



OAKVILLE TRANSIT

Annual Accessibility Plan 2014

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ANNUAL ACCESSIBILITY PLAN FOR 2014

The following document is Oakville Transit's Accessibility Plan for 2014. Although it is a stand alone document, it should also be considered an integral part of the Town of Oakville's Annual Accessibility Plan and Multi-Year Plan.

1. Introduction

Oakville Transit expects that demand for its services will continue to grow and that in conjunction with this growth there will be increasing demands for improved accessibility. These demands will be driven by both customer expectations and the requirement to comply with existing and emerging legislation. In particular, the standards and regulations being developed under the Accessibility for Ontarians with Disabilities Act (AODA) 2005 will require that system accessibility be achieved within defined timelines.

On Friday June 3, 2011, the Ontario government enacted the Integrated Accessibility Regulation under the Accessibility for Ontarians with Disabilities Act. This regulation addresses the key areas of Information and Communications, Employment, and Transportation. The Transportation area specifically impacts the Transit industry, and will guide all accessibility improvements for Oakville Transit in the future. Currently, the Customer Service standards have also been approved as regulation, and the Design of Public Spaces (Built Environment Standard) draft regulation is outstanding.

If Oakville Transit is to offer itself as a viable means of transportation to the residents of Oakville then all residents should have access. Fully accessible buses are a major step in this direction, however, full system accessibility means much more. It includes service levels, facility access, walk-ways, landing pads, shelters, signage and access to information. For many residents, Oakville Transit is the only means of travel to and from

work, school, medical appointments, to run errands, attend cultural and recreational events, and to participate in social activities. All residents will directly benefit as the accessibility of transit services is improved. In addition, improved accessibility will lead to increased use of Oakville Transit, contributing to continued ridership growth.

Oakville Transit is committed to:

- Continual improvement of access to public transportation premises, facilities and services for customers, as well as employees, with disabilities
- Inclusion of people with disabilities in the development and review of its annual accessibility plan
- Provision of high quality accessible services to all customers and employees
- Optimizing use of public investment by making Oakville Transit's conventional services more accessible thereby encouraging care-A-van customers to use conventional transit whenever possible.

2. Internal Accessibility Planning Coordinators

The Director of Oakville Transit and the Manager of Planning and Accessible Services will act as Accessibility Plan Coordinators.

3. Oakville Transit's Profile

Conventional Services – 2013 Service Profile

Type of Service	Fixed Route – grid and local	
Service Area	Urban area – Town of Oakville	
Hours of Service	Monday to Friday 6:00 am to 2:00 am Saturday 7:00 am to 2:00 am Sundays and Statutory Holidays 8:00 am to 8:00 pm	
Projected Annual Boardings	3,964,000	
Projected Annual Revenue Service Hours	206,200	
Projected Annual Kilometres	5,508,305	
Number of Routes	29 Regular routes, 7 school specials, 3 Senior Specials, Late Night Service	
Types of services	Conventional service, school specials, Late Night Service, and senior's specials	
Fleet Composition	92 conventional buses	
Fare Structure (effective July 1, 2011)	Cash fare	\$3.25
	Adult monthly pass	\$99.00
	Student monthly pass	\$60.00
	Student Freedom Pass	\$15.00
	Senior monthly pass	\$50.00

	Presto Single Ride:	
	Adult	\$2.70
	Student	\$2.25
	Senior tickets	10/\$17.50
	GO co-fare	\$0.70

Specialized Services – 2013 Service Profile

Type of Service	Shared ride, door to door, pre-booked
Service Area	Urban area – Town of Oakville
Hours of Service	Monday to Friday 6:00 am to 2:00 am Saturday 7:00 am to 2:00 am Sundays and Statutory Holidays 8:00 am to 8:00 pm
Types of Services	Dedicated bus Contracted taxi
Fleet Composition	3 Specialized high floor lift equipped buses and 7 ramp equipped buses
Registrants	2,018
Projected Annual Eligible Passenger Trips	78,384
Projected Attendant/Companion Trips	6,000
Projected Annual Revenue Service Hours	20,440 bus hours

Process for estimating demand for specialized services

Staff estimates the demand for specialized services through review and analysis of the following factors:

- Past ridership trends
- Review of incremental annual increase in demand
- Ridership growth levels (both on conventional and on para transit)
- Any anticipated changes to legislation, policies and/or procedures which may increase the demand for services

Steps to reduce wait times for specialized services

Staff will continue to work on reducing wait times for specialized services. This will be done by the addition of more vehicles, and the addition of tools such as Intelligent Transportation Systems which will provide additional information to staff to assist in improving scheduling and operations.

4. Measures Oakville Transit Has Taken In Previous Years to Remove Accessibility Barriers

Planning

Oakville Transit drafted its first accessibility plan in 1992. Since that time we have been updating and revising this plan every year. Each update involves a review of barriers addressed in previous years, identification of remaining barriers to accessibility, development of a prioritized plan to address these barriers, and consultation with primary stakeholders.

Barriers Addressed in Previous Years

The following are some of the steps which have been taken to identify and remove barriers to people with disabilities:

- Establish region-wide common eligibility and application form
- Establish an independent appeal process for care-A-van eligibility
- Implement updated procedures for the care-A-van eligibility application process
- Working with other Town staff to provide training on the requirements of the accessibility standards in the Integrated Standard and on the Human Rights Code as it pertains to persons with disabilities for:
 - All employees
 - All persons who participate in developing the organization's policies
 - All other persons who provide goods, services or facilities on behalf of the organization
- As appropriate to the duties of the above noted
- In addition, Oakville Transit shall conduct employee and volunteer accessibility training on:
 - The safe use of accessibility equipment
 - Acceptable modifications to procedures where temporary barriers exist or accessibility equipment on a vehicle fails
 - Emergency preparedness and response procedures that provide for the safety of persons with disabilities

- Removing the requirement for an attendant/support person to pay a fare on both the care-A-van and conventional systems.
- Development of the Town of Oakville's multi year plan
- Development of criteria, policies and procedures for "visitor" use on care-A-van.
- Establishment of accessibility policies (Corporate)

- Provision of three Senior Specials - one day per week service to the residents of three senior residences
- Finalizing procedure on cycling of ramps by all transit operators during vehicle check
- Implementation of customer securement procedure for drivers on our conventional accessible service
- Implementation of emergency evacuation procedures for drivers of conventional accessible and care-A-van service
- Oakville Transit continues to provide Easier Access Training and/or Ambassador Training to existing and newly-hired bus operators.
- Priority and courtesy seating is available and clearly identified for persons with disabilities on all of Oakville Transit buses.
- Oakville Transit information is accessible on the Web site with a text only option (www.oakvilletransit.ca), and is linked to the Town of Oakville Web site (www.oakville.ca)

5. Identification of Access Barriers to Oakville Transit for People with Disabilities

Oakville Transit recognizes that its infrastructure - including its bus stops, bus shelters, and vehicles - may present barriers to some people with disabilities. A table detailing identified barriers is attached at the end of this document.

The availability of resources is a major factor in determining the pace of progress in reducing or eliminating the barriers identified in consultation with people with disabilities. Resource constraints will mean that not all barriers can be addressed at once and as a result, prioritization of initiatives is required. While we remain focused on what remains to be done it is also important to recognize how far we have come in a relatively short period of time.

6. Identify, Prioritize and Develop a Plan to Remove and Prevent Accessibility Barriers in 2014

Oakville Transit is committed to the following actions on an annual basis:

- Consulting with people with disabilities to seek their advice on which barriers, and which remedial actions should have priority for the coming year
- Making provision in our capital and operating budgets to seek funding to address the highest priority barriers
- Taking advantage of opportunities to secure funding to extend or accelerate the removal of priority barriers
- Consulting with the Town's Accessibility Advisory Committee, as well as other stakeholder groups, with respect to addressing barriers to accessibility.

Actions Planned for 2014

Oakville Transit will be ensuring that it complies with all regulations in the AODA Integrated Transportation Standard by the stated compliance dates. The list below highlights some of the actions planned in 2014 which will make Oakville Transit services more accessible:

- Implement same day service booking process for care-A-van
- Accept booking requests for care-A-van up to three hours before the published end of the service period on the day before the intended day of travel
- Continue customer service training of all new operators
- Continued infrastructure improvements as identified in the bus stop facilities 5 year plan
- Continued integration of Oakville Transit bus stop infrastructure requirements with Town and Regional roadway improvement projects

For further identification of actions planned, please reference the Town of Oakville Multi Year Plan.

7. Consultations on the Content of This Accessibility Plan

In the preparation of this plan, Oakville Transit has conducted the following consultation activities:

- Consultation with the Town of Oakville's Accessibility Advisory Committee to ensure input is received from members of the Town's disabled community
- Consultation with Oakville Transit operating and support staff to ensure that those responsible for delivery of accessible service provide input.
- Consultation with the public through an open house meeting format

8. Communicating the Plan to the Public

Oakville Transit will communicate the accessibility plan to the public through the following actions:

- The Plan will be posted at our administrative office and at Town Hall.
- Copies of the Plan will be available at our administrative offices and Town Hall.
- The Plan will be published on our the Transit Web Site (www.oakvilletransit.ca)

9. Ongoing Review and Monitoring of the Plan

Oakville Transit will monitor progress from the previous year's accessibility plan.

Our accessibility plan coordinators will prepare an annual accessibility plan review. The review will list the objectives of the prior year's Accessibility Plan, actions taken to address them, and the results obtained.

This report will be a key document for consultations with persons with disabilities about the content of the accessibility plan for the coming year.

The review will be produced early enough in the year to enable consultations to be conducted, and recommendations formulated and costed in time for the preparation of Oakville Transit's budget for the next year.

APPENDIX A – ACCESSIBILITY FEATURES ON OAKVILLE TRANSIT VEHICLES

Procedures for dealing with accessibility equipment failures for conventional and specialized transit

Conventional

Driving staff are required to perform a pre-operations check of their vehicle prior to the start of their shift. This pre-operations check includes the cycling of the ramp.

Any minor vehicle malfunction in the normal course of operation is documented by the driving staff. This documentation is reviewed daily, and is then scheduled in for maintenance, prioritized by the Maintenance Manager and Maintenance Supervisors.

Should the ramp of the conventional bus fail to operate electronically, the driver may manually deploy the ramp for customers to board.

The malfunction of any of the other accessibility features on the vehicle would be dealt with in the manner described above.

Para transit (care-A-van)

Driving staff are required to perform a pre-operations check of their vehicle prior to the start of their shift. This pre-operations check includes the cycling of the ramp, as well as review of belts, tie downs, etc.

Any minor vehicle malfunction in the normal course of operation is documented by the driving staff. This documentation is reviewed daily, and is then scheduled in for maintenance, prioritized by the Maintenance Manager and Maintenance Supervisors.

In the case of a failure of the accessibility equipment on a para transit vehicle, the driver immediately notifies the Supervisor and the dispatch office. The Supervisor will arrange for an immediate

'change off' of the vehicle, and any customers impacted will be contacted by the dispatch office.

The vehicle will immediately be scheduled for repair.

Identification of Barriers to Access to Oakville Transit for People with Disabilities

BARRIER	STRATEGY/ACTION
Fleet Barriers	
<p>Conventional buses: ramps are not always functioning on low floor buses. Manual deployment is not always possible.</p>	<p>Oakville Transit has procedures for the cycling of ramps as part of the bus operator vehicle check. This program confirms functionality prior to the bus entering service each day. Operating procedures include a requirement to immediately notify a supervisor of any ramp deployment issues that may arise through the course of the day.</p>
<p>care-A-van buses: Current lift equipped para-transit vehicles present a visual barrier to customers with mobility challenges and can negatively impact customer dignity. Use of lifts also slows evacuation process in an emergency</p>	<p>Oakville Transit will continue to procure low floor ramp equipped vehicles. Low floor vehicles offer enhanced accessibility and increased safety.</p>
Barriers at Shelters & Stops	
<p>Approaches: Delay in clearing snow and ice from bus stops and shelters.</p>	<p>Oakville Transit contracts the removal of snow from its stops and shelters. The agreement requires that all stops will be cleared within 48 hours. Transit supervisors also conduct specific checks of high priority locations to ensure snow, ice and windrows have been properly removed.</p>
<p>Landing pads: Boarding and alighting from buses is more difficult because many of the stops do not have a proper concrete landing pad.</p>	<p>Oakville Transit continues to make improvements at stops and shelters. Accessibility improvements were</p>

<p>Such pads must also provide accessible connection to adjacent sidewalk.</p>	<p>made at 32 locations in 2013. Approximately 40 locations will be addressed in 2014</p>
<p>Shelters: A passenger may have to wait for a bus as long as a half hour or more. During inclement weather, the absence of shelter at the bus stop can be a barrier to using Oakville Transit.</p>	<p>Oakville Transit installs shelters on an annual basis. All existing shelters will be audited to ensure full accessibility.</p> <p>Five shelters were added in 2013 as part of the shelter program. In 2014, a further 5 will be installed.</p>
<p>Shelters: Have not been formally reviewed for compliance with minimum accessibility criteria. Shelters may be included in the Built Environment standards</p>	<p>Oakville Transit will undertake to review shelter accessibility criteria when finalized and develop a timeline for achieving full compliance.</p>
<p>Shelters: Bus shelters don't have street names on them. It would help customers with way-finding</p>	<p>Oakville Transit will investigate what would be required to add street names to shelters.</p>
<p>Bus stop locations: Bus stop locations should be as close to public buildings as possible</p>	<p>Oakville Transit adheres to its Council approved Service Standards. These standards include guidelines and warrants for placement of stops and shelters.</p>
<p>Barriers at the Oakville Transit/GO Transit Stations</p>	
<p>Connecting time: The time available for a connecting passenger to travel between buses and trains may not be sufficient for some people with disabilities.</p>	<p>Oakville Transit will continue to review schedules to ensure scheduled connection times reasonably consider customers using mobility assistive devices.</p>
<p>Signage at the Oakville GO Station: Timetable signage is not easily readable by visually impaired persons, due to small print, insufficient contrast, or being located too high to be read from a seated position.</p>	<p>Oakville Transit will continue to review all posted printed material to ensure it meets the needs of customers with visual impairment.</p>

<p>Barrier for visually impaired at Uptown Core Terminal: no defined visual delineation between edge of platform and the roadway (Oakville GO Station has a painted yellow line to define edge, for example)</p>	<p>A visual delineation was added at the platform curb edge in the spring of 2013.</p>
<p>Customer Information</p>	
<p>Driver training: Conventional transit bus operators have not been trained to accommodate all disabilities, or may need periodic refresher training.</p>	<p>Oakville Transit continues to provide complete driving and customer service training, including select components of the Canadian Urban Transit Association sponsored Transit Ambassador program, to all new hires.</p>
<p>Legibility of printed material: Bulletins, schedules and system maps may be difficult for some people to read.</p>	<p>Oakville Transit continues to revise all printed material as it is produced.</p>
<p>Signage: The height, location and visibility of signs at terminals and service stops are barriers for some people.</p>	<p>Oakville Transit continues to review and monitor locations for improved and standardized placement.</p>
<p>Bus shelter and station maps: Are mounted too high, and printed too small to be readable from a sitting position, or by someone with a visual disability.</p>	<p>Future maps will be printed in larger more visible font. Placement of maps will be reviewed to optimize for all customers.</p>
<p>Teletypewriter (TTY): Routing and scheduling information should be provided in TTY.</p>	<p>The IS&S Department of the Town of Oakville is investigating a broader Town wide approach to TTY and other technologies.</p>
<p>Service Information for Inter-municipal and inter-regional travel: There is currently no integrated system for customer information on transit trips requiring</p>	<p>Oakville Transit is working with Metrolinx and other GTA service providers to develop an integrated customer service information centre. This will allow riders to obtain information on travel by transit</p>

transfer between service providers.	throughout the GTA for a single source.
Road and Sidewalk Barriers	
Curb cuts: The walking and wheeling path to and from bus stops does not always have curb cuts at corners.	Wherever possible, transit will ensure an accessible link between pads and curb cuts.
Curb cuts: Where curb cuts exist they may be too low to provide a cue to a visually impaired person that he or she is about to step into the street.	Transit will investigate available means of addressing these conflicting accessibility initiatives.
Policy Barriers	

care-A-van eligibility policy: Some people with disabilities cannot use regular transit but are not eligible to use care-A-van because of the current criteria for eligibility.	Oakville Transit will update its eligibility criteria as indicated in the regulations for the Transportation Standard of the AODA.
Fare policies: Fares may be costly for seniors and persons on fixed incomes	Halton Region implemented the Subsidized Pass for Low Income Transit (SPLIT) pilot program in the fall of 2011 to assist customers with low incomes to obtain discounted transit passes. This transit subsidy is available to residents living on low income (LICO), as well as those receiving assistance through Ontario Disability Support Program (ODSP) and Ontario Works (OW). Oakville Transit removed the requirement for an attendant/support person to tender a fare and now issues a "Support person ID card".