

# EXAMINING DISABILITY PUBLIC TRANSPORT POLICIES IN THE US AND CANADA







We examined and compared policies from Chicago, Illinois (United States) and Vancouver, British Columbia (Canada). We analyzed each policy using the Disability Policy lens (McColl & Jongbloed, 2006).

## Who's Covered?

Policies across levels of government provided different definitions of who qualifies as a person with disability.

At the federal level, US and Canadian policies were more inclusive of various types of disabilities than state or municipal policies, basing their eligibility on one's ability, impairment, or medical diagnosis.

## What are the Goals?

<b>Built Environment Accessibility</b>		<ul style="list-style-type: none"> <li>• Both countries</li> <li>• Creating accessible infrastructure that can be used by people with disabilities</li> <li>• Examples include the installation of ramps, elevators, and accessible doors in stations, ports, and railways</li> </ul>
<b>Transport Services Regulation</b>		<ul style="list-style-type: none"> <li>• Both countries</li> <li>• Laying out rules on how transport services can cater to people with disabilities</li> <li>• Examples include customer service standards and fare adjustments</li> </ul>
<b>Accessible Motor Vehicles &amp; Accommodation</b>		<ul style="list-style-type: none"> <li>• Both countries</li> <li>• Making public and commercial public vehicles accessible and ensuring accommodations for passengers with disabilities</li> <li>• Examples include ensuring the availability of portable ramps in vehicles, removing accessibility barriers in trains and buses, and accommodating service animals</li> </ul>
<b>Accessible Information</b>		<ul style="list-style-type: none"> <li>• Both countries</li> <li>• Providing accessible information relating to public transportation services</li> <li>• These include information within operators' websites, terminals, kiosks, and transport vehicles</li> </ul>
<b>Disability-related Services &amp; Training</b>		<ul style="list-style-type: none"> <li>• Policies in Canada</li> <li>• Ensuring that employees receive training and deliver services for equitable operation of public transport</li> </ul>
<b>Funding &amp; Grants for Transport Policies</b>		<ul style="list-style-type: none"> <li>• Policies in the USA</li> <li>• Funding to improve services and accessibility of public transport for people with disabilities</li> </ul>

While public transport policies in Canada and the US are comprehensive, there are **gaps that must be addressed to achieve full participation** of people with disabilities:

- People with **mental and cognitive disabilities are still excluded** from most provincial/state and municipal policies
- **Social accessibility is overlooked**, including training and non-discriminatory practices
- **Insufficient funding policies** to make changes to improve accessibility
- **Insufficient financial support for people with disabilities** to use public transportation
- Policies across government levels sometimes have **diverging priorities**

