



# OAKVILLE TRANSIT

## Accessibility Plan 2010

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# OAKVILLE TRANSIT

## ACCESSIBILITY PLAN FOR 2010

*The following document is Oakville Transit's Accessibility Plan for 2010. Although it is a stand alone document, it should also be considered an integral part of the Town of Oakville's Accessibility Plan.*

### **1. Introduction**

Oakville Transit expects that demand for its services will continue to grow and that in conjunction with this growth there will be increasing demands for improved accessibility. These demands will be driven by both customer expectations and the requirement to comply with existing and emerging legislation. In particular, the standards being developed under the Accessibility for Ontarians with Disabilities Act (AODA) will require that system accessibility be achieved within defined timelines.

It is unknown at this time when the AODA Transportation Standard will become regulation. This standard has been developed specifically for the Transit industry, and will guide all accessibility improvements for Oakville Transit in the future. However, it is important to note that all of the five standards, including the approved Customer Service Regulation, will directly impact how transit service is delivered. The five standards are:

- Customer Service
- Information and Communication
- Built Environment
- Employment
- Transportation

If Oakville Transit is to offer itself as a viable means of transportation to the residents of Oakville then all residents should have access. Fully accessible buses are a major step in this direction, however, full system accessibility means much more. It includes service levels, facility access, walk-ways, landing pads, shelters, signage and access to information. For many residents, Oakville Transit is the only means of travel to and from

work, school, medical appointments, to run errands, attend cultural and recreational events, and to participate in social activities. All residents will directly benefit as the accessibility of transit services is improved. In addition, improved accessibility will lead to increased use of transit services, contributing to continued ridership growth.

***Oakville Transit is committed to:***

- Continual improvement of access to public transportation premises, facilities and services for customers, as well as employees, with disabilities
- Inclusion of people with disabilities in the development and review of its annual accessibility plan
- Provision of high quality accessible services to all customers and employees
- Optimizing use of public investment by making Oakville Transit's conventional services more accessible thereby encouraging care-A-van customers to use conventional transit whenever possible.

## **2. Internal Accessibility Planning Coordinators**

The Director of Transit Services and the Manager of Planning and Accessible Services will act as Accessibility Plan Coordinators.

### 3. Oakville Transit's Profile

#### Conventional Services – 2009 Service Profile

Type of Service	Fixed Route – grid and local service	
Service area	Urban area – Town of Oakville	
Hours of service	Monday to Friday 6:00 am to 12:00 am Saturday 7:00 am to 12:00 am Sundays and Statutory Holidays 8:00 am to 8:00 pm	
Annual boardings	3,198,071	
Annual revenue service hours	180,466	
Annual kilometres	3,942,910	
Number of routes	30	
Types of services	Conventional service, school specials and senior's specials	
Fleet makeup	Oakville Transit has a conventional fleet size of 92 buses, of which 82 are low floor accessible.	
Fare structure	Cash fare	\$3.00
	Adult monthly pass	\$88.00
	Adult tickets	10/\$25.50
	Student monthly pass	\$58.00
	Student Freedom Pass	\$10.00
	Student tickets	10/\$21.00
	Senior monthly pass	\$50.00

	Senior tickets	10/\$17.50
	GO co-fare	\$0.65
	GO with Gus Pass	\$23.00
	Day pass	\$10.00

## Specialized Services – 2009 Service Profile

Type of Service	Shared ride, door to door, pre-booked service
Service area	Urban area – Town of Oakville
Hours of service	Monday to Friday 6:00 am to 12:00 am Saturday 7:00 am to 12:00 am Sundays and Statutory Holidays 8:00 am to 8:00 pm
Types of Services	Dedicated bus Private taxi
Fleet Make-up	5 Specialized high floor lift equipped buses and 2 ramp equipped buses
Registrants	1,478
Annual eligible passenger trips	38,461
Attendant/Companion trips	2,923
Annual service hours	12,220

## **4. Measures Oakville Transit Has Taken In Previous Years to Remove Accessibility Barriers**

### **Planning**

In 1992, Oakville Transit drafted its first Accessibility Plan. Since that time we have been updating and revising this plan every year, as required by the Ontarians with Disabilities Act (ODA). Each update involves a review of barriers addressed in previous years, identification of remaining barriers to accessibility, development of a prioritized plan to address these barriers, and consultation with primary stakeholders.

### **Barriers Addressed in Previous Years**

The following steps have been taken to identify and remove barriers to people with disabilities:

- Expansion of the care-A-van fleet and integration of low-floor, ramp equipped para-transit vehicles beginning with the purchase of 2 in 2009
- Worked with the Town's Accessibility Coordinator to ensure compliance with the Customer Service Regulation for January 1, 2010.
- Replacement of all Transit Service Stop Signs with more recognizable signs in 2009.
- Oakville Transit concluded its Accessible Services Review in 2008
- Installation of shelters, landing pads and walkways at an additional 37 service stop locations in 2009.
- Oakville Transit continues to replace its high-floor conventional buses with fully accessible low-floor ramp equipped buses. Currently 89% of our conventional fleet is accessible. All new vehicle acquisitions are low floor accessible buses. These vehicles include Easier Access enhancements, such as brightly coloured on-vehicle grab rails, handrails and stanchions, high-contrast stair nosings, lighted step wells, and lowered stop request cords or buttons.

- All office staff provided with Sensitivity Training in 2007, and Customer Service training in 2008.
- Three Senior Specials providing one day per week service to the residents of three senior residences
- Finalizing procedure on cycling of ramps by all transit operators during vehicle check
- Oakville Transit continues to operate the care-A-van service for persons with physical functional mobility impairments who are unable to use conventional transit service and who meet eligibility criteria.
- Oakville Transit continues to provide Easier Access Training and/or Ambassador Training to existing and newly-hired bus operators.
- Integrated fares with GO Transit allow patrons who wish to use care-A-van to link with accessible GO Transit service.
- Courtesy seating is available to persons with disabilities on all of Oakville Transit buses.
- Oakville Transit policies permit passengers to travel with assistive animals, should they require one.
- Oakville Transit information is accessible on the Web site with a text only option ([www.oakvilletransit.ca](http://www.oakvilletransit.ca)), and is linked to the Town of Oakville Web site ([www.oakville.ca](http://www.oakville.ca))

## **5. Identification of Access Barriers to Oakville Transit for People with Disabilities**

Oakville Transit recognizes that its infrastructure - including its administrative offices, bus stops, bus shelters, and vehicles - may present barriers to some people with disabilities. A table detailing identified barriers is attached at the end of this document.

The availability of resources is a major factor in determining the pace of progress in reducing or eliminating the barriers identified in consultation with people with disabilities. Resource constraints will mean that not all barriers can be addressed at once and as a result, prioritization of initiatives is required. While we remain focused on what remains to be done it is also important to recognize how far we have come in a relatively short period of time.

## **6. Identify, Prioritize and Develop a Plan to Remove and Prevent Accessibility Barriers in 2010**

Oakville Transit is committed to the following actions on an annual basis:

- Consulting with people with disabilities to seek their advice on which barriers, and which remedial actions should have priority for the coming year
- Making provision in our capital and operating budgets to seek funding to address the highest priority barriers
- Taking advantage of opportunities to secure funding to extend or accelerate the removal of priority barriers
- Consulting on a regular basis with the Town's Accessibility, Transit and Seniors' Advisory Committees, with respect to addressing barriers to accessibility.

### **Actions Planned for 2010**

Oakville Transit intends to make its services more accessible by taking the following actions:

- Construction of a new fully accessible transit facility (maintenance, administration and operations) at a new location.
- Ensuring that care-A-van customers are fully informed of the travel options available to them on our accessible conventional transit routes.
- Development of a standard for route accessibility that allows for "accessible designation" based on a combination of dedicated fully accessible buses and a percentage of service stop locations that are accessible
- Continue the landing pad/walkway program at bus stops and shelters
- Installation of an additional 20 new bus shelters
- Continue customer service training of all new operators

- Audit of all Transit Service Stop locations for the purpose of identifying and prioritizing opportunities to improve accessibility
- Development and implementation of customer securement procedure for drivers on our conventional accessible service
- Development of emergency evacuation procedures for drivers of conventional accessible and care-A-van service
- Integration of Oakville Transit bus stop infrastructure requirements with Town and Regional roadway improvement projects

## **7. Consultations on the Content of This Accessibility Plan**

In the preparation of this plan, Oakville Transit has conducted the following consultation activities:

- Consultation with the Town of Oakville's Accessibility Advisory Committee to ensure input is received from members of the Town's disabled community
- Consultation with the Town of Oakville's Transit Advisory Committee to ensure input is received from the general community
- Consultation with the Town of Oakville's Seniors Advisory Committee to ensure input from this segment of the Town's population
- Consultation with Oakville Transit operating and support staff to ensure that those responsible for delivery of accessible service provide input.

## **8. Communicating the Plan to the Public**

Oakville Transit will communicate the accessibility plan to the public through the following actions:

- The Plan will be posted at our administrative office and at Town Hall.
- Copies of the Plan will be available at our administrative offices and Town Hall.
- The Plan will be published on our the Transit Web Site ([www.oakvilletransit.ca](http://www.oakvilletransit.ca))

## **9. Ongoing Review and Monitoring of the Plan**

Oakville Transit will monitor progress from the previous year's Accessibility Plan.

Our Accessibility Plan Coordinators will prepare an Annual Accessibility Plan Review. The Review will list the objectives of the prior year's Accessibility Plan, actions taken to address them, and the results obtained.

This report will be a key document for consultations with persons with disabilities about the content of the Accessibility Plan for the coming year.

The Review will be produced early enough in the year to enable consultations to be conducted, and recommendations formulated and costed in time for the preparation of Oakville Transit's budget for the next year.

## Identification of Barriers to Access to Oakville Transit for People with Disabilities

BARRIER	STRATEGY/ACTION
<b>At Oakville Transit Administrative Offices</b>	
<b>Exterior:</b> There is narrow exterior ramp with a sharp turn which is difficult to negotiate in a wheelchair or scooter.	Oakville Transit is in the process of constructing a brand new facility which will be operational in the spring of 2011.
<b>Entrance door:</b> This is a manual door that should be replaced by an automatic, button-actuated entrance door.	<i>TBD See above</i>
<b>Interior:</b> Aisles and corridors are narrow; interior doors are manual and therefore difficult or impossible for some people to use.	<i>TBD See above</i>
<b>Restrooms:</b> These present problems with respect to door width, manual doors, interior space dimensions, including manoeuvring space and toilet stalls, the wheelchair accessibility of counters, sinks and faucets, and of dispensers.	<i>TBD See above</i>
<b>Fleet Barriers</b>	
<b>Conventional Buses:</b> High floor buses are a barrier for customers with mobility challenges.	Oakville Transit continues to replace its older, high floor fleet with fully accessible low floor conventional buses. As well, all new expansion vehicles are low floor ramp equipped. All conventional buses will be accessible by 2012
<b>Conventional buses:</b> ramps are not always functioning on low floor	Oakville Transit will be finalizing a procedure for cycling of ramps as

<p>buses. Manual deployment is not always possible.</p>	<p>part of the bus operator vehicle check in 2010. This will confirm functionality prior to the bus entering service each day. Operating procedures will incorporate a requirement to immediately notify a supervisor of any ramp deployment issues that may arise through the course of the day.</p>
<p><b>care-A-van buses:</b> Current lift equipped para-transit vehicles present a visual barrier to customers with mobility challenges.</p>	<p>Oakville Transit will continue to investigate replacing its lift equipped para-transit vehicles with low floor ramp equipped vehicles. Staff feels that low floor vehicles offer enhanced accessibility and increased safety. All customers would be able to board the vehicle by means of the front entrance as opposed to a side door my means of a lift.</p>
<p><b>Barriers at Shelters &amp; Stops</b></p>	
<p><b>Approaches:</b> Delay in clearing snow and ice from bus stops and shelters.</p>	<p>Oakville Transit contracts the removal of snow from its stops and shelters. The agreement requires that all stops will be cleared within 48 hours. Transit supervisors also conduct specific checks of high priority locations to ensure snow, ice and windrows have been properly removed.</p>
<p><b>Landing pads:</b> Boarding and alighting from buses is more difficult because many of the stops do not have a proper concrete landing pad.</p>	<p>Oakville Transit continues to make improvements at stops and shelters. 37 new shelter and landing pad locations were added in 2009. A minimum of 65 additional walkways and 20 new shelters are planned for installation in 2010.</p>
<p><b>Shelters:</b> A passenger may have to</p>	<p>Oakville Transit installs shelters on</p>

<p>wait for a bus as long as a half hour or more. During inclement weather, the absence of shelter at the bus stop can be a barrier to using Oakville Transit. 14 per cent of the bus stops have shelters (123 out of 900).</p>	<p>an annual basis. All existing shelters will be audited to ensure full accessibility.</p>
<p><b>Shelters:</b> Have not been formally reviewed for compliance with minimum accessibility criteria.</p>	<p>Oakville Transit will undertake to review shelter accessibility criteria when finalized and develop a timeline for achieving full compliance.</p>
<p><b>Barriers at the Oakville Transit/GO Transit Stations</b></p>	
<p><b>Connecting time:</b> The time available for a connecting passenger to travel between buses and trains may not be sufficient for some people with disabilities.</p>	<p>Oakville Transit will continue to review schedules to ensure scheduled connection times reasonably consider customers using mobility assistive devices.</p>
<p><b>Signage at the Oakville GO Station:</b> Timetable signage is not easily readable by visually impaired persons, due to small print, insufficient contrast, or being located too high to be read from a seated position.</p>	<p>Oakville Transit will continue to review all posted printed material to ensure it meets the needs of customers with visual impairment.</p>
<p><b>Customer Information</b></p>	
<p><b>Driver training:</b> Conventional transit bus operators have not been trained to accommodate all disabilities, or may need periodic refresher training.</p>	<p>Oakville Transit continues to train all new hires with the Ambassador training program developed by the Canadian Urban Transit Association.</p>
<p><b>Accessible bus deployment:</b> There are not enough low floor buses in the fleet to cover all routes.</p>	<p>Oakville Transit continues to replace vehicles on an annual basis with low floor vehicles. At present, 88% of the fleet is low floor.</p>
<p><b>Accessible bus availability information:</b> Timetables should</p>	<p>Currently, all Oakville Transit services in the mid-day, all day</p>

indicate on which routes, and at which times, customers may encounter a high floor conventional bus.	Saturday, Sunday and on Statutory Holidays are provided with low floor accessible buses, identified on our website and on our printed timetables.
<b>Legibility of printed material:</b> Bulletins, schedules and system maps may be difficult for some people to read.	Oakville Transit continues to revise all printed material as it is produced.
<b>Signage:</b> The height, location and visibility of signs at terminals and service stops are barriers for some people.	All service stop signs were replaced in 2009. Oakville Transit will continue to review and monitor locations for improved and standardized placement.
<b>Bus shelter and station maps:</b> Are mounted too high, and printed too small to be readable from a sitting position, or by someone with a visual disability.	Future maps will be printed in larger more visible font. Placement of maps will be reviewed to optimize for all customers.
<b>Bus stop:</b> Identification at stops that serve multiple routes may be too high or too small for legibility.	Oakville Transit will continue to review and monitor locations for improved and standardized placement.
<b>Teletypewriter (TTY):</b> Routing and scheduling information should be provided in TTY.	The IS&S Department of the Town of Oakville is investigating a broader Town wide approach to TTY and other technologies.
<b>Road and Sidewalk Barriers</b>	
<b>Curb cuts:</b> The walking and wheeling path to and from bus stops does not always have curb cuts at corners.	Wherever possible, transit will ensure an accessible link between pads and curb cuts.
<b>Curb cuts:</b> Where curb cuts exist they may be too low to provide a cue to a visually impaired person that he or she is about to step into the	Transit will investigate available means of addressing these conflicting accessibility initiatives.

street.	
<b>Policy Barriers</b>	
<b>Customer service training:</b> Some Oakville Transit staff has not had customer service training that includes disability awareness and accommodating people with disabilities.	All Transit staff was trained in Accessible Customer Service Training in 2009.
<b>care-A-van eligibility policy:</b> Some people with disabilities cannot use regular transit but are not eligible to use care-A-van because of the current criteria for eligibility.	Oakville Transit is awaiting the final regulation for the Transportation Standard of the AODA prior to proceeding with a full review of its eligibility criteria.