



## ***Annual Accessibility Status Report***

**2018**

## **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 London Transit customers.

London Transit 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 2018**

Programs relating to accessibility that were either undertaken or completed in 2018 include the following.

- Completed the program to retrofit the LTC fleet of buses to provide for perimeter seating to the back door versus traditional forward facing seating. This initiative provides 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.
- Approved a program to add sidewalk infrastructure to a number of LTC stops which are currently not accessible. Work to be completed in Fall of 2018.
- Continued the 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 early 2019.

- Provided refresher accessibility training to employees identified through customer contacts
- Expanded Voice of Customer program (annual survey of LTC customers) to include specialized customers, noting methodology for the survey, which is done on-board for the conventional service will be modified for the specialized service to include telephone surveys in order to provide for additional accessible participation options.
- Continued the implementation of the scheduling/booking software for the Specialized Service which included the replacement of the telephone system. With the base system implementation completed in 2017, phase 2 of the implementation took place in 2018, providing customers with the ability to manage their trips online through a web portal, and sign up for automatic trip reminders on the scheduled day of travel.
- Added approximately 18,000 service hours to the conventional service, resulting in a more reliable and less crowded service on a number of routes. Given the magnitude of changes, LTC staff were onsite in the core and a transit terminals to provide advice and direction to transit riders during the first week the service changes were implemented.
- In response to major construction projects throughout the city, increased signage at transit stops to provide customers with detour information
- Completed replacement of the Automatic Vehicle Location System for the conventional service, which provides for automatic messaging by stop or route of any service interruptions in real time
- Introduced regular service updates via the corporate Twitter account, providing customers with advance notice of service delays and detours
- 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									■					■							
<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																	COMPLIANT	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																	COMPLIANT	Jul / 11			
47	Transit Stops	C																Jan / 12	✓	✓	✓	
48	Storage of Mobility Aids																	COMPLIANT	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																	COMPLIANT	Jan / 13			
54	Carpeted Surfaces																	COMPLIANT	Jan / 13			
55	Allocated Spaces																	COMPLIANT	Jan / 13			
56	Stop Requests																	COMPLIANT	Jan / 13			
57	Lighting																	COMPLIANT	Jan / 13			
58	Signage																	COMPLIANT	Jan / 13			
59	Lifting Devices																	COMPLIANT	Jan / 13			
60	Steps																	COMPLIANT	Jan / 13			
61	Indicators & Alarms																	COMPLIANT	Jan / 13			
	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																COMPLIANT	Jan / 13			
67	Visitors	C																Jan / 13			✓	

68	Origin – Destination	C														COMPLIANT	Jul / 11				
69	Co-ordinated Services	C															Jan / 13				
70	Hours of Service	C															COMPLIANT	Jan / 13			
71	Booking	C															Jan / 14				
72	Trip Restrictions	C															Jan / 14				✓
73	Service Delays	C															Jan / 13				✓
74	Companions & Children	C															COMPLIANT	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				
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	Jul / 16		✓	✓
80.47	Service Animals & Support Persons	C															COMPLIANT	Jul / 16		✓	✓
80.48	Temporary Disruptions	C															COMPLIANT	Jul / 16		✓	✓
80.49	Training	C															COMPLIANT	Jul / 16		✓	
80.50	Feedback Process	C															COMPLIANT	Jul / 16		✓	
80.51	Format of Documents	C															COMPLIANT	Jul / 16			
	5 Year Review																				
	Additional Requirements																				
	<b>Non-Regulatory Accessibility Issues</b>																				
	<b>Accessible Conventional Service</b>																				
	Service Levels																				
	Accessible Route Designation	C																			

	Accessible Stop Upgrades																				
	Bus Stop Sign Upgrades	C																			
	<b>Specialized Service</b>																				
	Service Levels																				
	Service Integration with Conventional																				
	Service Performance Targets																				
	Booking Window																				
	Policy Review																				
	Trip Duration Review																				