



ACCESSIBLE TRANSIT IN LONDON

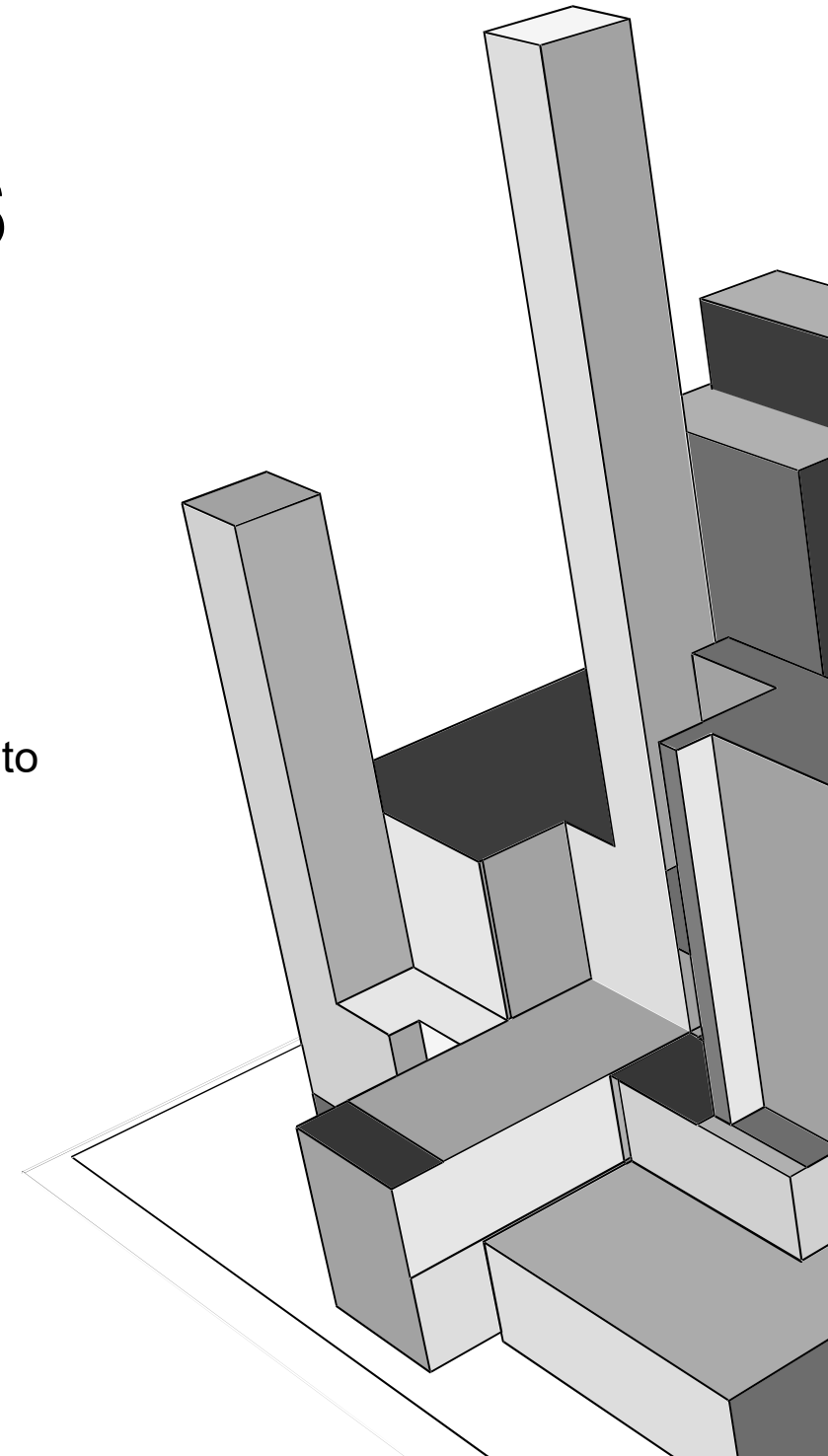
"Equal access by persons with disabilities, older Ontarians, and families with young children to adequate, dignified public transit services is a right protected under the Ontario Human Rights Code."

Human Rights and Public Transit Services in
Ontario, Consultation Report March 27, 2002

CIVIC WORKS COMMITTEE'S ADOPTED RECOMMENDATIONS

By September 2023

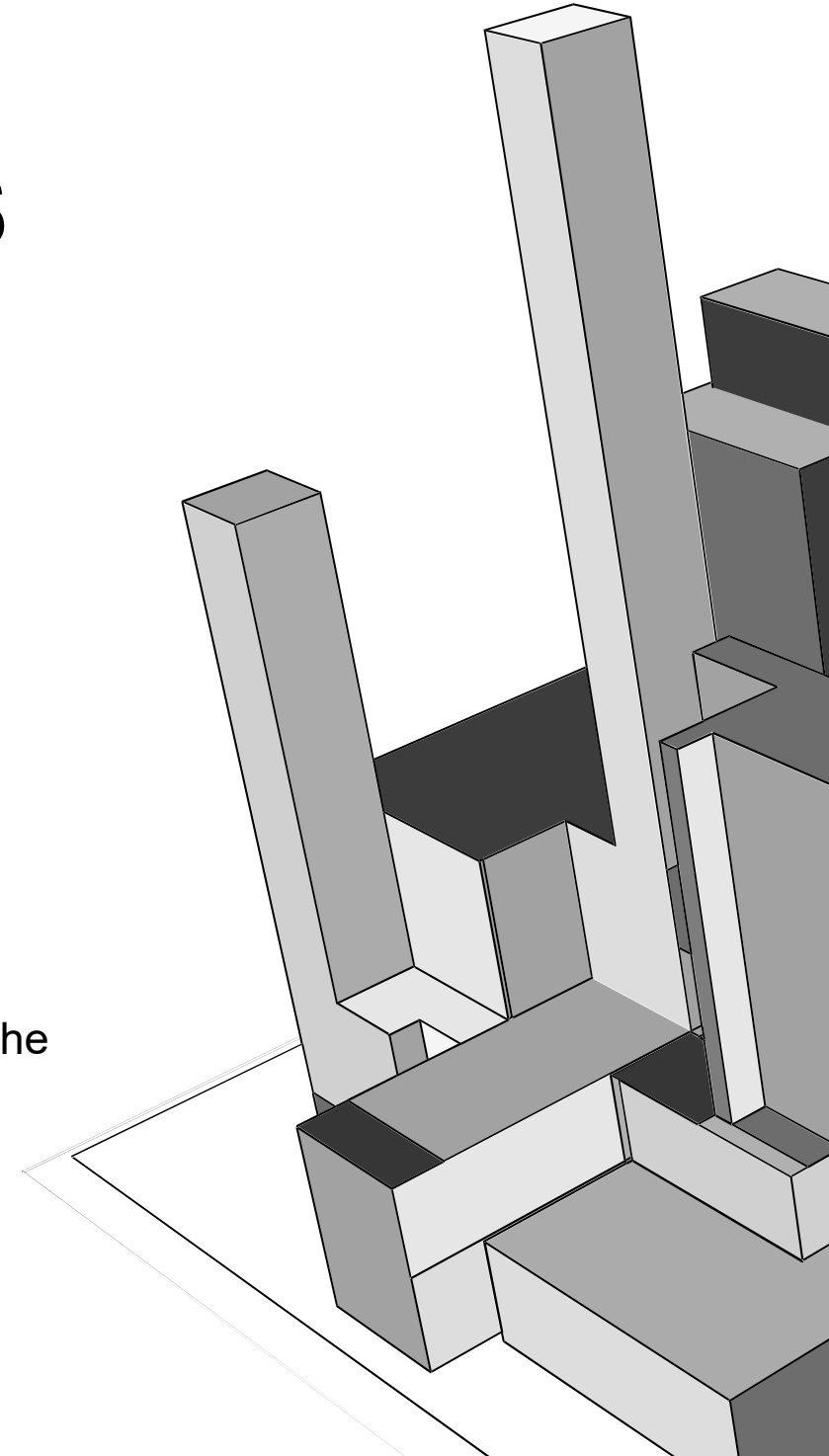
- Same-day booking options
 - ☐ On average, how many riders book a same-day ride per day?
 - ☐ How are does the LTC track failure to provide same-day rides?
- Sensitivity training for drivers
 - ☐ Can the LTC share publicly the training modules currently being used to educate drivers?



CIVIC WORKS COMMITTEE'S ADOPTED RECOMMENDATIONS

By January 2024

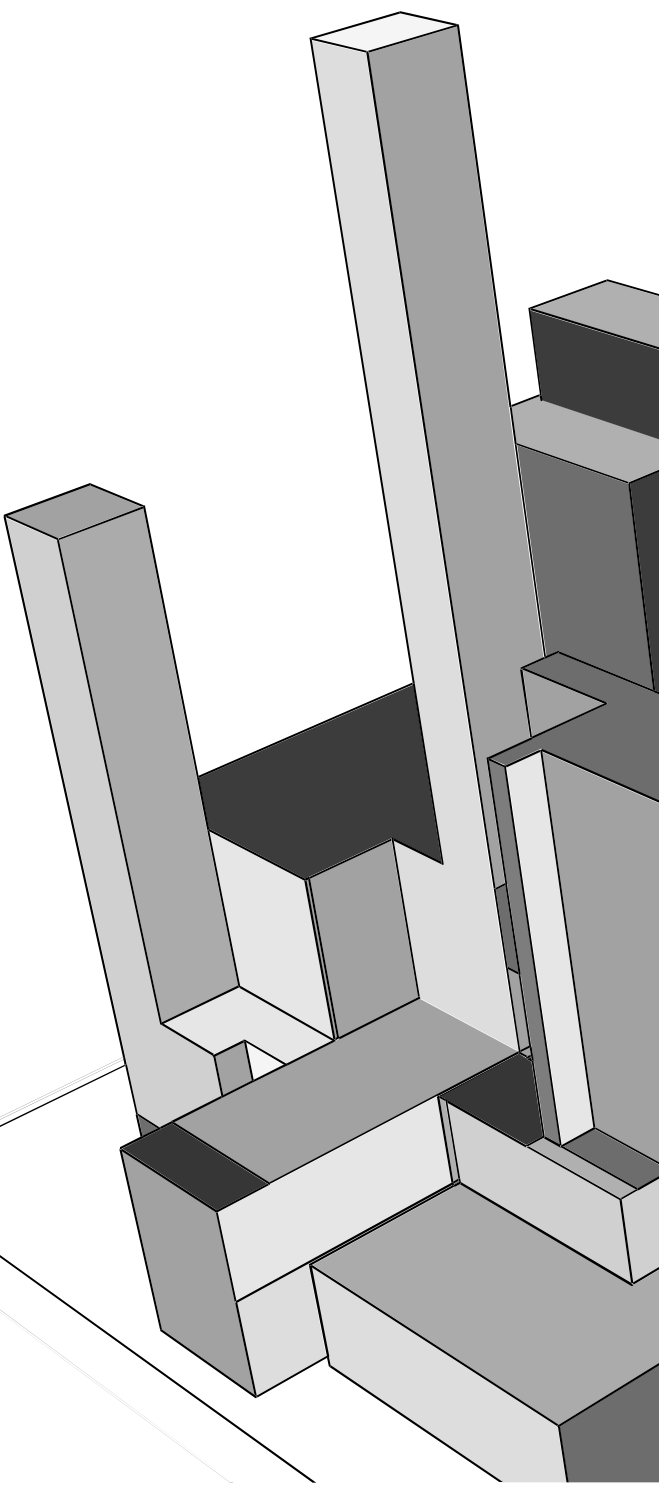
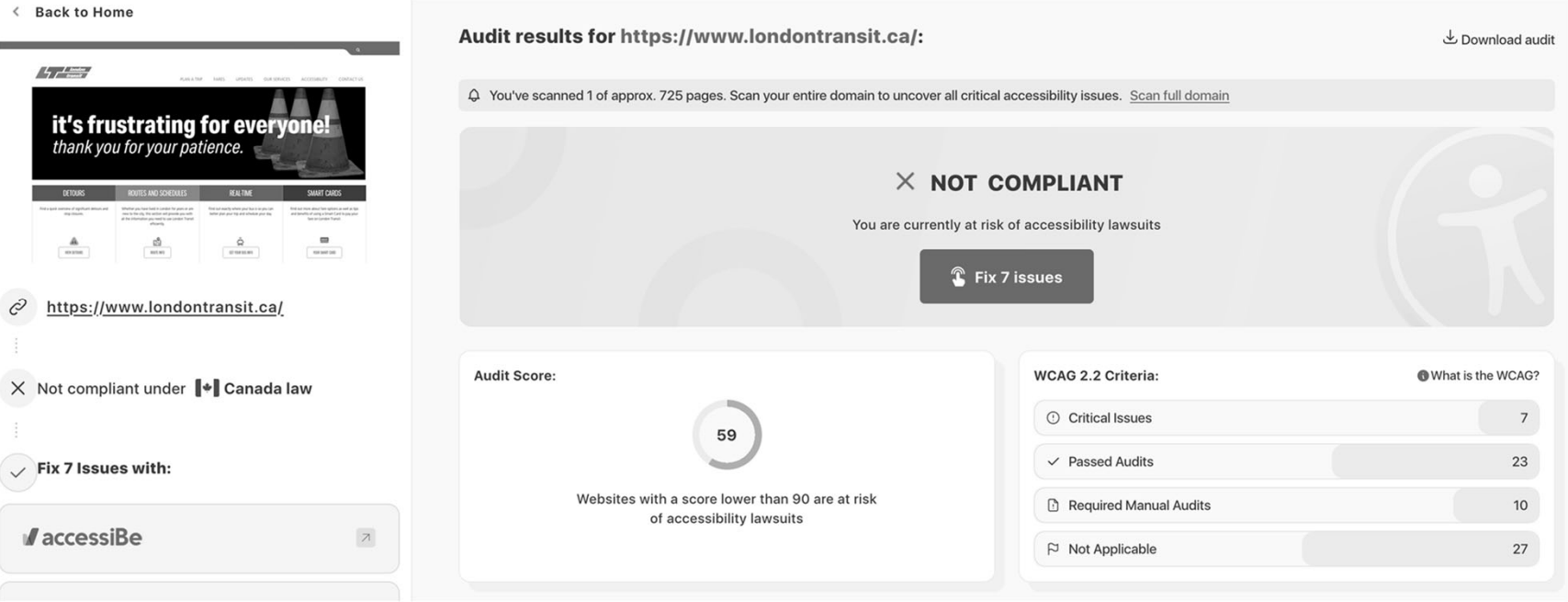
- Smart card access in every bus
 - ☐ Is the LTC on track to deploy online booking by 2024, per your work plan?
- Online/app booking option
 - ☐ Is the LTC on track to deploy online booking by 2024, per your work plan?
- Live bus tracking
 - ☐ Will this feature be included with the new online booking system?
- Increased efficiency so riders do not spend excessive amounts of time on the bus
 - ☐ Will this feature be included with the new online booking system?



CIVIC WORKS COMMITTEE'S ADOPTED RECOMMENDATIONS

By January 2025

- Web Accessibility
 - ☐ Londontransit.ca continues to fail WCAG requirements under the AODA





Support Person Application Form

This form is for use by persons who wish to apply for a pass which will allow a support person to accompany the applicant on City's public transit service free of charge consistent with the requirements set out in the Integrated Accessibility Standards Regulation (191-11).

Eligibility for this pass will be based on the applicants need for support person assistance during the transit trip. The transit trip is defined to include travel to and from the transit stop.

🕒 Critical Issues (7)

✓ Passed Audits (23)

📄 Required Manual Audits (10)

🚫 Not Applicable (27)

#	Issue	Disabilities Affected	Required to fix by
1	⚠ Ensures role attribute has an appropriate value for the element	Blind Deafblind Mobility	Accessibility Best Practices ACA AODA
2	⚠ Ensures aria-hidden elements are not focusable nor contain focusable elements	Blind Low Vision. Deafblind. Mobility	WCAG 2.2 Level A ACA AODA
3	⚠ Ensures elements with an ARIA role that require child roles contain them	Blind Deafblind Mobility	WCAG 2.2 Level A ACA AODA
4	⚠ Ensures elements with an ARIA role that require parent roles are contained by them	Blind Deafblind Mobility	WCAG 2.2 Level A ACA AODA
5	⚠ Ensures all elements with a role attribute use a valid value	Blind Deafblind Mobility	WCAG 2.2 Level A ACA AODA
6	⚠ Ensures the order of headings is semantically correct	Blind Deafblind Mobility	Accessibility Best Practices ACA AODA
7	⚠ Ensures links have discernible text	Blind Deafblind Mobility	WCAG 2.2 Level A ACA AODA

PASS

Now complete Part B and then complete Part C.
<transit system>

Submitting this application will delay the application process.

1. You may be requested for additional information, including a copy of your eligibility by phone. If you have not been contacted, please call 519-451-1347.

Information provided will be handled consistent with privacy legislation.

Returned to:

Accessibility Checker

Document (6 Issues)

Accessibility permission flag - Passed

✗ Image-only PDF - Failed

✗ Tagged PDF - Failed

🔍 Logical Reading Order - Needs manual check

✗ Primary language - Failed

✗ Title - Failed

Bookmarks - Passed

🔍 Color contrast - Needs manual check

Page Content (2 Issues)

> ✗ Tagged content - Failed

Tagged annotations - Passed

> ✗ Tab order - Failed

Character encoding - Passed

Tagged multimedia - Passed

Screen flicker - Passed

Scripts - Passed

Timed responses - Passed

Navigation links - Passed

> Forms

> Alternate Text (5 Issues)

✗ Figures alternate text - Failed

✗ Nested alternate text - Failed

✗ Associated with content - Failed

✗ Hides annotation - Failed

> ✗ Other elements alternate text - Failed

> Tables (4 Issues)

✗ Rows - Failed

✗ TH and TD - Failed

✗ Headers - Failed

✗ Regularity - Failed

⚠ Summary - Skipped

CIVIC WORKS COMMITTEE'S ADOPTED RECOMMENDATIONS

4-Year Goal

- Increase ride capacity by 10% YOY
 - ✓ Increased service hours in most recent budget ~8% increase
 - ☐ Is the LTC on track to scale up this rider capacity by 2025?
- Strike a working group to tackle this problem
 - ☐ How many recommendations has the Accessibility Advisory Committee put forward in 2024?
 - ☐ How many of these recommendations have been implemented by the LTC?

