



OAKVILLE TRANSIT

Accessibility Plan 2011

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ACCESSIBILITY PLAN FOR 2011

The following document is Oakville Transit's Accessibility Plan for 2011. Although it is a stand alone document, it should also be considered an integral part of the Town of Oakville's Accessibility 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 being developed under the Accessibility for Ontarians with Disabilities Act (AODA) will require that system accessibility be achieved within defined timelines.

It is unknown at this time when the new Integrated Accessibility Standards will become regulation. The integrated standard combines 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 been approved as regulation, and the Built Environment standard 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 Transit Services, 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 Transit Services and the Manager of Planning and Accessible Services will act as Accessibility Plan Coordinators.

3. Oakville Transit's Profile

Conventional Services – 2010 Service Profile

Type of Service	Fixed Route – grid and local service	
Service area	Urban area – Town of Oakville	
Hours of service	Monday to Friday 6:00 am to 12:00 am Saturday 7:00 am to 12:00 am Sundays and Statutory Holidays 8:00 am to 8:00 pm	
Annual boardings	3,421,413	
Annual revenue service hours	211,055	
Annual kilometres	5,372,240	
Number of routes	26 (regular routes)	
Types of services	Conventional service, school specials and senior's specials	
Fleet makeup	Oakville Transit has a conventional fleet size of 89 units, with 88 being low floor.	
Fare structure	Cash fare	\$3.00
	Adult monthly pass	\$88.00
	Adult tickets	10/\$25.50
	Student monthly pass	\$58.00
	Student Freedom Pass	\$10.00

	Student tickets	10/\$21.00
	Senior monthly pass	\$50.00
	Senior tickets	10/\$17.50
	GO co-fare	\$0.65
	GO with Gus Pass	\$23.00
	Day pass	\$10.00

Specialized Services – 2010 Service Profile

Type of Service	Shared ride, door to door, pre-booked service
Service area	Urban area – Town of Oakville
Hours of service	Monday to Friday 6:00 am to 12:00 am Saturday 7:00 am to 12:00 am Sundays and Statutory Holidays 8:00 am to 8:00 pm
Types of Services	Dedicated bus Private taxi
Fleet Make-up	5 Specialized high floor lift equipped buses and 2 ramp equipped buses
Registrants	1,639
Annual eligible passenger trips	46,065
Attendant/Companion trips	2,987
Annual revenue service hours	14,015

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

Planning

In 1992, Oakville Transit drafted its first Accessibility Plan. Since that time we have been updating and revising this plan every year, as required by the Ontarians with Disabilities Act (ODA). 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 steps have been taken to identify and remove barriers to people with disabilities:

- Expansion of the care-A-van fleet and integration of low-floor, ramp equipped para-transit vehicles beginning with the purchase of 2 in 2009
- Worked with the Town's Accessibility Coordinator to ensure compliance with the Customer Service Regulation for January 1, 2010.
- Replacement of all Transit Service Stop Signs with more recognizable signs in 2009.
- Oakville Transit concluded its Accessible Services Review in 2008
- Installation of shelters, landing pads and walkways at an additional 45 service stop locations in 2010.
- Oakville Transit continues to replace its high-floor conventional buses with fully accessible low-floor ramp equipped buses. Currently 92% of our conventional fleet is accessible. With the receipt of 3 buses in 2011, Oakville Transit will have a 100% low floor conventional bus fleet.

- Three Senior Specials providing 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
- Oakville Transit continues to operate the care-A-van service for persons with physical functional mobility impairments who are unable to use conventional transit service and who meet eligibility criteria.
- Oakville Transit continues to provide Easier Access Training and/or Ambassador Training to existing and newly-hired bus operators.
- Integrated fares with GO Transit allow patrons who wish to use care-A-van to link with accessible GO Transit service.
- Courtesy seating is available to persons with disabilities on all of Oakville Transit buses.
- Oakville Transit policies permit passengers to travel with assistive animals, should they require one.
- 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 administrative offices, 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 2011

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 on a regular basis with the Town's Accessibility Advisory Committee, as well as other stakeholder groups, with respect to addressing barriers to accessibility.

Actions Planned for 2011

Oakville Transit intends to make its services more accessible by taking the following actions:

- Relocation of the transit offices to the new fully accessible transit facility at 430 Wyecroft Road (maintenance, administration, care-A-van and operations).
- Ensuring that care-A-van customers are fully informed of the travel options available to them on our accessible conventional transit routes.
- Development of a standard for route accessibility that allows for "accessible designation" based on a combination of dedicated fully accessible buses and a percentage of service stop locations that are accessible
- Continue the landing pad/walkway program at bus stops and shelters
- Installation of an additional 20 new bus shelters
- Continue customer service training of all new operators

- Audit of all Transit Service Stop locations for the purpose of identifying and prioritizing opportunities to improve accessibility
- 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
- Continued integration of Oakville Transit bus stop infrastructure requirements with Town and Regional roadway improvement projects

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 the Town of Oakville’s Transit Advisory Committee to ensure input is received from the general community
- Consultation with the Town of Oakville’s Seniors Advisory Committee to ensure input from this segment of the Town’s population
- Consultation with Oakville Transit operating and support staff to ensure that those responsible for delivery of accessible service provide input.

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.

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

BARRIER	STRATEGY/ACTION
At Oakville Transit Administrative Offices	
Exterior: There is narrow exterior ramp with a sharp turn which is difficult to negotiate in a wheelchair or scooter.	Oakville Transit will be moving into our new facility at 430 Wyecroft in April 2011.
Entrance door: This is a manual door that should be replaced by an automatic, button-actuated entrance door.	<i>TBD See above</i>
Interior: Aisles and corridors are narrow; interior doors are manual and therefore difficult or impossible for some people to use.	<i>TBD See above</i>
Restrooms: These present problems with respect to door width, manual doors, interior space dimensions, including manoeuvring space and toilet stalls, the wheelchair accessibility of counters, sinks and faucets, and of dispensers.	<i>TBD See above</i>
Fleet Barriers	
Conventional Buses: High floor buses are a barrier for customers with mobility challenges.	Oakville Transit will have a 100% low floor conventional fleet in 2011.
Conventional buses: ramps are not always functioning on low floor buses. Manual deployment is not always possible.	Oakville Transit has implemented a procedure for cycling of ramps as part of the bus operator vehicle check in 2010. This program will continue through 2011 and will confirm functionality prior to the bus

	<p>entering service each day. Operating procedures including 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.</p>	<p>Oakville Transit will continue to procure low floor ramp equipped vehicles. Staff feel that low floor vehicles offer enhanced accessibility and increased safety.</p>
<p>Barriers at Shelters & Stops</p>	
<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. A minimum of 20 shelter locations and 50 landing pads are to be added in 2011.</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. A minimum of 20 additional shelters will be installed in 2011.</p>
<p>Shelters: Have not been formally reviewed for compliance with minimum accessibility criteria.</p>	<p>Oakville Transit will undertake to review shelter accessibility criteria when finalized and develop a timeline for achieving full compliance.</p>

<p>Bus stop locations: Bus stop locations should be as close to public buildings as possible</p>	<p>Oakville Transit adheres to the Service Standards which were approved by Council. 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>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>Accessible bus deployment: There are not enough low floor buses in the fleet to cover all routes.</p>	<p>Oakville Transit continues to replace vehicles on an annual basis with low floor vehicles. At present, 92% of the fleet is low floor. By April 2011 the Oakville Transit fleet will be 100% accessible.</p>
<p>Online Trip Planning: Oakville Transit does not currently provide a means of trip planning online.</p>	<p>Oakville Transit secured funding in its 2011 budget to develop and implement a Google trip planner.</p>

<p>Accessible bus availability information: Timetables should indicate on which routes, and at which times, customers may encounter a high floor conventional bus.</p>	<p>Currently, all Oakville Transit services in the mid-day, all day Saturday, Sunday and on Statutory Holidays are provided with low floor accessible buses, identified on our website and on our printed timetables. This situation will become redundant in April 2011 when the fleet becomes 100% accessible.</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. In 2011 Oakville Transit will be redesigning its printed schedules and maps.</p>
<p>Signage: The height, location and visibility of signs at terminals and service stops are barriers for some people.</p>	<p>All service stop signs were replaced in 2009. 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>Bus stop: Identification at stops that serve multiple routes may be too high or too small for legibility.</p>	<p>Oakville Transit will continue to review and monitor locations for improved and standardized placement.</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</p>	<p>Oakville Transit is working with Metrolinx and other GTA service providers to develop an integrated customer service information centre.</p>

information on transit trips requiring transfer between service providers.	This will allow riders to obtain information on travel by transit 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	
Customer service training: Some Oakville Transit staff has not had customer service training that includes disability awareness and accommodating people with disabilities.	All Transit staff was trained in Accessible Customer Service Training in 2009.
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 is awaiting the final regulation for the Transportation Standard of the AODA prior to proceeding with a full review of its eligibility criteria.
Fare policies: Fares may be costly for seniors and persons on fixed incomes	Oakville Transit will be reporting to Council in 2011 in response to a request from the Seniors' Advisory Committee for additional transit fare discounts for seniors. In conjunction, the report will address an initiative being developed through Halton Region, at the request of Oakville Transit, to implement a

	discounted fare for persons on low or fixed incomes.
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