

Universal Support Person Pass program

As part of ongoing efforts to enhance and integrate the customer experience for transit users, a Universal Support Person Pass program has been developed for use across all of the transit systems in Niagara. A Support Person is defined as another person who accompanies a customer in order to help with communication, mobility, personal/medical care or with accessing goods and services. Throughout Niagara, the terms “Support Person” and “Personal Care Attendant” are used interchangeably, however, all transit systems will now be using the term “Support Person” for the sake of consistency.

This Pass complies with the Accessibility for Ontarians with Disabilities Act (AODA) and allows one Support Person to ride free of charge along with a valid fare paying customer who, because of their disability, requires assistance while travelling on public transit.

Here are some program highlights to be aware of:

- the Pass bearer must pay a fare but is entitled to be accompanied by one Support Person free of charge
- the Passes are issued only to those customers whose application to the service meets the eligibility criteria as verified by a health/medical professional
- the Passes are non-transferrable and thus cannot be shared with friends or family
- only one Support Person can travel with you at a time; however the Support Person does not need to be the same person every time you travel
- customers must show the Pass to the bus/vehicle operator when boarding the bus/vehicle
- proof of identity may be required on occasion and at the discretion of the bus/vehicle operator
- there is no charge for the Pass
- the Pass can be used on ANY and ALL specialized and/or regular transit services in Niagara (Regional or Municipal)