

Problems with temporary bus stops for people with visual disabilities

My name is Francois Khouri and I am a visually disabled London Transit rider using a white cane to identify my visual impairment. I'm writing to you about the lack of accurate information available regarding temporary bus stop placements

On Monday, July 03, 2023, I needed to catch my usual bus, the #04, in front of 621 Eden Ave and head downtown to transfer at King and Richmond St. to the #19 for Hyde Park. However, due to the sidewalk construction on Eden Ave., the #04 buses were detoured off of Eden Av. The two north bound bus stops on Eden Ave. were out of service at Easy and Verulam Street.

I asked a person waiting for the bus on the northeast corner of Verulam St. and Eden Ave. if this was the location of the temporary stop. She confirmed that the bus had picked her up there since the recent detour started. She eventually left and I waited at the corner. At 4:00 PM, the #04 bus simply blew by me.

I immediately called London Transit from my cell phone, and the call taker informed me that I would have to walk to Nixon and Creston Ave., to take the north bound bus. Also, the two removed Eden Ave. stops were not replaced with temporary stops. I asked to elevate my concerns.

Twenty minutes later, a #04 bus picked me up from my current location, and I discussed what had happened with the operator. He told me that the temporary stops were moved one block south to Creston Ave., so I will have to catch the #04 on the southwest corner of Creston Ave. and Verulam St..

The next day, the LTC Operations Manager Katie Burns called me and left a message stating that I would have to walk to Nixon and Creston Ave. to catch the north bound #04 bus. This was the same information that the call taker gave on Monday, but contrary to the information provided by the bus operator a day prior.

To help clarify the conflicting information I sought assistance from some sighted people who drove along Creston Ave; they did not find any temporary bus stops. Also they drove on Eden Ave, and noticed that the bus stop signs and poles had been completely removed with no temporary signs in place. There was an out of service notice placed on the bus stop sign at Nixon and Eden Ave.

As a visually impaired bus rider, what took place is problematic, and it poses some questions:

1. How can blind and low vision riders determine where the temporary stops are located and when stops are out of service on a route?
2. Why is the bus operator providing different information regarding the temporary stops from the call taker and the Operations Manager?
3. Is it reasonable to have a distance of 4 plus blocks between bus stops, when stops are removed?
4. When construction took place twice in a 12 month period on the same street, why were temporary stops placed along the temporary route the first time, and no temporary stops were placed the second time?
5. What is the process or procedure to decide when temporary stops are placed on a route?

I believe that there should be an improved and effective form of communication where both sighted and non-sighted riders can be made aware of stop changes and locations. If the LTC had a proprietary app, it could be used to communicate the relevant information in real time.

Attached: Pictures of closed and removed bus stops.

Yours very sincerely
Francois Khouri

[REDACTED]
[REDACTED]



Picture 1
Bus stop sign at Nixon Ave. & Eden Ave. - temporarily closed



Picture 2
Corner of Eden Ave. and Easy St. - bus stop removed



Picture 3
Corner of Eden Ave. of Verulam St. - bus stop removed