

Oakville Transit Annual Accessibility Plan 2022

Accessibility Advisory Committee
September 8, 2022

Overview

- **Oakville Transit creates an annual accessibility plan as a requirement under the AODA, and additionally supports the Town's accessibility plan**
- **2021 Oakville Transit Accessibility Plan presented to AAC on June 21, 2021**
- **Today: overview of the 2022 Accessibility Plan**

Addressing Barriers

- **Ongoing activities 2020 to 2022 to ensure access and safety of the transit service through the pandemic**
- **Outreach event to seniors' groups in 2018 and 2019 to educate/inform about Oakville Transit services. Direct hands-on familiarization exercise on board a bus**

Addressing Barriers

- **Ambassador and Specialized Training/Re-Training**
 - **Ambassador Training: to improve customer service; customer feedback to dangerous situations and from respecting diversity to effective communication**
 - **Specialized/Accessibility Training: from securement to customer interactions, assisting persons with disabilities**
 - **40 new hires trained each year**
 - **75 drivers provided refresher training on average every 6 months – 1 year**

Barriers Addressed

- **Various features on our vehicles:**
 - **High colour contrast**
 - **Low floor buses**
 - **Audio and visual announcements**



Barriers Addressed

- **Increased level of service for clearing of snow at stops**
- **Bus stop pole relocation for standardization at bus stops**



Actions planned for 2022

- **Pilot - New service**
- **Concrete improvement program to address bus stop accessibility (will be finalized in 2023)**
- **Customer survey to inform the 2023 Oakville Transit Accessibility Plan.**

Questions?

