than 9 kilograms (20 pounds).

4.2. Infant – Children who weigh less than 9 kilograms (20 pounds).

4.3. Parent or Guardian – An adult, 18 years or older, who is responsible for an infant or child traveling on Niagara Transit's specialized transit.

4.4. Support Person – One who aids an individual with a disability in areas such as communication, mobility, personal care, medical needs, or access to services and facilities.

5. Roles and Responsibilities

5.1. Parent/Guardian – Parents and/or guardians are responsible for the behaviour of their infant or child at all times during travel. If they are unable to manage this due to a disability, a support person must accompany them on all trips where the infant or child is present.

5.2. Operator – Responsible for ensuring the safe transportation of all passengers, including infants and children, according to NT specialized transit policies. Operators must verify that proper securement and safety protocols are followed, including seatbelt use for children who can sit upright and stroller securement when applicable. They are also responsible for checking that any mobility devices are safely secured during transport.

5.3. Booking Agent – Responsible for accurately recording and processing trip bookings, including those involving infants or children, and ensuring sufficient space on the vehicle is available. Booking agents must confirm whether the child is a registered user of specialized transit and ensure all relevant information regarding strollers, mobility devices, and additional support needs is noted in the system.

5.4. Customer Service Representative – Responsible for assisting parents, guardians, and customers with inquiries about NT policies for transporting children. They handle customer feedback, complaints, and escalate as appropriate.

5.5. Training Supervisor – Responsible for developing and delivering training programs to operators, booking agents, and other staff on policies related to children's travel. This includes educating staff on safe operating procedures for securing strollers and/or mobility devices.

5.6. Road Supervisor – Responsible for overseeing the day-to-day operations of NT specialized transit services, ensuring adherence to policies related to the transport of infants and children. They must conduct spot checks and resolve operational issues or complaints related to safety, service disruptions, or adherence to child travel policies.

5.7. Specialty Services Manager – Responsible for monitoring compliance with NT specialized transit policies related to children under 12, ensuring that staff, including operators, booking agents, and road supervisors, are properly trained and informed.

They will address any escalated concerns, enforce adherence to safety regulations, and regularly review and update child-related travel policies as needed.\

5.8. Deputy General Manager – The policy owner, responsible for the overall implementation and strategic oversight of NT specialized transit services. This role includes ensuring that the NT complies with all relevant legislation, such as the Accessibility for Ontarians with Disabilities Act (AODA), and that policies regarding the transport of children are aligned with safety, accessibility, and equity goals. The Deputy General Manager is also responsible for reporting to the NTC Board on policy effectiveness and recommending any necessary changes.

6. Requirements

6.1. Supervision

6.1.1. Infants and children must be accompanied by a parent, guardian, or support person. Children 12 years old and under are not permitted to travel alone on NT specialized transit.

6.2. Support Person Assistance Card

6.2.1. Individuals with disabilities can apply for a Support Person Assistance Card. The card must be presented to the Operator at the time of boarding by the customer, if able, or by the support person on behalf of the customer.

6.3. Bookings

6.3.1. Infants and children who are not registered users of specialized transit must be articulated during booking to ensure there is sufficient space on the vehicle.

6.4. Mobility Device Securement

6.4.1. Children using mobility devices will be secured according to the NT procedures and manufacturer guidelines.

6.5. Seat Occupancy/Strollers

6.5.1. Children who can sit upright unassisted must occupy their own seat and wear a seatbelt.

6.5.2. NT and its contractor’s vehicles do not have suitable restraint systems for car seats and/or booster seats; therefore, they are not permitted for use while on

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board. Children or infants must be removed from car seats and held in the lap of their parent/guardian or support person.

6.5.3. Parents or guardians traveling alone and/or who are unable to hold an infant on their lap, may have the infant remain in a stroller, providing the following criteria is adhered to:

- The stroller must have a sturdy frame that can be secured using a four-point system (two belts at the front, two at the rear).
- The stroller must have a properly secured five-point harness for the child

7. References

7.1. Accessibility for Ontarians with Disabilities Act (AODA 2005)
7.2. Ontario Regulation 191/11, Integrated Accessibility Standards, Part IV, Transportation Standards
7.3. Highway Traffic Act, Regulation 613
7.4. Public Vehicles Act, R.S.O. 1990, c. P.54

8. Related Policies

N/A

9. Document Control

The electronic version of this document is recognized as the only valid version.

Approval History

Approver(s)	Approved Date	Effective Date
NTC Board	**September 17, 2024**	**September 18, 2024**

Revision History

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C-XXX-000-000

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Revision No.	Date	Summary of Change(s)	Changed by

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