

Leamington Transit

Accessibility Plan

May, 2014

Leamington Transit Accessibility Plan

Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, governs requirements for **conventional** and **specialized** transportation service providers. The Leamington Transit Accessibility Plan forms part of the Municipality's Multi-Year Accessibility Plan.



New 2011 Leamington Transit buses

1.0 Introduction

The Municipality of Leamington currently provides both **conventional** and **specialized** transit services. At present time, services are contracted to third party service providers, using municipally-owned and contracted accessible vans. All vehicle maintenance, servicing, operations (including dispatch, human resource responsibilities and day-to-day customer service), and facility lease operations/management are included within the current contract.

Conventional transportation services refer to public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario.

Specialized transportation services refer public passenger transportation services that: operates solely within the Province of Ontario, is provided by a designated public sector transportation organization (SECC), and is designed to transport persons with disabilities.

Leamington Transit, through its provision of transit and para-transit services is committed to:

- the continual improvement of access to public transportation, facilities and services for passengers and employees with disabilities; and
- the provision of high quality service which is accessible to all passengers and employees.

Conventional Transit Services

Currently, Leamington Transit has a fleet of two (2) accessible transit buses. Leamington Transit operates one (1) bus daily, Monday to Saturday from 07:00 AM to 7:00 PM. No service is offered on Sundays or statutory holidays.

The service is operated by CA Bailey Limited of Leamington, and can be contacted by phone or email at:

Phone: 519-326-2607

Toll Free: 1-877-89-BUSES (892-8737)

Web page: www.cabailey.com

Specialized/Para-Transit Services

The South Essex Community Council (SECC) operates a fully-accessible para-transit service under the name "Erie Shores Community Transit". This service is provided within the Wheatley and Windsor-Essex region to eligible residents who have a disability or are unable to board a conventional bus. The SECC operates all vehicles and supplies operators, partial servicing/maintenance and all reservation/dispatch functions.

Erie Shore Community Transit

Phone: 519- 326-9030

Fax: 519- 326-1529

E-mail: info@secc.on.ca

2.0 Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

Leamington Transit is committed to increasing access to all persons within the Municipality. In July 2011 the Integrated Accessibility Standard Regulation (IASR) became law under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. Further to investments made in accessibility prior to July 2011 we are pleased to say that Leamington Transit is in compliance with a number of these regulatory requirements before the deadlines.

The following are examples of accessibility initiatives which Leamington Transit has put in place:

- As of July 2007, the Town of Leamington's conventional services have had fare-parity. As of January 1, 2013.
- As of October 2012, all conventional bus routes operate with 100% accessible buses.
- On-board or automated stop announcements are provided and were initiated on both the conventional and inter-municipal routes by our contractors in 2009.
- New bus shelter with an accessible concrete pad was installed in 2012.
- All new contracted conventional buses have customer enhancements as required by the Transportation Standard of the IASR, such as brightly coloured, on-vehicle grab rails, handrails, courtesy seating, lighting features, signage, visual differentiation of platform edges and lowered stop request buttons.
- Leamington Transit requires all its drivers to complete Customer Service Training in accordance with the Transportation Standard of the IASR.
- Leamington Transit accessibility information is posted on the Municipality's website (<http://www.leamington.ca>).
- Conventional buses provide assistance to passengers upon request.
- The Manager is required to attend annual public meetings reviewing the Municipality of Leamington's Accessibility Plan, which addresses the needs of persons with disabilities within the municipality.
- Municipal transit service contracts have procedures in place to address equipment failure in vehicles. Leamington has two fully accessible vehicles so one can be introduced into service as soon as a failure is identified.

3.0 Barriers to Access

Leamington Transit recognizes that some parts of its infrastructure may present certain barriers to people with disabilities. In striving to ensure access to physical facilities, Leamington's objective is to create a service environment that is free of barriers to the extent that is reasonably possible. Riders are picked up at designated bus stops, but can depart the bus at any point if requested. The driver of the bus is responsible to determine where it is safe or not safe to drop off riders.

3.1 Shelters & Stops

Approaches & Landing pads:

Boarding and exiting buses can be difficult at stops that do not have a concrete landing pad.

Shelters & Benches:

During inclement weather, the absence of a shelter at the bus stop can be a barrier to using the transit. Riders should be aware that some shelters do not have interior seating and many bus stops do not have exterior seating. Riders should also be aware that clearing snow and ice from bus stops and shelters is the responsibility of the Municipality and will be completed as soon as possible.

3.2 Buses & Vans

Restraint equipment for wheelchairs and power wheelchairs are available to accommodate most designs. However, some of the newer scooters may be too large to move into position or be properly restrained and may not be able to be safely accommodated.

3.3 Roads and Sidewalks

The roads and sidewalks on the approaches to Leamington Transit bus stops, although maintained by the Municipality, determine the accessibility of Leamington Transit services. Specific barriers in the following areas have been identified:

- The walking and wheeling path to and from bus stops do not always have curb cuts at corners.
- Where curb cuts exist, they may be too low or lacking in tactile demarcations to provide a cue to a person who is visually impaired.
- Sidewalk snow clearing is undertaken diligently per a predefined route.

Resources

Leamington Transit recognizes that the availability of resources can be a major factor in determining the progress in reducing or eliminating the barriers identified in consultation with people with disabilities. Leamington Transit further recognizes that resource constraints require a process of prioritization.

4.0 On-going Actions

The Municipality of Leamington is committed to the following actions on an annual basis:

- Consult with the Municipality's Accessibility Advisory Committee to seek their advice on which barriers and which remedial actions should have priority for the coming year.
- Request funding through our municipal capital and operating budgets to address the highest priority barriers.
- Take advantage of opportunities to secure funding to extend or accelerate the removal of priority barriers.

5.0 Customer/Rider Feedback

Customer/Rider feedback is important to the day to day operation of the transit system and to create a long term, successful service. Feedback can be provided to the Municipality by phone or through email.

Phone: 519-326-5761 ext: 1304

Web page: www.learmington.ca/en/ourcommunity/busservice.asp