



# OAKVILLE TRANSIT

## Annual Accessibility Plan 2017

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# OAKVILLE TRANSIT

## ANNUAL ACCESSIBILITY PLAN FOR 2017

*The following document is Oakville Transit's Accessibility Plan for 2017. 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 legislation. In particular, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* which provides the framework for accessibility standards.

The purpose of the AODA is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. 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 – 2016 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.	
Annual Boardings	3,813,774	
Annual Revenue Service Hours	209,935	
Annual Revenue Kilometres	4,938,252	
Number of Routes	22 Regular routes, 7 School Specials, three Senior Specials, Late Night Service	
Types of services	Conventional service, School Specials, Late Night Service, Seniors' Specials, Home to Hub	
Fleet Composition	93 conventional buses	
Fare Structure as of February 1, 2017	Cash fare	\$3.75
	Adult monthly pass	\$115.00
	Student monthly pass	\$75.00
	Student Freedom Pass	\$15.00
	Senior monthly pass	\$55.00

	Presto Single Ride:	
	Adult	\$2.85
	Student	\$2.25
	Senior	\$1.85
	Special purpose tickets or passes for care-A-van only	** at applicable concession pricing
	GO co-fare	\$0.75

### Specialized Services – 2016 Service Profile (care-A-van)

Type of Service	Shared ride, door to door, pre-booked
Service 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	17 specialized low floor transit vehicles
Registrants	3,665
Annual Eligible Passenger Trips	112,201
Attendant/Companion Trips	9031
Annual Revenue Service Hours	25,900

## **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:

- Service changes September 2016; improved connections with Burlington Transit and MiWay, increasing customer's choices for travel into neighboring communities
- Introduction of automated stop announcements (audio and visual) on board conventional buses
- Introduction of automated pre boarding announcements
- Introduction of real time bus tracking; customer information via text, app and web
- Co-mingled Home to Hub service introduced to neighborhoods in North Oakville; using the smaller specialized transit vehicles with capacity to provide co-mingled service to areas in north Oakville without conventional transit service. [Home to Hub](#)
- 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)
- Ongoing application of region-wide common eligibility and application form
- Joint region wide independent appeal process for care-A-van eligibility
- 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

- Added visual delineation at the platform curb edge at the Uptown Core Terminal
- 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](http://oakvilletransit.ca)) and is linked to the Town of Oakville website ([oakville.ca](http://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 2017**

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 2017***

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 2017 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 with the introduction of new scheduling software providing both web and IVR bookings/inquiries
- Implementation of new eligibility criteria for January 1, 2017
- Assessment contracted service
- Addition of media screens with real time information at each bus stop at the hospital
- Additional real time variable message signs at the Uptown Core and Oakville GO Station
- Additional driver training re transporting customers with cognitive disabilities
- Participate in development of PRESTO solution for taxi partners

- Participate in GTHA area wide para transit service providers discussion on common application form
- Completion of update to service design standards and documentation of Standard Operating Procedures for care-a-van and other business units within the department
- 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](http://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
<b>Fleet Barriers</b>	
<p><b>Conventional buses:</b> 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><b>care-A-van buses:</b> 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>
<b>Barriers at Shelters &amp; Stops</b>	
<p><b>Approaches:</b> 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><b>Landing pads:</b> Boarding and alighting from buses is more difficult because many of the stops do not</p>	<p>Oakville Transit continues to make improvements at stops and shelters. Accessibility improvements were</p>

<p>have a proper concrete landing pad. Such pads must provide accessible connection to adjacent sidewalk.</p>	<p>made at 50 locations in 2016. Oakville Transit will be addressing the majority of outstanding locations in 2017 due to the addition of PTIF funding; this work applies to streets which currently are urbanized</p>
<p><b>Shelters:</b> 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. 16 shelters were replaced in 2016 and 8 new shelters were installed as part of the shelter program. In 2017, a further 53 will be installed.</p>
<p><b>Shelters:</b> 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><b>Bus stop locations:</b> 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. Service design standards are to be updated in the last quarter of 2016.</p>
<p align="center"><b>Barriers at the Oakville Transit/GO Transit Stations</b></p>	
<p><b>Signage at the Oakville GO Station:</b> 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. Oakville Transit has VMS signage of next bus arrivals at the Oakville GO</p>

	Station, Bronte GO Station, Sheridan College and Uptown Core Terminal
<b>Customer Information</b>	
<b>Driver training:</b> Conventional transit bus operators have not been trained to accommodate all disabilities, or may need periodic refresher training.	Oakville Transit continues to provide 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.
<b>Legibility of printed material:</b> Bulletins, schedules and system maps may be difficult for some people to read.	Oakville Transit continues to revise all printed material as it is produced.
<b>Signage:</b> The height, location and visibility of signs at terminals and service stops are barriers for some people.	Oakville Transit continues to review and monitor locations for improved and standardized placement. This will also be addressed in the update of the service design standards in the last quarter of 2016.
<b>Bus shelter and station maps:</b> Are mounted too high, and printed too small to be readable from a sitting position, or by someone with a visual disability.	Future maps will be printed in larger more visible font. Placement of maps will be reviewed to optimize for all customers.
<b>Teletypewriter (TTY):</b> Routing and scheduling information should be provided in TTY.	The IS&S department of the Town of Oakville is investigating a broader town-wide approach to TTY and other technologies.
<b>Service information for inter-municipal and inter-regional travel:</b> There is currently no integrated system for customer information on transit trips requiring transfer between service providers.	TRIPLINX allows customers using conventional transit to trip plan across the entire GTHA. Customers can obtain information on travel by transit throughout the GTA through a single source.

<b>Road and Sidewalk Barriers</b>	
<b>Curb cuts:</b> 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.
<b>Curb cuts:</b> 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.
<b>Policy Barriers</b>	
<b>care-A-van eligibility policy:</b> 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 updated its eligibility criteria as indicated in the requirements under the AODA by January 1, 2017.
<b>PRESTO payment options:</b> 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.	PRESTO is currently piloting a new technological solution provide portable payment options when customers are riding in taxis for their care-A-van trips. Oakville Transit is participating in testing and will monitor the results of the pilot before moving forward with implementation.