



***Accessibility Plan –2004 Update
Appendix A***

September 2004

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SECTION I - EXECUTIVE SUMMARY

This report serves as an update to the London Transit Commission's Accessibility Plan, adopted in 2003. The updating of the Plan is in conformance with the requirements of the Ontarians with Disabilities Act ("ODA"). The update serves as an annual report on the progress made to date with respect to the Plan direction.

As demonstrated, the 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.

The activity undertaken in 2004 represents the latest in a series of steps advancing to the principle of full accessibility in service, facilities, employment and communication undertaken by London Transit since 1992.

In addition to providing an update on 2004 activity, the following report sets out a work plan which will form part of London Transit's business planning process and will be incorporated in the 2005 annual work program and the related operating and capital budget programs. Linking the accessibility plan initiatives to the LTC business planning process provides the mechanism to not only chart progress, but to also identify, remove and prevent barriers and safeguard against new barriers being created.

The approach utilized in the stakeholder consultations and creation of the London Transit Commission's base Accessibility Plan has been recognized as a best practice by the Accessibility Directorate. The key steps of the approach, as well as a copy of the Accessibility Plan are provided as examples on the Accessibility Directorate's website. The 2004 update will be attached as an Appendix to London Transit's Accessibility Plan.

H. Usher
Chair, London Transit Commission
September 2004

SECTION II - LONDON TRANSIT PROFILE

Conventional Services – 2004 Service Profile

Type of service	Fixed route - modified radial service										
Hours of service	<table><thead><tr><th>Day</th><th>Times</th></tr></thead><tbody><tr><td>Monday to Friday</td><td>6:00 a.m. to 12:00 p.m.</td></tr><tr><td>Saturday</td><td>6:00 a.m. to 12:00 p.m.</td></tr><tr><td>Sunday</td><td>8:30 a.m. to 11:00 p.m.</td></tr><tr><td>Statutory Holiday</td><td>8:30 a.m. to 11:00 p.m.</td></tr></tbody></table>	Day	Times	Monday to Friday	6:00 a.m. to 12:00 p.m.	Saturday	6:00 a.m. to 12:00 p.m.	Sunday	8:30 a.m. to 11:00 p.m.	Statutory Holiday	8:30 a.m. to 11:00 p.m.
Day	Times										
Monday to Friday	6:00 a.m. to 12:00 p.m.										
Saturday	6:00 a.m. to 12:00 p.m.										
Sunday	8:30 a.m. to 11:00 p.m.										
Statutory Holiday	8:30 a.m. to 11:00 p.m.										
Annual passenger trips	17.7 million										
Annual revenue service hours	501,200 hours										
Annual kilometers	10.473 million										
Number of routes	33 routes, plus 3 community bus operations										
Types of services	Mainline Downtown – 10 routes – 6 of which are designated low floor bus accessible Mainline Crosstown – 4 routes Downtown/Suburban – 10 routes, 10 of which are designated low floor bus accessible Feeder/local – 9 routes, 2 of which are designated low floor bus accessible Community Bus – 3 routes, all of which are designated low floor bus accessible										
Fleet makeup	Approved fleet size equals 178 buses of which an estimated 104 will be low floor accessible by December 31, 2004										

Specialized Transit – 2004 Service Profile

Type of Service	Shared Ride – Door to Door – Pre Booked Service										
	Registrants are able to book trips 3 days in advance. Trips, with the exception of subscription trips, are awarded on a first come first serve basis. There is not a guarantee of trip availability										
Hours of Service	<table border="0"> <thead> <tr> <th style="text-align: left;"><u>Day</u></th> <th style="text-align: left;"><u>Time</u></th> </tr> </thead> <tbody> <tr> <td>Monday to Friday</td> <td>7:00 a.m. to 11:30 p.m.</td> </tr> <tr> <td>Saturday</td> <td>8:30 a.m. to 11:30 p.m.</td> </tr> <tr> <td>Sunday</td> <td>8:30 a.m. to 11:30 p.m.</td> </tr> <tr> <td>Statutory Holiday</td> <td>8:30 a.m. to 11:30 p.m.</td> </tr> </tbody> </table>	<u>Day</u>	<u>Time</u>	Monday to Friday	7:00 a.m. to 11:30 p.m.	Saturday	8:30 a.m. to 11:30 p.m.	Sunday	8:30 a.m. to 11:30 p.m.	Statutory Holiday	8:30 a.m. to 11:30 p.m.
<u>Day</u>	<u>Time</u>										
Monday to Friday	7:00 a.m. to 11:30 p.m.										
Saturday	8:30 a.m. to 11:30 p.m.										
Sunday	8:30 a.m. to 11:30 p.m.										
Statutory Holiday	8:30 a.m. to 11:30 p.m.										
Registrants	1,850										
Annual eligible passenger trips	160,000										
Attendant/companion trips	15,500										
Annual service hours	72,000 - includes both primary and secondary service providers										
Fleet requirements	Fleet requirements are provided by primary and secondary service providers. The primary service provider operates 21 vehicles, while the number of vehicles provided by the secondary service provider corresponds directly to demand and budget.										
Service Administration	<p>Service booking - handling in excess of 200,000 calls annually for trip booking, cancellations, etc.</p> <p>Service scheduling - providing daily schedules for primary and secondary service providers consisting of between 20 and 25 vehicles per day during peak periods and providing 148,500 plus trips on an annual basis.</p> <p>Dispatching service – deals with “real time” monitoring of service.</p>										

SECTION III - THE YEAR 2004 ACHIEVEMENTS

Bus Stops – Sidewalks

As part of the update to the Bus Stop Standards, an inventory of all stops was completed in 2004. The inventory will be updated on an annual basis. The inventory includes detail regarding accessibility issues related to each stop in the system. Issues arising relating to sidewalk access are forwarded to the City of London.

Bus Stops – Snow Clearance

A review of the current policies relating to prioritization of snow removal was completed in cooperation with the City of London in early 2004. The snow removal policy (as approved by Municipal Council), prioritizes roads, bus bays, and sidewalks ahead of bus stops. The policy states it is expected that bus stops will be cleared within 72 hours of a significant snowfall.

As specific issues are raised in regard to stops and/or sidewalks leading to stops not being cleared in a timely manner, they are forwarded to the City of London for review and consideration, noting the City has to balance competing issues, given time and resource availability.

Bus Stops – Stop Design

As part of the update to the Bus Stop Standards completed in 2003, an inventory of all stops was completed in 2004. The inventory includes detail relating to stop definitions, and design features of each stop and is used to determine stop locations requiring upgrades prior to designating a route as fully accessible.

Upgrades will be made on an on-going, prioritized basis, as budget allows and consistent with the designation of routes as accessible.

Bus Stops – Distance to Stops

Each year, the service is reviewed to consider improvements which may include new routes, new stops etc. Customer and employee contacts are compiled and considered as part of the review process. When a specific request is made regarding the addition or modification of a stop location for customer convenience, it must be weighed against the efficiency and effectiveness of the route it is located on. Service changes, which could include new stops are recommended to the Commission in April/May for implementation in the fall of the same year.

Service Quantity - Accessible Conventional Service

Each year, the service is reviewed to consider additional designated accessible routes. Consideration is given to customer requests, travel patterns, and availability of accessible buses. In the fall of 2004, 4 additional routes were designated as fully accessible bringing the total to 18 accessible routes or 50% of the conventional service routes being designated accessible.

Fare Parity – Specialized and Conventional Transit Services

Effective April 1, 2004, Fare Parity was established between conventional and specialized services. All fare media that is accepted on the conventional service, with the exception of the 90 minute transfer and the tuition-based pass are accepted on the specialized service. Discussions with the educational institutions supporting the tuition based passes are scheduled for fall of 2004 regarding the inclusion of specialized service under the tuition pass programs. Consideration of the use of the 90 minute transfer on the specialized service is scheduled for review in 2005 as part of the service integration study.

Also, effective January 1, 2004, the \$30 3-year registration fee for the specialized service was eliminated.

Specialized Transit Service Changes

Service options, such as expanding community bus and introducing flex routes and shuttles, are being reviewed on an ongoing basis as potential enhancements to the service for those who cannot avail themselves of accessible conventional transit. These service options will mesh with a revised eligibility assessment for applicants for specialized transit service and the new focus on matching the individual's needs to the most appropriate service option.

In 2004, the use of "medical shuttles" was piloted to provide trips for dialysis patients to and from treatments. The relatively low number of registrants requiring the service for dialysis combined with the multiple dialysis treatment locations in the city, resulted in the service being ineffective and the pilot program terminated. As the number of dialysis patients on the service increases, this option will be reviewed.

Also in 2004, "workshop shuttles" were introduced. This service provides trips to specialized registrants, who don't require a lift-equipped vehicle, to and from daily workshops. Rather than have these trips, which are from many locations to one location, disbursed on the paratransit service, they are provided by 2 vehicles, which follow a consistent route for pick ups each morning, and returns each evening. This type of service provides for consistent pick-up and drop-off times for the customers each day, making it easier for family members and/or caregivers to arrange to meet them if necessary.

Specialized Service Quality

In 2004, the Accessible Public Transit Service Advisory Committee (APTSAC) reviewed policies and procedures relating to the quality of the specialized service. The review of the policies/procedures was from the customers' point of view, while also giving consideration to any service implications that would result with changes to the policies. The policies/procedures that were reviewed include:

- Late Cancellation/No Show Policy and related appeal process
- Baggage Policy
- On-time Performance (30 minute pick-up window)
- Length of Time on Vehicle (60 minute maximum trip length were possible)

Each policy was reviewed in detail, and, where deemed necessary, alterations were recommended to the Commission. The Commission approved changes to the Late Cancellation/No Show Policy and related appeal process, and approved clarifications to the Baggage Policy and the Length of Time on Vehicle Policy.

Policy changes were made, effective July 1, 2004, and were communicated to all Customers of the service via communications distributed on the vehicles, and made available at common pick/up and drop/off locations.

Customer Service/Sensitivity and Awareness Training

In addition to revamped new Operator training, refresher training is being provided to existing Operations employees. The training program will take up to three years to deliver. An aspect of the training deals specifically with sensitivity and awareness training. By the end of 2004, it is anticipated that 33% of the operators will have completed the training.

Facility Issues

Issues identified relating to visitor parking and access to the customer service counter were and/or are scheduled to be addressed in 2004.

Employer Recognition

In the fall of 2003, the London Transit Commission was recognized by The Employment Alliance (TEA) as an Ability First Employer in recognition of the employment and support of a staff member with a low vision disability.

SECTION IV - METHODOLOGY FOR ANNUAL UPDATE

Annual Plan Update

Each of the items identified as an action step for 2004 were listed on the annual work program, and designated a staff "lead" responsible for the completion of the task.

The Accessible Public Transit Service Advisory Committee, which was established in March of 2004, and is made up of customers of the specialized service as well as individuals interested in the continued progress of accessible public transit in the City of London, provided input on all aspects of the plan. The Committee also provided input on the issues related to specialized service quality.

Further, input received through customer contacts throughout the year was used to update the identified barriers, and assign priorities in terms of timeframe.

The plan was reviewed with representatives from the City of London responsible for the development of their plan, to ensure consistency in tasks and priorities related to transportation.

SECTION V - IDENTIFIED BARRIERS AND TIME PHASED ACTION PLAN

The following tables consolidate the barriers identified through the Accessibility Plan development process. The identified barriers are grouped under the following major categories:

- services
- employment
- facility
- communication

As indicated on the tables, the business of addressing the barriers is continuous. Meeting the targeted timelines will be dependent upon the availability of both human and financial resources, recognizing both limitations of the resources and the competing (both internal and external) demands for the resources. The tables have been updated to reflect the status of each project scheduled for completion in 2004. Further, a column for 2007 has been added. These tables will be updated each year and form part of the appendices for that year's annual update report.

TABLE 1 – SERVICE

Issue	Service	Description	Action	Who	2004	2005	2006	2007
Bus Stops- Sidewalks	CT	Access to stop location- sidewalk design/curbs including identification of missing curbs	a) Compile a listing inventory of accessibility issues re sidewalk access given stop locations b) Prioritize improvements and establish program to implement	LTC City	a) Complete b) Ongoing	X	X	X
Bus Stops- Snow Clearance	CT	Snow removal is either delayed or not complete in certain situations	Review standards and priorities re snow clearance, in concert with City priorities and recommend amendments to same as appropriate	LTC City	Complete			
Bus Stops- Stop design	CT	Design features of the stop itself create barriers	a) Update inventory of stop definitions b) Continue, in a prioritized manner, to implement approved bus stop standards and technical guidelines	LTC LTC	a) Complete b) Ongoing	b) X	b)X	b) X
Bus Stops- shelters	CT	Design features such as striping, access to those on wheelchairs	a) Update inventory of shelter status b) Continue, in a prioritized manner, to implement bus stop standards and technical guidelines	LTC LTC	a) Complete b) Ongoing	X	X	X
Bus Stops- distance to stops	CT	Mobility impaired may not be able to reach the stop	As part of the Annual Service review, continue to look at improvements which may include flex routes, increased number of stops, rerouting of service	LTC	2004 Review Complete	X	X	X
Bus Boarding/alighting	ST	Establishment of boarding/alighting area at new and existing facilities	Continue to provide input to site plan development process. Review customer contacts to identify higher need locations	LTC City	Ongoing	X	X	X
Service Quantity- Accessible routes	CT	Majority of bus routes are not accessible	Continue to expand, in a prioritized manner, the number of accessible routes, based on low floor bus availability and stop upgrades.	LTC	2004 Review Complete	X	X	X
Service Quantity- level of services	ST	Number of non-accommodated trips	Continue to develop and implement the family of services consistent with resource availability and direction of LTC Business Plan. Priorities set in annual work plan	LTC	Ongoing	X	X	X

CT – Conventional Transit ST – Specialized Transit

TABLE I – SERVICE (continued)

Issue	Service	Description	Action	Who	2004	2005	2006	2007
Fare Parity	ST	<ul style="list-style-type: none"> Fare media and pricing is different for Specialized services versus Conventional services Registration fee is a barrier 	As directed by both the London Transit Commission and Municipal Council (Community & Protective Services) the issue of fare parity and elimination of the registration fee will be considered as part of the 2004 budget program	LTC	Complete			
Service Quality	ST CT/ST	<ul style="list-style-type: none"> a) 3 day advanced booking window b) late/no show policy c) baggage policy d) attendant policy (attendant fare) e) on-time performance f) length of time on vehicle for trips 	Specialized service policies are subject to review and assessment utilizing a series of key performance measurements. Action to be taken to balance impact on quantity and quality of service with availability of resources	LTC	<ul style="list-style-type: none"> b) Complete c) Complete d) Complete e) Complete f) Complete 	a) X		
Eligibility for Specialized	ST	Individuals with “temporary disabilities” not eligible for Specialized	Review expansion of current eligibility criteria to include temporary disability. Fiscal implications to be considered as part of 2005 operating budget program.	LTC		X		
Service Integration	ST/CT	Currently no provision for transfer between services	Review various issues and impact, e.g. transfer connections/ service scheduling and develop implementation plan for consideration	LTC	Delayed until 2005	X		
Designated Stops at City Parks and Special Event Sites	ST	Currently, several common locations for special events have no designated accessible stops, resulting in confusion during pick-ups and drop-offs during events	Work in conjunction with the City of London to install designated “accessible transit” stops at each of the City’s parks that host special events throughout the year	LTC/City of London		X		
System Navigation	CT	Ability of riders to identify stop locations, orient oneself in time and space	Expand trip planning/travel training programs. Assess issue re on board communication by operators re stop locations. Site specific identification	LTC/Community Agencies	Ongoing	X	X	X

CT – Conventional Transit ST – Specialized Transit

TABLE I – SERVICE (continued)

Customer Service	CT/ST	<p>a) Driver/ Operator Awareness</p> <p>b) Fleet reliability (i.e., Accessible buses not Available)</p> <p>c) Public timetables and Schedules</p>	<p>Continue both global and disability awareness training, including sensitivity to special needs</p> <p>Ongoing maintenance and fleet replacement program and working with suppliers to improve product quality</p> <p>Analyze and deliver alternatives for low vision riders</p>	LTC	<p>a) Ongoing</p> <p>b) Ongoing</p>	<p>a) X</p> <p>b) X</p> <p>c) X</p>	<p>a) X</p> <p>b) X</p> <p>c) X</p>	<p>a) X</p> <p>b) X</p> <p>c) X</p>	
Behavioural Compatibility	CT/ST	Behavioural issues associated with certain disabilities impacting service operations	Public awareness and acceptance through communication. Continued development of attendant travel program and working with community supporting agencies	LTC/Community Agencies		X	X	X	X
Sensitivity and Awareness Training	CT/ST	Training for all service delivery representatives on sensitivity and awareness training	Continue to deliver, as scheduled, sensitivity and awareness training	LTC/Service Providers	Ongoing	X	X	X	X

CT – Conventional Transit ST – Specialized Transit

TABLE II - EMPLOYMENT

Issue	Service	Description	Action	Who	2004	2005	2006	2007
Employment Opportunity Advertising	CT/ST	Lack of indication that those with disabilities are welcome to apply	Revisions in the wording of external advertisements to welcome applications as an Equal Opportunity Employer	LTC	Completed in fall 2003			
Employment Recruiting Agency	CT/ST	Ensure that the agency carries out functions as if the LTC is performing them in terms of dealing with those applicants with disabilities	Clarification of expectations and revision of internal documentation of the contracted Employment Agency	LTC	Completed in fall 2003			
Employment-accommodating selected applicants and employees with disabilities (permanent/temporary)	CT/ST	Workplace accommodation of a range of disabilities	Review, update and implement London Transit's modified work program	LTC	Completed in fall 2003			

TABLE III – FACILITY

Issue	Service	Description	Action	Who	2004	2005	2006	2007
Facilities- Visitor Parking	CT/ST	Identified non-conformance with "FADS" on customer service policy	Assess requirement and determine corrective action. Include in 2004 budget program.	LTC	Complete by Dec/04			
Facilities- Access to Customer Service Counters	CT/ST	Identified non-conformance with "FADS"	Assess requirement, include in 2004 operating budget program	LTC	Complete by Dec/04			

TABLE IV - COMMUNICATION

No identified issues/barriers arose concerning corporate communications. In keeping with London Transit's commitment to the Human Rights Policy, identified individual needs are addressed as they arise. The corporate website will be reviewed to ensure that it meets current standards for accessibility. Consideration is being given to adding a page or pages to the website which describe the accessibility undertakings of the Commission and describe the accessible features of our services, facilities, and our approach to accessible communications and employment practices.

CT – Conventional Transit ST – Specialized Transit