



**Durham Region
Transit**

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DRT Emergency Preparedness and Response Policies

Durham Region Transit (DRT) Vehicle Operators deliver scheduled bus service and On Demand services, and the safety and security of all our customers and staff at DRT is our top priority.

Emergency Preparedness at DRT:

At DRT, all Vehicle Operators and Operations Supervisors have been trained to provide and manage accessible transit services. Training includes the safe operation of the ramp, kneeling and accessibility features, assisting in the securement of wheelchairs and other mobility devices, understanding the needs of customers with visible and invisible disabilities, security awareness, and emergency responsiveness.

DRT Vehicle Operators and Operations Supervisors are trained on procedures to manage emergencies, including communicating with customers experiencing a crisis or distress. In an emergency situation, the Vehicle Operators and Supervisors work together to ensure the safety of all customers, including those with disabilities and/or mobility aids.

Emergency Response at DRT:

Each emergency or security-related situation is different, and DRT Vehicle Operators and Supervisors are trained to respond based on the specific circumstances.

If you need assistance at any time during your journey, please contact a DRT employee as soon as possible. If you become lost or need guidance, please speak with your Vehicle Operator for assistance.

Emergency Evacuation Procedures:

Evacuations from a vehicle may be required in an emergency situation or at a terminal or station. In the event of an evacuation, customers are asked to:

- Remain calm.
- Listen for announcements from DRT or emergency services personnel.
- Follow instructions provided by DRT or emergency services personnel.
- Leave large personal objects behind, such as bags and luggage.

Vehicle Operators and Supervisors have been trained to prioritize the safety of all customers, including those with disabilities, mobility

restrictions or unable to self-evacuate, and will take immediate steps to facilitate a safe evacuation.

Customers using a mobility device will be evacuated with their device, if it is safe to do so. However, it may be necessary to leave customers' mobility devices onboard the vehicle.

How to access DRT's Emergency Preparedness & Response Policies:

If you would like more information about how DRT prioritizes your safety and security, or to request an accessible copy of DRT's emergency preparedness policies or public safety information, please contact DRT Customer Service at 1-866-247-0055.