



# ***Annual Accessibility Status Report***

***2017***

## **Objectives and Purpose**

This report serves as a status update to the London Transit Commissions 2012-2025 Accessibility Plan, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR Ontario Regulation 191/11). The plan sets out specific strategies to address local accessibility issues and regulatory requirements and includes discussion and timelines with respect to the regulatory requirements and compliance dates. The plan was developed with input from the LTC's Accessible Public Transit Service Advisory Committee, as well as consideration of input from customers via the customer contact system.

London Transit Commission is committed to:

- the continuous development of accessible public transit services;
- working toward ensuring its facilities are barrier free;
- working toward providing barrier free employment and employment opportunities; and
- establishing communication services that respect the abilities of all customers, employees and the public at large.

## **Compliance Reporting**

The London Transit Commission filed its bi-annual Accessibility Compliance Report prior to December 31, 2017 consistent with legislative requirements. The Commission is currently in compliance with all aspects of the AODA and supporting regulation.

## **Continuous Achievements in Accessibility**

The London Transit Commission continuously strives to improve accessibility to both its facilities and the services through the following:

- holding regular meetings with the Accessible Public Transit Service Advisory Committee, who report directly to the Commission on all accessibility matters
- participating on the Ontario Public Transit Association's Accessibility Committee, providing for the collaborative sharing of best practices among Ontario transit systems with respect to achieving accessibility specifically in regard to AODA regulatory requirements
- participating on the Canadian Urban Transit Association's Accessibility Committee, providing for the collaborative sharing of best practices among Canadian transit systems with respect to achieving accessibility
- holding an annual drop in session with Commission members in attendance to allow the public to share perspectives on LTC services and accessibility issues
- ongoing monitoring of customer contacts to identify any issues or trends relating to accessibility that require attention
- participating in the AODA standard reviews through committee membership and/or providing commentary during public review periods

## Highlights of 2017

Programs relating to accessibility that were either undertaken or completed in 2017 include the following.

- Launched a program to retrofit the LTC fleet of buses to provide for perimeter seating to the back door versus traditional forward facing seating. This initiative will provide for a more open area at the front of the bus which is better able to accommodate multiple mobility devices and strollers. This program is anticipated to reduce conflict and overcrowding conditions on the LTC conventional service.
- Renovated the customer service area at the 450 Highbury location consistent with accessibility standards. The renovations result in a more customer friendly reception area and fare sales counter.
- Replaced railings along public walkways and stairs at the 450 Highbury facility to provide for a safer migration to the facility
- Approved a program to add sidewalk infrastructure to a number of LTC stops which are currently not accessible. Work to be completed in Spring of 2018.
- Undertook program to replace all bus shelters in the city with new shelters including solar lighting, resulting in a safer and more accessible waiting area for customers. Work to be completed in Spring of 2018.
- Provided refresher accessibility training to employees identified through customer contacts
- Initiated the replacement of the scheduling/booking software for the Specialized Service which included the replacement of the telephone system. The new system will provide specialized customers with better access to the booking agents as well as a number of features to allow for greater flexibility in managing their trips.
- Added approximately 18,000 service hours to the conventional service, resulting in a more reliable service on a number of routes
- Initiated replacement of the Automatic Vehicle Location System on the conventional service, which will ultimately provide for automatic messaging by stop or route of any service interruptions in real time
- Added approximately 6,000 service hours to the specialized service, resulting in more access to trips for the growing registrant base
- Participated in the mandatory 5 year review of the Transportation Standards in the IASR

**London Transit Commission Accessibility Work Plan and Status**

Sec #	Regulatory Requirement	Status	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	Compliance Deadline Date	SOP's	Training	Policy	Available to Public
<b>Regulation 191-11</b>																						
<b>General</b>																						
3	Accessibility Policies	C		■														Jan / 13			✓	✓
4	Accessibility Plans	C		■						■						■		Jan / 13				✓
5	Procurement	C		■														Jan / 13			✓	
6	Self-Service Kiosks	C		■														Jan / 13				
7	Training	C			■													Jan / 14		✓		
	5 Year Review							■					■									
	Additional Requirements								■					■								
<b>Information &amp; Communications</b>																						
11	Feedback	C		■	■													Jan / 14			✓	✓
12	Accessibility Formats	C	■			■												Jan / 15		✓	✓	✓
13	Emergency Procedure	C	■															Jan / 12		✓		✓
14	Accessible Websites	C			■													Jan / 14				
	5 Year Review								■					■								
	Additional Requirements									■					■							
<b>Employment</b>																						
22	Recruitment	C		■	■													Jan / 14			✓	
23	Assessment and Selection	C		■														Jan / 14			✓	
24	Notice to Successful Applicants	C		■														Jan / 14			✓	
25	Informing Employees	C		■	■													Jan / 14			✓	
26	Accessible Formats	C		■														Jan / 14			✓	✓
27	Workplace Emergency	C	■															Jan / 12			✓	
28	Individual Accommodation	C		■	■													Jan / 14			✓	
29	Return to Work	C		■														Jan / 14			✓	
30	Performance Management	C		■														Jan / 14			✓	
31	Career Development	C		■	■													Jan / 14			✓	
32	Redeployment	C		■	■													Jan / 14			✓	
	5 Year Review								■						■							
	Additional Requirements									■					■							

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<b>Transportation</b>																						
34	Available Information	C																Jan / 12				✓
35	Non Functioning Equipment	C																Jul / 11	✓	✓		
36	Accessibility Training	C																Jan / 14		✓		
37	Emergency Preparedness	C																Jan / 12		✓	✓	✓
38	Fares, Support Persons	C																Jan / 14			✓	
39	Vehicle Contracts																	Jul / 11				
41	Accessibility Plans - Conv	C																Jan / 13				✓
42	Accessibility Plans - Spec	C																Jan / 13				✓
43	Accessibility Plans - Both	C																Jan / 13				✓
44	General Responsibilities	C																Jan / 12	✓	✓	✓	✓
45	Alternative Transportation	C																Jan / 13				
46	Fares																	Jul / 11				
47	Transit Stops	C																Jan / 12	✓	✓	✓	
48	Storage of Mobility Aids																	Jul / 11				
49	Courtesy Seating	C																Jan / 12	✓	✓	✓	
50	Service Disruptions	C																Jan / 13	✓	✓	✓	✓
51	Pre-boarding Announcements	C																Jul / 11	✓	✓	✓	
52	On-board Announcements	C																Jul / 11	✓	✓	✓	
	5 Year Review																					
	Additional Requirements																					
<b>Conveyance Requirements</b>																						
53	Grab Bars																	Jan / 13				
54	Carpeted Surfaces																	Jan / 13				
55	Allocated Spaces																	Jan / 13				
56	Stop Requests																	Jan / 13				
57	Lighting																	Jan / 13				
58	Signage																	Jan / 13				
59	Lifting Devices																	Jan / 13				
60	Steps																	Jan / 13				
61	Indicators & Alarms																	Jan / 13				

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	5 Year Review																					
	Additional Requirements																					
	<b>Specialized Services</b>																					
63	Eligibility Criteria	C																Jan / 17		✓	✓	
64	Eligibility Process	C																Jan / 14		✓	✓	✓
65	Compassionate Grounds	C																Jan / 14			✓	✓
66	Fare Parity	C																Jan / 13				
67	Visitors	C																Jan / 13			✓	
68	Origin – Destination	C																Jul / 11				
69	Co-ordinated Services	C																Jan / 13				
70	Hours of Service	C																Jan / 13				
71	Booking	C																Jan / 14				
72	Trip Restrictions	C																Jan / 14			✓	
73	Service Delays	C																Jan / 13			✓	
74	Companions & Children	C																Jan / 12			✓	
	5 Year Review																					
	Additional Requirements																					
	<b>Duties of Municipalities</b>																					
78	General	C																Jan / 13				
	5 Year Review																					
	Additional Requirements																					
	<b>Design of Public Spaces</b>																					
80.22	Exterior Paths of Travel	C																Jan / 16				
80.24	Exterior Paths of Travel – ramps	C																Jan / 16				
80.25	Exterior Paths of Travel - stairs	C																Jan / 16				
80.26	Exterior Paths of Travel – curbs	C																Jan / 16				
80.34	Types of Accessible Parking Spaces	C																Jan / 16				
80.35	Access Aisles	C																Jan / 16				
80.36	Min Number & Type of Spaces	C																Jan / 16				
80.37	Signage	C																Jan / 16				
80.41	Service Counters	C																Jan / 16				

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80.43	Waiting Areas	C																Jan / 16				
80.44	Maintenance of Accessible Elements	C																Jan / 16				
	<b>Customer Service Standards</b>																					
80.46	Polices, Practices & Procedures	C	COMPLIANT															Jan / 10		✓	✓	
80.47	Service Animals & Support Persons	C	COMPLIANT															Jan / 10		✓	✓	
80.48	Temporary Disruptions	C	COMPLIANT															Jan / 10		✓	✓	
80.49	Training	C	COMPLIANT															Jan / 10		✓		
80.50	Feedback Process	C	COMPLIANT															Jan / 10		✓		
80.51	Format of Documents	C	COMPLIANT															Jan / 10				
	5 Year Review																					
	Additional Requirements																					
	<b>Non-Regulatory Accessibility Issues</b>																					
	<b>Accessible Conventional Service</b>																					
	Service Levels																					
	Accessible Route Designation																					
	Accessible Stop Upgrades																					
	Bus Stop Sign Upgrades																					
	<b>Specialized Service</b>																					
	Service Levels																					
	Service Integration with Conventional																					
	Service Performance Targets																					
	Booking Window																					
	Policy Review																					
	Trip Duration Review																					