



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 was 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

- Provided refresher accessibility training to employees identified through customer contacts with emphasis on service animals
- 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 at 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
	Regulation 191-11																					
	General																					
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								■					■								
	Information & Communications																					
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									■					■							
	Employment																					
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								■					■								

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
	Additional Requirements																					
	Transportation																					
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																					
	Conveyance Requirements																					
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					

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	
60	Steps		COMPLIANT															Jan / 13					
61	Indicators & Alarms		COMPLIANT															Jan / 13					
	5 Year Review																						
	Additional Requirements																						
	Specialized Services																						
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																						
	Duties of Municipalities																						
78	General	C																Jan / 13					
	5 Year Review																						
	Additional Requirements																						
	Design of Public Spaces																						
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					

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
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				
	Customer Service Standards																					
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																					
	Non-Regulatory Accessibility Issues																					
	Accessible Conventional Service																					
	Service Levels																					
	Accessible Route Designation	C																				
	Accessible Stop Upgrades																					
	Bus Stop Sign Upgrades	C																				
	Specialized Service																					
	Service Levels																					
	Service Integration with Conventional																					
	Service Performance Targets																					
	Booking Window																					
	Policy Review																					
	Trip Duration Review																					