

## **Transit Accessibility Plan 2014-2015**



Approved by:  
Tecumseh Accessibility Advisory Committee  
Date (TAAC-06/14)

Adopted by:  
Tecumseh Town Council  
Date (RCM-394/14)

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## Table of Contents

<b>Executive Summary</b>	<b>3</b>
<b>Tecumseh Transit Services Profile</b>	<b>3</b>
<b>Prior Years Accessibility Initiatives</b>	<b>5</b>
<b>2014-2015 Transit Accessibility Work Plan</b>	<b>5</b>
<b>Methodology for Plan Review and Update</b>	<b>6</b>
<b>Process for Managing, Evaluating and Taking Action on Customer Feedback</b>	<b>6</b>
<b>Procedures to Address Equipment Failures</b>	<b>7</b>
<b>Conclusion</b>	<b>8</b>

## **Executive Summary**

Building on the Town of Tecumseh's (Town) commitment to improving the accessibility of our transit services and facilities, the Town has developed plans to achieve an accessible public transit system, which also meets the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations, by 2025.

The purpose of this accessibility plan is to identify barriers and establish strategies to address local accessibility issues and regulatory requirements in 2014 and 2015, including discussion and tentative timelines associated with regulatory and non-regulatory requirements to 2017. Consistent with requirements under the *Integrated Accessibility Standards Regulation 191/11* (IASR), annual public consultation will be conducted to discuss and assess progress towards full system accessibility.

The Town is committed to the principles of independence, dignity, integration, and equality of opportunity, as described in the AODA.

### **The Town of Tecumseh will:**

- Continue the development of accessible public transit services
- Identify barriers and establish strategies to address accessibility issues and regulatory requirements by 2025
- Ensure that policies, procedures, protocols, and standards are developed to improve the accessibility of transit facilities and services
- Ensure that our services are delivered in a manner that respects the rights, dignity, and independence of all customers
- Consult with the Tecumseh Accessibility Advisory Committee (TAAC) and people with disabilities in the community on our transit accessibility plan and related policies

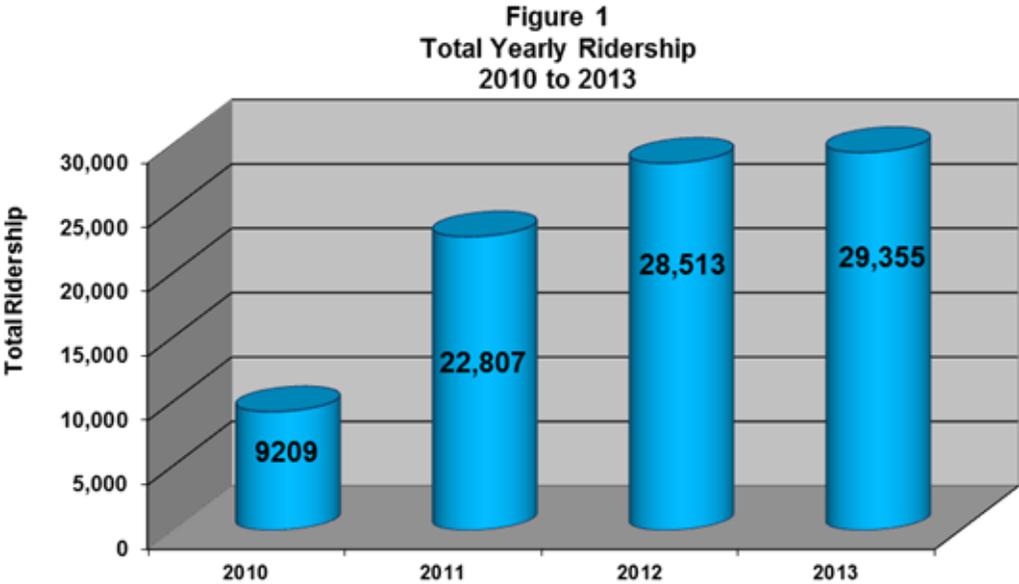
## **Tecumseh Transit Services Profile**

The Tecumseh Transit Service (TTS) was implemented on December 21, 2009. The Town manages the service but contracts out the operation and maintenance of the two Town-owned buses to First Student Canada (FSC). Both buses are fully accessible. The TTS profile is as follows:

<b>Criteria</b>	<b>Description</b>
Type of Service	Circuitous route with 36 stops and a one hour headway. Contracted operation provided by FSC with Town owned fleet
Service Area	Tecumseh and City of Windsor via Tecumseh Mall
Hours of Service	Monday to Saturday 6:00 a.m. to 6:00 p.m.
Annual revenue service hours (projected)	3,744 hours
Annual kilometres (projected)	9,360 km
Fleet composition	2 accessible conventional buses with a 24 person capacity

**Ridership Rates**

Total yearly ridership has increased every year from its imposition in 2010 to 2013. The total 2013 ridership was 29,355 riders (see Figure 1 below).



## **Prior Years Accessibility Initiatives**

TTS has provided proactive implementation of accessibility initiatives over the past few years with the development and enhancement of policies and procedures. Changes were made to the TTS and its protocols in order to comply with the AODA in 2012.

The following improvements have been completed to identify and remove accessibility barriers:

- The establishment and signage of courtesy seating for persons with disabilities on the buses
- A communication strategy designed to inform the public about the purpose of courtesy seating
- On-board announcements regarding upcoming stops are conducted on the bus
- Additional benches installed in 2012 in order to ensure riders can conveniently and comfortably use the service
- Removal of the fare requirement for an attendant or support person using conventional services
- Establishment of accessibility policies
- Current information on accessibility equipment and features of vehicles, routes, and services is made available to the public and provided in an accessible format, upon request

## **2014-2015 Transit Accessibility Work Plan**

TTS will ensure that it complies with all regulations in IASR 191/11 by the stated compliance dates. The following provides a summary of the actions planned in 2014 and 2015 that will make TTS more accessible:

- Continued infrastructure improvements at bus stops and other related transit infrastructure
- Updating of bus stop accessibility guidelines, endorsed by Town Council
- Reviewing of bus stop sign design and implementation of fixture standardization, where possible
- Update Accessible Transportation procedure by 2017 as part of the Town's policy review process
- Implementation of static customer timetable information at all bus stop locations, including trip departure and fare information

For further details related to corporate IASR 191/11 compliance initiatives and subsequent work plan, please refer to the Town of Tecumseh Accessibility Plan.

It is important to note that the availability of resources is a major factor when assessing the pace of progress in reducing or eliminating accessibility barriers. Resource constraints will mean that not all barriers can be addressed at once and, as a result, prioritization of initiatives is required.

## **Methodology for Plan Review and Update**

The 2014-2015 Town of Tecumseh Transit Accessibility Plan is guided by the Town of Tecumseh Accessibility Plan, consistent with requirements established under the IASR 191/11. The annual plan will provide an update on accessibility initiatives that reflect IASR 191/11 compliance as well as forecasting initiatives that support the continuous removal of accessibility barriers. Progress will be reported annually and will be used to measure progress and develop subsequent annual work plans.

There are three (3) key inputs to the annual accessibility plan, including:

- Legislative and regulatory requirements and associated compliance timelines
- TAAC consultation
- Annual public consultation

## **Process for Managing, Evaluating and Taking Action on Customer Feedback**

Customer or rider feedback is important to the day to day operation of the TTS and to creating a long term and successful service. Feedback is usually generated directly by Town staff or by customers.

Town staff gather feedback by:

- Consulting regularly with FSC management
- Consulting with TAAC
- Through public consultations; and
- Through annual status reports

Town staff also meet with TTS drivers bi-annually in order to receive their feedback on the TTS. All data collected from these input mechanisms assists in making decisions with respect to the topic being reviewed and assessed.

Feedback is also generated directly from customers who serve as key inputs to TTS delivery and annual service plans, including those elements dealing specifically with accessibility.

Customer feedback with respect to service operations is directed to representatives at FSC and to municipal staff at the Town. Planning and administrative related comments are forwarded to municipal staff at the Town for review and response. Comments are received from customers and members of the public via telephone, in person, mail, and e-mail.

## **Procedures to Address Equipment Failures**

There are a number of steps taken on a daily basis in an attempt to mitigate in-service break downs, including the following:

- Each day, prior to a bus leaving the garage for service, the Operator completes a “circle check”, ensuring that the vehicle is functioning properly. Should any features be found to not be in working order, the Operator will attempt to have it repaired prior to going into service. If the bus cannot be repaired in time, an alternate bus is assigned to the Operator
- Every evening when buses are serviced (refueled, fare box emptied, etc), employees also check that features of the bus appear to be in working order. In the event that an issue is discovered, the bus is either repaired that evening, or removed from service the following day until it can be repaired
- Every three months a “Wheelchair Lift Inspection Worksheet” is completed

While the aforementioned steps should mitigate in-service breakdowns, they do not eliminate them. When a bus defect disables the bus while in service, the following steps are taken:

- The bus Operator contacts dispatch and relays the defect information
- The Dispatcher determines the extent of the defect and whether the bus can be repaired in service
- If the bus defect can be repaired in service, dispatch contacts the mobile mechanic and co-ordinates a timely repair
- If the defect cannot be repaired in service, dispatch contacts maintenance who arrange for a replacement bus
- If the bus cannot remain in service, the bus is taken out of service and a replacement bus is dispatched

It should be noted that the procedures set out above may be impacted by severe weather or other vehicle issues that may result in the inability to replace the bus experiencing difficulty in service.

## **Conclusion**

According to Statistics Canada, about 1.9 million Ontarians have disabilities, which represent 16% of the population. It is estimated that 20% of the population will have disabilities in two decades. The number of Ontarians affected by disability also grows to 53% of the population when immediate family members are included.

As the disability community grows it will be imperative that these individuals are able to participate in society to their full potential. This will require Ontario to become fully accessible and municipalities will play a large role making this a reality.

The Town is dedicated to the pursuit of removing barriers affecting persons with disabilities and to the overall goal of the AODA to make Ontario an inclusive society for everyone. The 2014-2015 Tecumseh Transit Accessibility Plan is an important step in this pursuit.