



***Accessibility Plan –2005 Update
Appendix B***

September 2005

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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 2005 reflects the continued progress in advancing to the goal of full accessibility in service, facilities, employment and communication undertaken by London Transit since 1992.

In addition to providing an update on 2005 activity, the following report sets out the accessibility work plan that will form part of London Transit's business planning process and related 2006 annual work program and operating and capital budgets. Linking the accessibility plan initiatives to the LTC business planning process provides the mechanism to chart progress in identifying and removing existing barriers, and safeguarding 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 2005 update will be attached as an Appendix to London Transit's Accessibility Plan.

J. Davis
Chair, London Transit Commission
September 2005

SECTION II - LONDON TRANSIT PROFILE

Conventional Services – 2005 Service Profile

Type of service	Fixed route - modified radial service										
Hours of service	<table><thead><tr><th><u>Day</u></th><th><u>Times</u></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>	<u>Day</u>	<u>Times</u>	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.
<u>Day</u>	<u>Times</u>										
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	18.3 million										
Annual revenue service hours	513,000 hours										
Annual kilometers	10.562 million										
Number of routes	32 routes, plus 3 community bus operations										
Types of services	<p>Mainline Downtown – 10 routes – 6 of which are designated low floor bus accessible</p> <p>Mainline Crosstown – 4 routes, 1 of which is designated low floor accessible</p> <p>Downtown/Suburban – 10 routes, 10 of which are designated low floor bus accessible</p> <p>Feeder/local – 9 routes, 2 of which are designated low floor bus accessible</p> <p>Community Bus – 3 routes, all of which are designated low floor bus accessible</p>										
Fleet makeup	Approved fleet size of 183 buses of which an estimated 118 will be low floor accessible by December 31, 2005										

Specialized Transit – 2005 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><u>Day</u></th> <th><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	2,160										
Annual eligible passenger trips	160,000										
Attendant/companion trips	17,000										
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 - SUMMARY OF 2005 WORK PLAN INITIATIVES

Ongoing Annual Program Review

Bus Stops

As indicated in Table I, issues relating to bus stops (sidewalks, snow clearance, stop design and distance to stops) are reviewed annually and corrective action taken (or scheduled to be addressed) as considered appropriate. This includes liaison with the City of London.

Customer Service/Sensitivity and Awareness Training

In addition to the revamped new Operator training program, ongoing 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 2005, it is anticipated that 50% of the operators will have completed the training.

Specific 2005 Initiatives

Service Integration – Conventional and Specialized Services

In mid 2005, a contract was awarded to ENTRA Consultants to review and report on the issues and implications associated with the integration of the conventional and specialized services in London. Public input session will take place in the Fall of 2005, with the report being finalized in December of 2005. The report recommendation will be considered by the Commission, and action scheduled accordingly.

Of note, results of the 2004 Customer Satisfaction Survey indicate that usage of accessible conventional transit services by customers of the specialized service has almost doubled since the 2001 survey. Respondents to the 2004 survey indicated that slightly more than 1 in 3 customers (37%) of the specialized transit service, have made use of the accessible conventional service, compared to 20% of respondents in the 2001 survey.

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 2005, 2 additional routes were designated as fully accessible bringing the total to 20 accessible routes or 56% of the conventional service routes being designated accessible.

Specialized Service Improvements

In late 2004, Acumen Research conducted their third Customer Satisfaction Survey for the customers of the Specialized Service.

In one area of the survey, customers were asked to rank the importance, from their perspective, of four service improvement options, namely, booking window reduction, trip availability, average ride time and increased no-show wait time. The service improvement options were chosen based upon customer feedback over the intervening period between

surveys. The table below sets out the results of the question relating to service improvements.

Service Improvement Option	2004 Ranking
Booking Window Reduction	1
Trip Availability	2
Average Ride Time	3
Increased No-Show Wait Time	4

As the table indicates, a reduction in the booking window (currently 3 days in advance of trip) was rated as the number one improvement customers would like to see made to the service, followed closely by trip availability. The review and possible implementation of the move to a reduced booking window is on the 2006 Work Plan.

Designated Stops at City Parks and Special Event Sites

Discussions have been held with the City of London regarding the designation of specific stops for the Specialized service at City Parks and Special Event Sites. Historically, the locations used for the service during special events has varied from year to year, which has led to confusion on behalf of the drivers and the customers. By the end of 2005, it is anticipated that designated stops will be established at City Parks, and where possible, at special event sites.

Ontario Human Rights Commission Staff Position Paper Re: Paratransit Service – Special Program Status

In the spring of 2005, the Ontario Human Rights Commission (OHRC), presented a staff position paper that recommended that the Commission declare that the paratransit services in London, Hamilton, Windsor and Toronto were not special programs as defined by the Code. OHRC staff invited responses to the paper from a number of selected stakeholders including the named systems. Significant time and resources were devoted to the preparation of LTC's response including consultation with the City of London Accessibility Advisory Committee, the Accessible Public Transit Service Advisory Committee, the named systems and respective legal counsels. A response to the paper was filed by the London Transit Commission. A decision regarding the position set out in the paper is expected by the end of 2005.

Eligibility for Specialized

The expansion of the eligibility criteria for the Specialized service, to include those individuals with temporary disabilities, was planned to occur in the fall of 2005. This program was put on hold pending the outcome of a paper tabled by the OHRC (see previous paragraph). The program has been placed on the Accessibility Plan for 2006, but again, will be subject to the decision of the OHRC.

SECTION IV - METHODOLOGY FOR ANNUAL UPDATE

Annual Plan Update

Each of the items identified as an action step for 2005 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 2005. 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	 b) Ongoing	 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) Ongoing	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	b) Ongoing	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	2005 Review Complete	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	Ongoing	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 		<ul style="list-style-type: none"> a) b) c) d) e) f) 	
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		Delayed	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	a) Driver/ Operator Awareness b) Fleet reliability (i.e., Accessible buses not Available) c) Public timetables and Schedules	Continue both global and disability awareness training, including sensitivity to special needs Ongoing maintenance and fleet replacement program and working with suppliers to improve product quality Analyze and deliver alternatives for low vision riders	LTC	a) Ongoing b) Ongoing	a) X b) X c) X	a) X b) X c) X	a) X b) X c) X
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
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

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