



OAKVILLE TRANSIT

Annual Accessibility Plan 2016

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ANNUAL ACCESSIBILITY PLAN FOR 2016

The following document is Oakville Transit's Accessibility Plan for 2016. Although it is a stand alone document, it should also be considered an integral part of the Town of Oakville's Annual Accessibility Update and Multi-Year Accessibility Plan, 2012-2017.

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 *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* provides the framework for accessibility standards that will require accessibility be achieved within defined timelines.

There are currently five accessibility standards as part of the AODA. These standards are rules that organizations need to follow to identify, remove and prevent barriers. The Accessibility Standard for Customer Service was the first standard to become law. The next four standards – Information and Communications, Employment, Transportation and Design of Public Spaces – have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR). These standards all impact the transit industry and will guide accessibility improvements for Oakville Transit now and moving forward.

If Oakville Transit is to offer itself as a viable means of transportation then all Oakville residents should have access. Accessible buses are a major step in this direction, however, full system accessibility means much more. It includes improved service levels, facility access, walkways, 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:

- Continued improvement of access to public transportation premises, facilities and services for customers, and employees with disabilities
- Consultation with people with disabilities in the development and review of its annual accessibility plan
- Provision of high quality accessible services to all customers and employees
- Improving the accessibility of its conventional transit, as this will reduce the demand on Oakville's care-A-van service and lead to improvements for all riders

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 – 2015 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 a.m. to 2:00 a.m. Saturday 7:00 a.m. to 2:00 a.m. Sundays and Statutory Holidays 8:00 a.m. to 8:00 p.m.	
Projected Annual Boardings	3,769,000	
Projected Annual Revenue Service Hours	201,670	
Projected Annual Revenue Kilometres	4,593,401	
Number of Routes	26 Regular routes, seven School Specials, three Senior Specials, Late Night Service	
Types of services	Conventional service, School Specials, Late Night Service, and Seniors' Specials	
Fleet Composition	92 conventional buses	
Fare Structure	Cash fare	\$3.50
	Adult monthly pass	\$110.00
	Student monthly pass	\$70.00
	Student Freedom Pass	\$15.00
	Senior monthly pass	\$50.00

	Presto Single Ride:	
	Adult	\$2.80
	Student	\$2.20
	Senior	\$1.80
	Senior tickets	10/\$18.00
	GO co-fare	\$0.75

Specialized Services – 2015 Service Profile (care-A-van)

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 a.m. to 2:00 a.m. Saturday 7:00 a.m. to 2:00 a.m. Sundays and Statutory Holidays 8:00 a.m. to 8:00 p.m.
Types of Services	Dedicated bus Contracted taxi
Fleet Composition	Three specialized high floor lift equipped buses and 14 ramp equipped buses
Registrants	2,890
Projected Annual Eligible Passenger Trips	91,538
Projected Attendant/Companion Trips	6,573
Projected Annual Revenue Service Hours	19,751

Process for estimating demand for specialized services (care-A-van)

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 conventional and specialized)
- Anticipated changes to legislation, policies and/or procedures which may increase demand for services

Steps to reduce wait times for specialized services (care-A-van)

Staff will continue to work on reducing wait times for specialized services. This will be done through the addition of more vehicles and tools, such as the Intelligent Transportation System (ITS). The ITS will provide additional information to assist in improving scheduling and operations. ITS will provide service coordinators with real-time location of care-A-van buses which will facilitate more efficient handling of changes to schedules. This is critical to our ability to handle same day ride requests as required by AODA Integrated Standards.

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

Planning

Oakville Transit drafted its first accessibility plan in 1992. The plan is updated every year and involves a review of barriers previously addressed, identification of remaining barriers, development of a prioritized plan to address these barriers and consultation with primary stakeholders, including the town's Accessibility Advisory Committee.

Barriers Addressed in Previous Years

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

- The service area for care-A-van was expanded in 2015 to include the entire municipal boundary.
- Implemented same day booking service in care-A-van (within current business hours)
- Established region-wide common eligibility and application form
- Established an independent appeal process for care-A-van eligibility
- Implemented updated procedures for the care-A-van eligibility application process
- New service schedules in September 2014 provided additional connection time to coordinate with GO trains across the majority of the system.
- Oakville Transit worked with Halton Region to implement the Subsidized Pass for Low Income Transit (SPLIT) program in 2012. Subsidy for residents living on low income (LICO), those receiving assistance through Ontario Disability Support Program (ODSP) and Ontario Works (OW).
- Provided training on the requirements of the accessibility standards in the IASR and on the Human Rights Code
- Conducted employee and volunteer 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
- Removed attendant/support person fares on both care-A-van and conventional systems
- Added visual delineation at the platform curb edge at the Uptown Core Terminal

- Continued provision of three senior specials - one day per week service to the residents of three senior residences
- Finalized procedure on cycling of ramps by all transit operators during vehicle check
- Implemented customer securement procedure for drivers on conventional accessible service
- Implemented 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 website with a text-only option (oakvilletransit.ca) and is linked to the Town of Oakville website (oakville.ca)

5. Identification of Barriers to Accessibility 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 (Appendix B).

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. We are committed to accessible transportation infrastructure and services for all and are proud of the achievements made thus far.

6. Plan to Remove and Prevent Barriers to Accessibility in 2016

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 capital and operating budgets to seek funding to address high priority barriers
- Taking advantage of opportunities to secure funding to extend or accelerate the removal of priority barriers
- Consulting with the town's Accessibility Coordinator, Accessibility Advisory Committee, and other stakeholder groups, with respect to addressing barriers to accessibility

Actions Planned for 2016

Oakville Transit will ensure it complies with all requirements in the IASR by stated compliance dates. The list below highlights some of the actions planned in 2016 which will make Oakville Transit services more accessible:

- 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
- Proposed service changes in September 2016 will improve connections with Burlington Transit and MiWay, increasing customer's choices for travel into neighboring communities
- Functional Assessor and travel training staff position to be added
- Preparations for the broadening of the eligibility criteria for January 1, 2017 including a new region-wide application form
- Continue accessible customer service training for all new operators
- Continue infrastructure improvements at conventional bus stops
- Continue integration of Oakville Transit bus stop infrastructure requirements with town and regional roadway improvement projects

For further of actions planned, please refer to the Town of Oakville Multi-Year Accessibility Plan, 2012-2017.

7. Consultation on this Accessibility Plan

In the preparation of this plan, Oakville Transit has consulted with:

- Town of Oakville's Accessibility Advisory Committee to ensure input is received from residents with disabilities
- Oakville Transit operating and support staff to ensure that those responsible for delivery of accessible service provide input
- Town's Accessibility Coordinator
- Public through an open house meeting

8. Communicating the Plan

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

- The plan will be posted at Transit's administrative office and Town Hall
- Copies of the plan will be available at Transit's administrative offices and Town Hall
- The plan will be published on the transit website: (oakvilletransit.ca)

9. Ongoing Review and Monitoring of the Plan

Oakville Transit will monitor progress from the previous year's transit accessibility plan through an annual review that will list the previous objectives, actions taken and results. This document will be used for consultation with persons with disabilities in preparation to update the annual Transit Accessibility Plan. The review will be produced early 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 Transit

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.

Specialized 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 specialized 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.

Appendix B - 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 standard procedures for the cycling of ramps during the bus operator pre-trip vehicle inspection. This 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 arise through the course of the day.</p>
<p>care-A-van buses: Current lift equipped specialized 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 only procure low floor ramp equipped vehicles. Low floor vehicles offer enhanced accessibility and increased safety. Lift equipped vehicles will be phased out at the end of their useful life.</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 removed.</p>
<p>Landing pads: Boarding and</p>	<p>Oakville Transit continues to make</p>

<p>alighting from buses is more difficult because many of the stops do not have a proper concrete landing pad. Such pads must provide accessible connection to adjacent sidewalk.</p>	<p>improvements at stops and shelters. Accessibility improvements were made at 38 locations in 2015. Approximately 40 locations will be addressed in 2016.</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 accessibility.</p> <p>6 shelters were added in 2015 as part of the shelter program. In 2016, a further 5 will be installed.</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 feasibility of adding street names to shelters. Oakville Transit is currently working with Metrolinx to identify opportunities to improve and coordinate way-finding. The results of this study may contribute to future improvements in way-finding. The addition of ITS system automated stop announcement will also help.</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 which include guideline/warrants for placement of stops and shelters.</p>
<p>Barriers at the Oakville Transit/GO Transit Stations</p>	
<p>Signage at the Oakville GO Station: Timetable signage is not easily readable by people with vision loss 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 vision loss.</p> <p>Oakville Transit introduced VMS signage of next bus arrival at the Oakville GO Station in 2015</p>
<p>Customer Information</p>	
<p>Driver training: Conventional transit</p>	<p>Oakville Transit continues to provide</p>

<p>bus operators have not been trained to accommodate all disabilities, or may need periodic refresher training.</p>	<p>complete driving and accessible customer service training, including select components of the Canadian Urban Transit Association (CUTA) 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 transfer between service providers.</p>	<p>Oakville Transit is working with Metrolinx and other GTA service providers to develop an integrated customer service information centre and online regional trip planner (TRIPLINX). This will allow riders to obtain information on travel by transit throughout the GTA for a single source.</p>

Road and Sidewalk Barriers	
Curb cuts: The walking and wheeling path to/from bus stops may not 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 they are 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 conventional 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 requirements for the Transportation Standard of the AODA.
PRESTO payment options: care-A-van customers are currently not able to use PRESTO cards on taxis when a taxi is assigned for their trip. Requires customers to potentially carry two forms of fare media.	Currently no technological solution available from PRESTO to provide portable payment options when customers are riding in taxis for their care-A-van trips. Oakville Transit has been advocating for a solution design for over five years, and continues to advocate for the PRESTO system to develop and implement a solution.