

K. Transit Services

All residents benefit when the municipality takes steps to ensure that transit services is inclusive of the diverse needs of residents. This area of focus is only applicable to municipal governments that offer a public transit service.

	Invisible	Awareness	Intentional Inclusion	Culture of Inclusion
Access to transportation	Transit services do not consider the specific needs and barriers of marginalized populations	Public transit coverage is lower in low-income, racialized, Indigenous, newcomer or commercial/ industrial neighbourhoods	The municipality has a policy to ensure public transit coverage is adequate for all neighbourhoods and affordable	The majority of marginalized populations have efficient, affordable and accessible transportation options for travel within the municipality
Serving riders with complex needs	Transit staff are unskilled or impatient working with riders who have complex needs	Transit staff want to better serve riders with complex needs but are unsure how to act	Public transit operators receive mandatory training on serving diverse populations	Transit staff are skilled and comfortable when serving riders that have complex issues
Personal safety	Instances of hate or discriminatory actions between transit riders is ignored by transit staff	Municipal leaders are aware that some transit users do not feel safe on public transit vehicles, but there is no formal plan to address the issue	Transit staff are trained on how to respond if a transit rider is experiencing hate or discriminatory actions from another rider(s)	Marginalized populations view public transit vehicles as safe spaces
Language barriers in service delivery	Transit staff believe that riders should be able to communicate in English when seeking help or directions	Transit staff want to serve residents who may not speak English, but do not have resources in place	Transit staff can access a municipally-provided interpreter by phone during some hours of the day	There is always someone on call who can interpret if required
Physical accessibility	There is no consideration whether transit pickup locations and vehicles are accessible to those with physical disabilities	All transit facilities and vehicles are up to legal code requirements for accessibility	Transit services actively seek input on how transit pickup points and transit vehicles can be more accessible	Policies are in place to ensure transit facilities and vehicles are built beyond the legal code requirements for accessibility and are truly accessible to all



Match your score on the rating scale

