



***Accessibility Plan –2008 Update
Appendix E***

October 2008

TABLE OF CONTENTS

I.	Executive Summary	
II.	London Transit Commission Accessibility Policy	Page 1
III.	London Transit Profile – Conventional and Specialized Services	Page 2-3
IV.	Summary of 2008 Work Plan Initiatives	
	• General Accessibility	Page 4-7
	• AODA Specific Initiatives	Page 7-18
V.	Methodology for Conducting the Annual Update	Page 19
VI.	Identified Barriers and Time-phased Action Plan	Page 20-27

SECTION I - EXECUTIVE SUMMARY

This report serves as the fifth annual update to the London Transit Commission's Accessibility Plan, first 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. The plan was amended in 2007 to include commentary with respect to compliance with standards developed under the Accessibility for Ontarians with Disabilities Act (AODA). Until such time as AODA standard compliance reporting documentation is provided by the Ministry of Community and Social Services, commentary on progress toward compliance will be provided in this document.

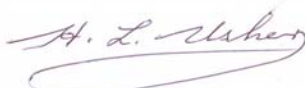
As demonstrated, the London Transit Commission is committed to:

- 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 both in 2008 as well as previous years is reflective of 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 2008 activity, the following report sets out the accessibility work plan that will form part of London Transit's business planning process and related 2009 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.



Harold Usher
Chair, London Transit Commission
October 2008

SECTION II - LONDON TRANSIT ACCESSIBILITY POLICY

London Transit's Policy on Accessibility for Ontarians with Disability Act

The London Transit Commission, as evidenced by the progress London Transit has and continues to make in terms of growing accessible public transit services, supports the goals and principles of the Accessibility for Ontarians with Disabilities Act (AODA). The commitment is predicated on providing clear, measurable and sustainable progress in the delivery of accessible public transit services.

As an organization, London Transit will take reasonable efforts to ensure that:

- (a) its goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- (b) its services are integrated with services provided to those without disabilities, unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our goods and services; and
- (c) that persons with disabilities will be given an opportunity equal to that given others to obtain, use and benefit from London Transit's goods and services

In support of the foregoing, London Transit will develop and maintain the necessary policy, procedures and protocols relating to the delivery of its services, including such areas as facilities, equipment, training, communication initiatives and maintaining of all necessary records.

SECTION III - LONDON TRANSIT PROFILE

Conventional Services – 2008 Service Profile

Type of service	Fixed route - modified radial service										
Service Area	Primarily within old City of London boundaries limited service extends into new City boundaries										
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	21.6 million										
Annual revenue service hours	529,500 hours										
Annual kilometers	11.105 million										
Number of routes	35 routes, plus 3 community bus operations 23 identified as accessible (i.e. utilizing low floor buses)										
Types of services	Mainline Downtown – 10 routes – 6 of which are designated to operate with low floor accessible buses Mainline Cross-town – 4 routes, 1 of which is designated to operated with low floor accessible buses Downtown/Suburban – 10 routes, 10 of which are designated to operate with low floor accessible buses Feeder/local – 9 routes, 2 of which are designated to operate with low floor accessible buses Community Bus – 3 routes, all of which are designated to operate with low floor accessible buses										
Fleet makeup	Approved fleet size of 192 buses of which an estimated 141 will be low floor accessible by December 31, 2008										

Specialized Transit – 2008 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.										
Service Area	Within new City of London boundaries (i.e. Includes the annexed areas)										
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.										
Registrants	3,300										
Annual eligible passenger trips	186,000										
Attendant/companion trips	22,000										
Annual service hours	74,000 - includes both primary and secondary service providers										
Fleet requirements	Fleet requirements are provided by primary and secondary service providers. The primary service provider operates 23 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 186,000 plus trips on an annual basis.</p> <p>Dispatching service – deals with “real time” monitoring of service.</p>										

SECTION IV - SUMMARY OF 2008 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 2008, it is anticipated that 85% of the operators will have completed the training.

Specialized Service Plan

The approved 2008 specialized transit service plan direction focused resources in a balanced progressive manner on addressing the growing trip demand and addressing related service quality issues as well as modifying the hours of operation to be equal to those on the conventional service.

A number of key factors were considered when preparing the 2008 service plan including:

- current service quality issues impacted by the steady increase in registrants
- the potential impact of standard compliance as per the Accessibility for Ontarians Disability Act.
- the availability of sustainable funding, noting the established cap in City of London operating funding for 2008 as well as that for 2009 through 2012
- the impact of slowed ridership growth on the conventional service, which impacts the amount of Provincial gas tax funding to be received
- the status of development of LTC's Long Term Service Growth Plan, noting one of the components of the plan over the medium to longer term is the integration of accessible conventional and specialized transit services

Specialized transit services, over the past few years, has been subject to significant growth pressures, as evidenced in the following table.

Changes in Service Environment – 2004 to 2007

	2004	2007	% Increase
Eligible Passenger Trips	156,000	175,200	12.3%
Attendant/Companion Trips	16,000	21,400	33.8%
Total Registrants	2,050	3,050	48.8%

As indicated, registrants on the service have grown by almost 49% over the defined period, and have continued to grow through 2008. While the growth in registrants has a significant impact

on the demand for service, the nature of new registrants compounds the issue. Registrants that are new to the service over the past few years tend to have significantly higher expectations with respect to their travel needs than that experienced historically. As such, there is a much higher demand, and expectation for travel.

Increased Service Quantity – Specialized Service

In response to the increased demand for trips, service levels were adjusted in 2008. In total, the 2008 budget provided for an increased expenditure on contracted services of \$75,000, which equates to the provision of approximately 5,400 additional eligible passenger trips over that provided 2007.

While the 2008 service levels were enhanced significantly, the impact on addressing the demand for service did not meet expectations. The following table provides a summary comparison of key service characteristics for the first six months of 2007 versus 2008.

Service Changes – First Six Months of 2007 versus 2008

	Jan - June 2007	Jan - June 2008	Variance	% Variance
Total Registrants	2,892	3,139	247	9 %
Eligible Passenger Trips (EPT)	88,067	94,391	6,324	7 %
Attendant/Companion Trips	10,075	12,033	1,958	19 %
EPT's per Registrant	30.5	30.1	(0.4)	(1)%
Companion Trips per Registrant	3.5	3.8	0.3	10 %
Non Accommodated	2,773	4,366	1,593	58 %
Total Service Hours	39,906	41,623	1,717	4 %
Service Hours per Registrant	13.8	13.3	(0.5)	(4)%

As indicated, while there has been a 4% increase in the number of service hours, there has been a 4% decrease in the total service hours per registrant which is directly attributable to the 9% increase in the number of registrants.

While it is understood that there will always be a need for various forms of specialized services to accommodate the transportation requirements of persons with disabilities, and as such, investment in the program will continue to be enhanced, in order to effectively manage the growth pressures while ensuring a reasonable quality of service, it will be critical to continue to develop and promote the use of accessible conventional transit services. Options to be considered include:

- providing a specialized trip from the customer's door to the nearest terminal location, and having the customer transfer to an accessible bus to complete their trip
- promoting the use of accessible conventional services through additional Get on Board information sessions
- encouraging specialized customers to try accessible conventional services by providing them with the route and schedule information of an accessible bus that could provide them with a trip that is considered non-accommodated on the specialized service

Service Integration – Conventional and Specialized Services

In mid 2006, ENTRA Consultants prepared a report on the issues and implications associated with the integration of the conventional and specialized services in London. The majority of the recommendations in the report suggested the continuation of existing programs. The one recommendation scheduled to be researched further is set out below.

Establish a series of service integration transfer points, beginning with the transit nodes identified in the Long-Term Growth Strategy. Expand this system of transfer points to include intermediate points on an as warranted basis.

This initiative has been deferred until such time as the implementation of the Long-Term Growth Strategy has been approved by municipal council. This initiative will continue to be given consideration in future work-plans, and will be implemented at such time as the appropriate service integration points have been established.

Service Quantity - Accessible Conventional Service

Each year the service is reviewed to consider additional designated accessible routes. When assessing potential routes, consideration is given to customer requests, travel patterns, and availability of accessible buses in the fleet. There are currently 23 accessible routes or 66% of the conventional service routes being designated accessible.

An integral part of the expansion of accessible conventional services is the ongoing upgrade of stops within the existing system to make them accessible. It is only once the majority of stops on a route have been upgraded that a route can be considered an option to be designated to operate with low floor accessible buses. At the end of 2008, it is estimated that 86% of stops will be accessible.

Service Quality – Accessible Conventional Service

A primary initiative on the 2008 work plan was the implementation of an Automatic Vehicle Location and Communication system, including several “smart bus” technology components. Effective September of 2008, all buses in London’s conventional fleet have been equipped with technology which provides for the automatic verbal announcement and visual display of all stops on all routes. Further, next bus arrival times will be displayed at all major terminals. Additional system functionality including the provision for “live” information with respect to next bus arrival via an interface to the London Transit website and interactive voice response will be implemented in the latter part of 2008 and fully functional by the spring of 2009.

Ontario Human Rights Commission Section 29 Inquiry Re: Conventional Service – Calling of Stops

In October 2007 the Ontario Human Rights Commission (OHRC) issued letters to transit providers in Ontario requesting they provide information regarding the system’s plan, policy and procedures associated with providing announcement of stop information. The information to be provided included:

- Whether all stops are currently and consistently being announced

- Any policies and/or practices currently in place for the announcement of stops
- Steps taken to ensure the policy or practice is carried out

In November of 2007, the Commission approved a response to the Section 29 request which indicated that, in terms of stop announcements, London Transit's current practice is to announce stops on request from passengers. The system has and continues to work well in meeting and responding to community needs. Further, at the time the response was prepared, London Transit did not have on file any complaints respecting the calling of all stops or the practice set out above. With respect to future plans, in 2006, the London Transit Commission approved an expanded use of its automatic vehicle location/communication system at a budgeted cost of \$6.5 million. The expanded system, scheduled to be operational by the fall of 2008, includes the electronic announcement (audible and visual) of all stops.

A follow-up request was issued in 2008, to which the Commission reiterated its previous position. Subsequent to the receipt of responses from transit providers, the OHRC prepared a summary paper outlining the number of transit systems that would be announcing all stops effective June 2008, noting London was not included in this list as plans for announcement of all stops were tied directly to the implementation of the new Smart Bus Technology, which became effective in September 2008.

SECTION IV - SUMMARY OF 2008 AODA SPECIFIC WORK PLAN INITIATIVES

Accessibility for Ontarians with Disabilities Act (AODA) – Standard Development

Throughout 2006, 2007 and 2008 the transit industry at large has participated in the development of transportation specific standards under the requirements of The Accessibility for Ontarians with Disabilities Act (AODA). Representation on the Transportation Standards Development Committee (T-SDC) includes a member of London Transit Commission administration. London Transit administration also chaired and participated on the transit industry resource team, which was established to provide stakeholder input to the transit representatives on the T-SDC.

In the latter part of 2007, the Association of Municipalities in Ontario (AMO) established resource teams to support the AMO representatives on each of the Information and Communications, Employment and Built Environment standard development committees. A member of London Transit administration is the AMO representative on the Employment Standard Development Committee, and two other members of administration are chairing the Employment and the Information and Communication resource teams. Administration will also participate in the Built Environment resource team.

In all cases, regular updates are provided with respect to progress on the various standard development committees to both the Accessible Public Transit Service Advisory Committee as well as the London Transit Commission. Input provided by the London Transit Commission during the public review periods has taken into account feedback from the Accessible Public Transit Service Advisory Committee.

Customer Service Standards – Regulation 429-07 (CSS)

On January 1, 2008, Regulation 429-07 came into effect, setting in place the first standards developed under the AODA. The timelines associated with the requirements set out in the regulation call for public sector organizations to be in full compliance by January 1, 2010. As such, a number of initiatives were added to the 2008 work plan in attempt to ensure compliance with the regulation by the specified date. The following provides a brief overview of the progress in 2008 with respect to compliance to this regulation.

Adopt a Policy Statement Respecting the AODA

In May of 2008, the Commission adopted a formal policy statement respecting the AODA, a copy of which has been provided in this document. The policy is also posted on the Commission's website.

Review all Other Policies Procedures and Programs to Ensure Compliance with Reg 429-07

A task force was established to reconcile/review the requirements of the CSS in respect of LTC policies, programs and processes. It is recognized that there will inevitably be an inter-relationship between the CSS and the other standards currently being developed under the AODA. As each of the respective standards is passed into law (as regulations), LTC will need to assess their requirements in light of its various policies, programs and processes. Further, the CSS itself is subject to review in 2012 and any resulting change to the standard will have to be assessed for compliance.

Policy Review and Development

The following policies were reviewed and were assessed as not requiring any change, that is, they are either not impacted by the CSS or, alternatively, are consistent with the principles of the CSS:

- Human Rights and Diversity Policy
- Mutual Respect Policy
- Health and Safety Policy Statement
- Violence in the Workplace Policy

There were a number of policies that required some attention in order to comply with the CSS; further details with respect to each are set out below:

Privacy Policy: Modification made to include the provision of the policy in accessible formats.

Purchasing Policy: A clause relating to the need for contractors who deliver services on LTC's behalf to be in compliance with the CSS has been added the Purchasing policy.

Business Plan Review

While not specifically mandated by the CSS, London Transit's Business Plan, which is central to the way LTC does business, was also reviewed. The Business Plan takes its direction from the Commission's overall Mission Statement:

"To develop and maintain an effective, efficient and safe public transit service operating as a key component of a sustainable transportation system while being competitive, customer focused and financially responsible and providing a work environment that fosters accountability, pride, teamwork and job satisfaction."

The current strategies are consistent with the CSS reflecting the need for an integrated, accessible service. The process for development of the second phase (covering years 2009-2010) of the 2007-2010 Business Plan, scheduled to be completed by the fall of 2008, will further consider the impact of the AODA and known related standards.

Procedure Review

A summary of the review of existing procedures is set out the table below which provides an overview of the areas where the Administration identified that London Transit already complies with the CSS, and those areas which require addressing and, therefore, needed to be added to the annual work program. A key initiative will be updating the Standard Operating Procedures (SOP's) to reflect the breadth of compliance required under the CSS, for example the issues of guide animals and support persons, although referenced in the Transportation and Planning SOP's, require amplification.

**Summary Assessment of Compliance and Action Items- London Transit Procedures
Compliance with AODA - Customer Service Standard**

Procedure/ Program	Personal Assistive Device	Consistency with Core Principles	Communication	Access for Service Animal	Access to Support Person	Notice of Service Disruption	Customer Feedback	Staff Training
Get on Board	C	C	C	C	C	A	C	C
Customer Banning	N/A	C	A	N/A	N/A	N/A	C	C
Accessibility Plans under the ODA	C	C	C	C	C	A	C	C
SOP's- T&P - Operators	C	C	A	A	A	A	C	C
SOP's- T&P - Inspectors	C	C	A	A	A	A	C	C
SOP's- T&P - Dispatchers	C	C	A	A	A	A	C	C
SOP's- T&P - Ticket Clerks	C	C	A	A	A	A	C	C
New Hire Orientation and Initial training phase	C	C	C	C	C	C	C	C
Customer Contact Procedures (note: current procedures are in draft format only)	A	A	A	A	A	A	A	A
LCTB Procedures (Specialized transit Service Policies, Service contracts (primary and secondary service providers)	C	C	A	A	C	N/A	C	C

Legend: C = Addressed and Complies; N/A = Not Applicable; A = Action required to comply

Review of Practices

In order to comprehensively review London Transit's practices, audits were performed to identify any non-compliance or need for improvement. Audits were performed in the Customer Service

area (front counter and Dispatch office) located at 450 Highbury Ave. N., the Information Office at Dundas and Richmond, by phone to the Customer Contact line, as well as “in service” (i.e., on a bus with an Operator and Inspector involved). The audit team included individuals with a range of disabilities (vision, hearing, and mobility disabilities).

The audits took into consideration the requirements under the CSS, namely:

- Personal Assistive Device
- Consistency with Core Principles of the Standard
- Communication
- Access for Service Animal
- Access to Support Person
- Notice re Service Disruption
- Customer Feedback
- Training

The audit team did not have the opportunity to observe reaction to a service disruption (notice during service disruption is a requirement under the standard). While system wide service disruption is currently addressed through the various response procedures (e.g., severe weather action plan) in a manner which complies with the CSS, the issue of smaller scale disruptions such as road closures/detours requires further review to ensure that we meet the customer service requirements for customers with disabilities. Occasionally mechanical problems may require temporarily replacing a low floor bus with a standard floor bus. This may mean a minor disruption of service and, by its nature, would not be considered part of the CSS.

Training Plan and Records

The CSS mandates that training be provided by 2010, both for those who directly deliver services, and for those who develop associated policies and work practices. However, any training delivered with respect to the CSS has at a minimum two key linkages:

1. overarching diversity training, noting that this type of training provides a context for more specific training relating to one (in this case, people with disabilities) of the several diversity groups. The recently developed Diversity module of the Ambassador program may fulfill this need; and
2. training which will be required under the other standards under the AODA, most notably that related to the yet to be developed Transportation Standard.

The current “Accessibility Awareness” training delivered to front line customer service staff has been assessed against the requirements of the CSS and it is concluded that the Accessibility Awareness training as it has been delivered meets the requirements. In light of the requirements of the CSS, the following training initiatives have been added to the 2008 Work plan.

- Accessibility Awareness training for a number of front line staff that have not yet received same
- Diversity Training for all Employees, which will be based upon the Diversity Module of the Ambassador Program, noting the Ambassador Program is a Customer Service

program developed by CUTA for transit operations. The Diversity Module looks at the spectrum of diversity and promotes positive customer service looking at the needs of various diversity groups. The Diversity training provides an excellent framework and context for subsequent training based upon the CSS. A brief overview on Accessibility Awareness (i.e., CSS topics) and the AODA in general will be incorporated into the training.

- Review and updated training requirements on the proper methods (including from an ergonomic perspective) of serving those using mobility devices (i.e. wheelchairs and scooters). This hands-on training can be delivered in a 1.5 hour module and therefore will be separately scheduled as part of the 2008/2009 Work plans.

Other Work plan Initiatives

A number of other initiatives relating to compliance with the CSS have been added to the 2008 Work plan including those set out below:

- providing publications in alternate formats - various publications (Ride Guide, Transit Talk, etc.)
- identifying various signages, layout and equipment location issues - Customer Service at 450 Highbury Ave. N.
- training – outstanding operations and customer service staff training. Development and implementation of “diversity training program”
- addressing various facilities issues (e.g. door openers missing or not working, accessible service counters being used for other purposes)
- addressing location of info posts (i.e. not accessible to those in mobility devices)

Transportation Standards – Not Yet Adopted into Regulation

Service Quality Measures - Specialized Service

The Initial Proposed Transportation Standard, established under the Accessibility for Ontarians with Disabilities Act (AODA), includes a requirement to establish, in consultation with the local advisory committee, various performance measures for specialized services. On the premise that the final Transportation Standard will include the requirement to establish performance measures and targets, and track and report on same, administration, in consultation with the Accessible Public Transit Service Advisory Committee, established performance targets for a number of key service quality measures for 2008. In setting the 2008 targets for each of the measures, a number of factors were considered, including:

- connectivity between measures, i.e. to influence a shift in one measure can impact another, noting certain of the measures are competing in nature
- inputs influencing the growth and development of specialized services, i.e. demographics, urban growth, environment
- link to initiatives supporting the continued growth and development of accessible public transit services
- affordability and sustainability

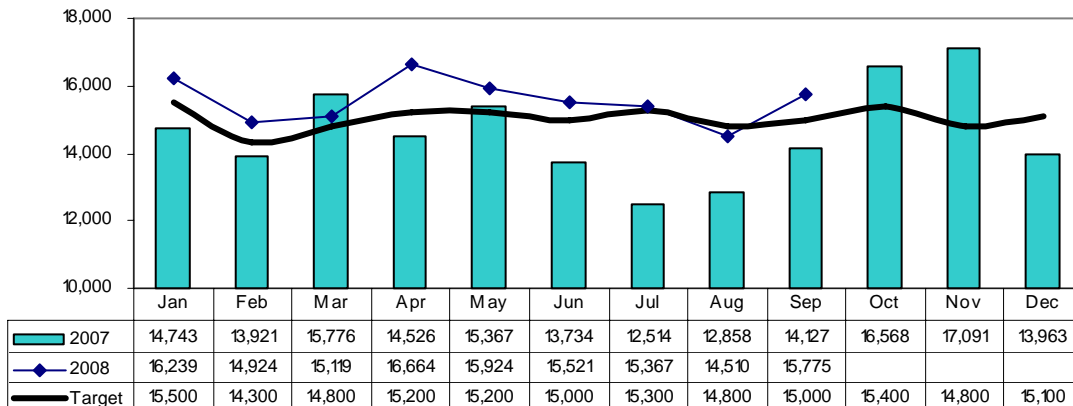
- customer feedback gathered through the customer contact system and the bi-annual Specialized Service Customer Survey
- the principle objective of the AODA, which is to remove and prevent barriers for persons with disabilities through the establishment of standards. The standards are to take into consideration among other issues economic factors. The AODA and resulting standards are not intended to result in providing a service to persons with disabilities that is of a higher level (i.e. quantity or quality) than that provided to the general public.

Performance against each of the measures as set out below is provided to the Accessible Public Transit Service Advisory Committee and then to the London Transit Commission on a monthly basis, including commentary with respect to each month's performance. The following provides a brief summary of each performance measure, as well as a graph illustrating the performance against the measure through September of 2008.

Eligible Passenger Trips

Eligible passenger trips are defined as the total number of trips provided to registrants of the specialized services, over a given time period. The target for 2008 is 180,400 or 3% more than in 2007. This measure is directly impacted by budget, as the amount of available funding dictates the level of service which can be provided in a given year. As the graph illustrates, eligible passenger trips for the first 9 months of 2008 are exceeding the target by approximately 4,900 trips.

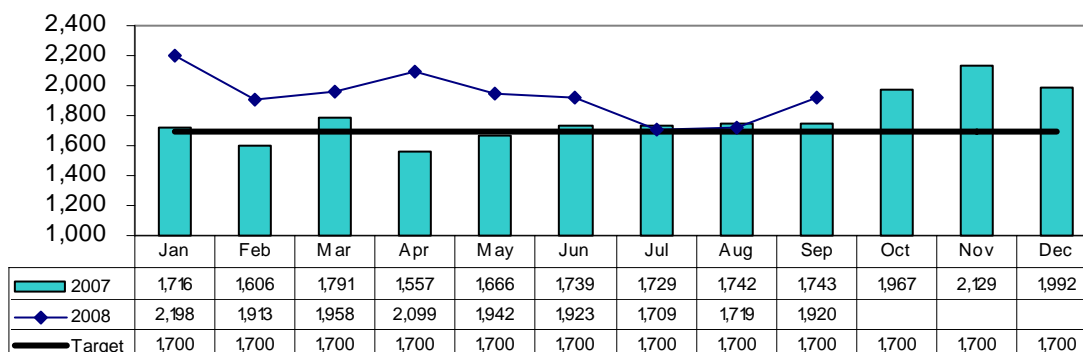
Eligible Passenger Trips – 2008 versus Target



Attendant/Companion Trips

Attendant/Companion trips are defined as the total number of trips provided to those providing attendant care to or companions of registrants of the specialized services. The trips provided in this category are subject to fluctuation due to a number of factors including the eligible passenger trips being provided (i.e. registrants that require an attendant), and the capacity of the vehicles during trip time (i.e. companion travel is subject to capacity). The target for 2008 is 20,400 trips or 1,700 per month.

Attendant/Companion Trips – 2008 versus Target

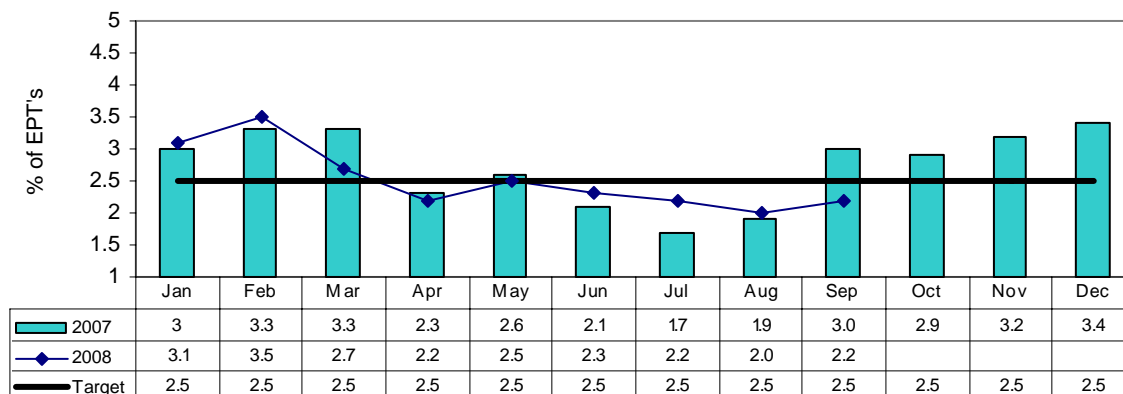


Rides Over 1 Hour

This measure provides an indication of the percentage of eligible passenger rides, in a given period, on the specialized service which were over 1 hour in duration (from time of boarding to time of deboarding). The measure can be subject to fluctuation due to a number of factors, including trip origin/destination by registrant, weather, time of day, and traffic conditions.

Over the past several years, the measure has been directly impacted by the location of key origin and destination points in the City, resulting in longer ride times, which in some cases, cannot be completed in under 60 minutes. Improving the trips over 1 hour that are directly influenced by the origin/destination or time of day would require them to be scheduled as direct trips (i.e. only passenger on board vehicle with no stops between origin and destination) versus a shared ride. While keeping the target low may be desirable from a customer point of view, it has to be balanced with the resulting decrease in terms of effective use of resources supporting the maximum of amount of trips to be provided. For 2008, the target for Rides over 1 Hour is 2.5% of eligible passenger trips.

Rides over 1 Hour – 2008 versus Performance

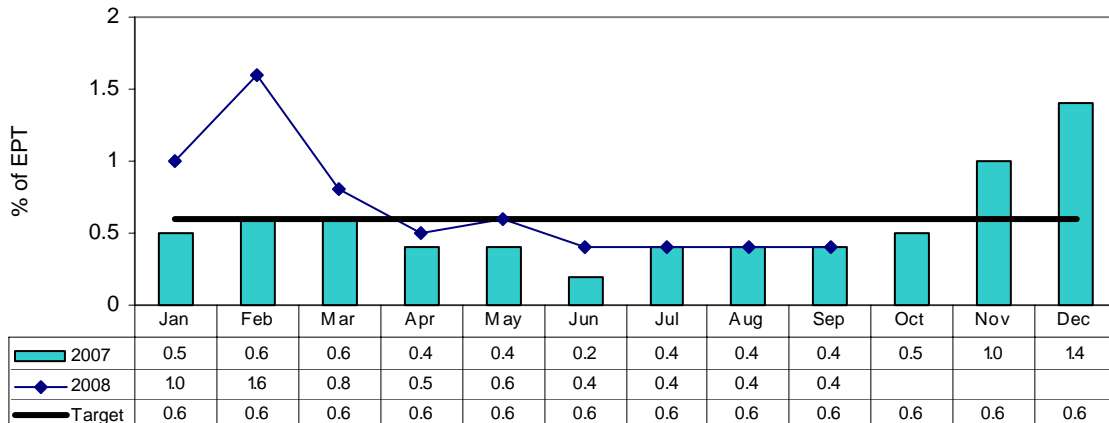


Pick-ups Over 30 Minutes

This measure provides an indication of the percentage of eligible passenger riders who were not picked up within 30 minutes of their scheduled pick-up time. This measure can be subject to fluctuation due to a number of factors including weather, time of day, traffic conditions and efficiency of the driver's schedule. Trips are assigned to vehicles in a manner which balances

efficiency and effectiveness (i.e. shared ride with reasonable routing for all passengers), however, as changes occur throughout the day, trips may need to be assigned to a vehicle that impact that efficiency in a negative manner. For 2008 the target for Pick-ups over 30 Minutes is 0.6% of eligible passenger trips.

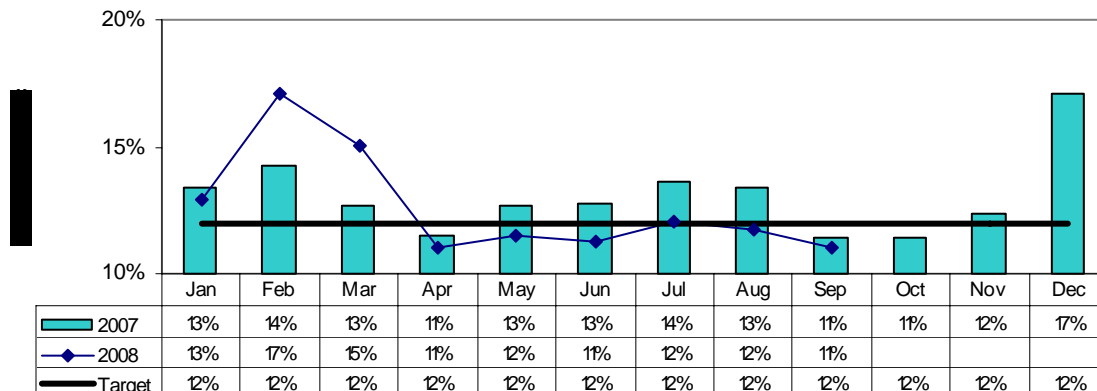
Pick-ups Over 30 Minutes – 2008 versus Target



Cancellations

This measure provides an indication of the percentage of total bookings that were cancelled prior to 3 hours before the scheduled pick-up time. This measure can be subject to fluctuation, primarily due to poor weather conditions. From a service efficiency perspective, it is best to keep this percentage as low as possible, however, from a customer perspective, the ability to cancel trips provides for much-needed flexibility. The current policies and procedures for the delivery of specialized services provides for the opportunity to follow-up with customers who have a high number of cancellations in a given month (i.e. higher than the monthly average). The underlying intent of this program is to inform customers of the negative impact cancellations have on the service, noting that trips cancelled at the last minute result in a lost trip opportunity for another registrant. For 2008, the target for Cancellations is 12% of total bookings.

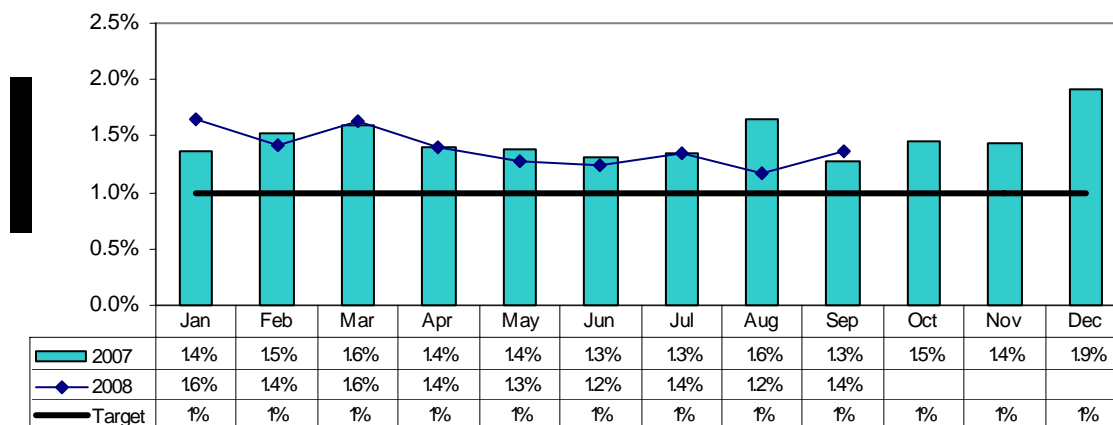
Total Cancellations – 2008 versus Target



No-Shows

This measure provides an indication of the percentage of total bookings where the registrant was not at the designated pick-up location at the scheduled pick-up time (i.e. within 5 minutes of scheduled time). No-shows cause the most significant impact on service efficiency. The current policies and procedures respecting no-shows provide the opportunity to follow-up with customers who have a high number of no-shows in a given month (i.e. higher than the monthly average). The underlying intent of the policies and procedures to inform customers of the negative impact no-shows have on the service, and to encourage customers to contact the brokerage in the event they are unable to make their trip. When the policies and programs were established it was recognized that the occurrence of a no-show may be outside the control of the customer. For 2008, the target for No Shows is 1% of total bookings.

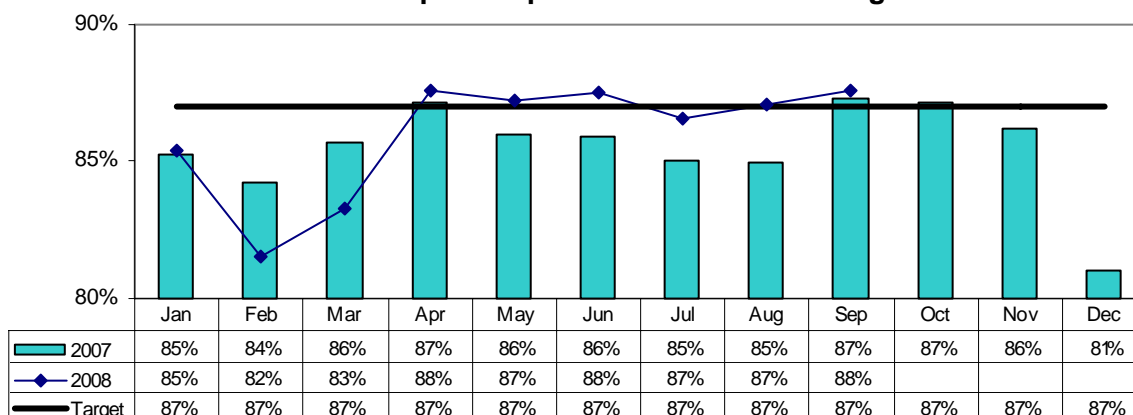
Total No-Shows – 2008 versus Target



Total Trips Completed (Booked versus Taken)

This measure provides an indication of the percentage of booked trips that were actually taken (i.e. booked trips less cancellations and no-shows) which provides a summary of the impact of cancellations and no shows on the service provided. As with the cancellation and no-show targets, from a service provider perspective the target should be high, indicating the fewest possible cancellations and no shows, however, it must be balanced with the need for flexibility on behalf of the customer. For 2008, the target for Trips Completed is 87% of total bookings.

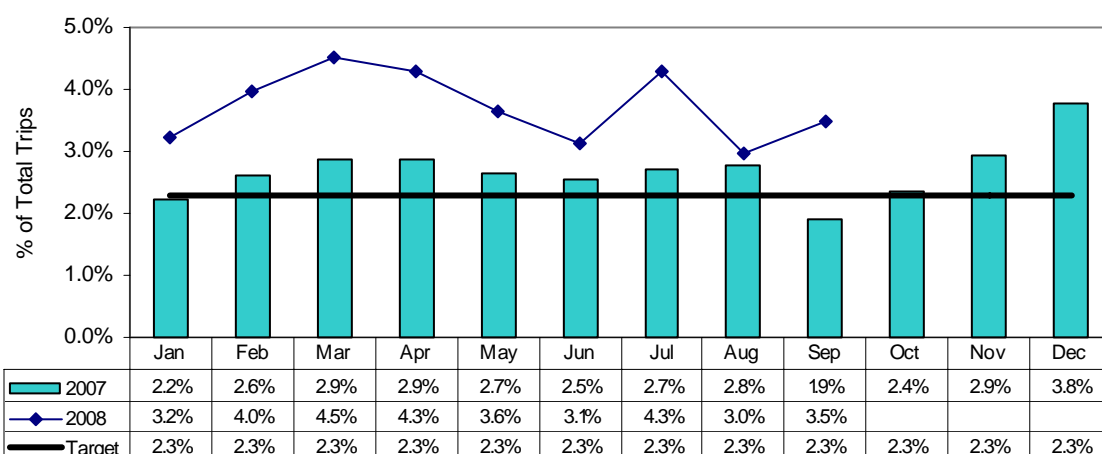
Total Trips Completed – 2008 versus Target



Non Accommodated Trips

This measure provides an indication of the number of trip requests that were unable to be accommodated within one hour of the requested time. The measure can be impacted by a number of factors including trip length, time of day, amount of service available, and number of registrants. The underlying goal of the specialized service is to provide the greatest number of trips as efficiently and effectively as possible, within established budgets. Over the past three years, the annual operating budget for specialized services has increased by 10%, primarily in an attempt to mitigate the number of non accommodated trip requests; however, the registrant base for the service has continued to grow at a faster rate. The growth in registrants is attributable to a number of factors including the expansion of eligibility criteria in 2002 and demographics. For 2008 the target for Non Accommodated Trips is 2.3% of total bookings.

Non Accommodate Trips – 2008 versus Target



Number and Types of Customer Feedback

The purpose of this measure is to report on the level and type of customer feedback received with respect to the service. This type of data is compiled and reported to the Accessible Public Transit Service

Advisory Committee and the Commission on a semi-annual basis for both the conventional and specialized services. The following provides an overview of the customer feedback received in the first six months of 2008 versus the same period in 2007 relating to each of the services.

Summary of Public Contacts – first six months of 2008

Year	Specialized		Conventional		Total	
	Contacts	Per 10,000 Passengers	Contacts	Per 10,000 Passengers	Contacts	Per 10,000 Passengers
2008	84	7.9	1,753	1.6	1,837	1.7
2007	49	5.0	1,398	1.4	1,447	1.5
% change	↑71%	↑58%	↑25%	↑14%	↑27%	↑13.3%

Public Contacts - Conventional Transit Service

All contacts are processed by the respective departments including the taking of appropriate follow-up. The processing includes service and service related requests and, where appropriate, following up with individual staff on both compliments and complaints.

Summary of Conventional Transit Contacts – first six months of 2008

	Compliment	Request	Complaint	Other (AVL)	Total	% of Total
Equipment/Amenities	-	47	53	-	100	6%
Service Performance	29	25	593	-	647	37%
Operator Performance	56	6	472	-	534	30%
Service Development	0	131	50	-	181	10%
Fare Policy & Program	1	12	18	-	31	2%
Other	8	99	108	45	260	15%
Total 2008	94	320	1,294	45	1,753	100%
Percent make up	5%	18%	75%	2%	100%	
Total 2007	85	206	1,107	-	1,398	100%
Percent make up	6%	15%	79%	0%	100%	

The most significant number of service development requests related to extending service to areas not currently served by conventional services. Other requests deal with such issues as increasing the frequency of service on Sundays and during evening hours, better transfer connections, extension of late night service and implementation of more accessible routes. The requests are assessed as part of the annual service plan process and subject to the assessment and availability of resources and are addressed in the annual service plans.

Over the past three years, service performance complaints have increased with increases in ridership. Over the same period, as indicated revenue service hours increased from 258,500 to 263,400 or approximately 2%. Commencing September 2008 a further 8,200 annual revenue service hours will be added to the system.

Breakdown Service Performance Complaints - first six months of 2008

Sub- Category	2008	2007	2006
Detour/Off Route	24	3	10
Early Schedule	87	94	62
Late Schedule	88	83	47
Missed Passenger	232	196	127
Overcrowding	12	12	9
Service Received	130	48	51
Transfer Connection	20	14	6
Total	593	451	312
Percentage change	31.5%	44.6%	-
Ridership (millions)	10.756	10.458	10.380
Percentage Change	2.8%	1.0%	-

The long term influences on the service quality such as increase in ridership, growing number of customers with mobility devices and customers with strollers can play a significant role in the

service performance and ability to provide service on time. The increase in ridership has put additional strain on the busiest bus routes (2 Dundas, 6 Richmond, 13 Wellington) contributing to an increased number of complaints.

The service received subcategory pertains to complaints that do not fall into any other subcategory. The complaints in this category include:

- Bus breaking down and the long wait for a replacement bus i.e. 2008 frequency largely influenced by transition issues associated with the AVL and air conditioning system issues
- Buses not changing signs when route changes
- Courtesy stop refusal
- Not having enough time for transfer
- Ramps not being lowered

The increasing number and variety of complaints reflects the diversity of our passengers and the fact that customer expectations may not be at the same level as the service provided.

Public Contacts - Specialized Transit Service

84 specialized transit contacts were received in the first six months of 2008, compared to 49 contacts during the same timeframe in 2007. This represents an increase of 71%.

The following table sets out the make up of the contacts. The contacts were forwarded to brokerage staff for the appropriate follow-up with the customer or the respective service provider.

Summary of Specialized Transit Contacts – first six months of 2008					
Category	Compliment	Reques t	Complai nt	Total	% of Total
Customer Service	5	7	55	67	80%
Equipment/Amenities	0	0	8	8	10%
Service Performance	0	1	8	9	10%
Total 2008	5	8	71	84	100%
Percent make up	6%	10%	84%	100%	
Total 2007	5	5	39	49	100%
Percent make up	10%	10%	80%	100%	

The increase in contacts is largely attributable to complaints, which are broken down as follows:

Summary of Specialized Transit Contacts -Customer Service Complaints		
Complaint	Number	Percent
Non-Accommodated Trip Request	44	80%
Length of Time on Vehicle	5	10%
Late pickup	3	5%
Other	3	5%
	55	100%

The significant number of complaints relating to non-accommodated requests reflects the growing demand for trips and the service capacity ability to deal with the demand. A trip is considered non-accommodated if the trip cannot be scheduled within one hour of the requested time. Staff continue to reallocate resources to the times and days of the week where the most significant demand exists, however, the continued growth in registrants is resulting in demands for service beyond which can be accommodated within the existing budget.

SECTION IV - METHODOLOGY FOR ANNUAL UPDATE

Annual Plan Update

Each of the items identified as an action step for 2008 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 November March of 2007, 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 VI - 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
- information and communication
- customer service

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 2008, as well as those planned for 2009. These tables will be updated each year and form part of the appendices for that year’s annual update report.

TABLE I – SERVICE

The initiatives set out in the following table were established prior to the standard development process current underway as part of the Accessibility for Ontarians with Disabilities Act. The initiatives in this table will be specifically impacted by the Transportation Standards, which are currently under development, and are anticipated to be completed sometime in 2008. There may also be implications for the initiatives below from the other AODA standards under development.

The identified initiatives and implementation timeframes may be subject to change in the future given their consistency with the final AODA standards and associated timelines adopted into regulation.

Issue	Service	Description	Action	Who	2006	2007	2008	2009
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	Complete 05 b) Ongoing	 b) Ongoing	 b) Ongoing	 X
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	Complete 05 b) Ongoing	 b) Ongoing	 b) Ongoing	 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	Complete 05 b) Ongoing	 b) Ongoing	 b) Ongoing	 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	 X	 X	 X	 X
Accessibility of Information at Info-posts	CT	Reg 429/07 audit identified an issue with the location of info posts (i.e. not accessible to those in mobility devices)	Investigate issue further, including consideration of all disabilities, and develop options to address same. Implement fix giving consideration to budget and operational issues (timing)	LTC			 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	 X	 X	 X	 X

CT – Conventional Transit ST – Specialized Transit

TABLE I – SERVICE (continued)

Issue	Service	Description	Action	Who	2006	2007	2008	2009
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	2006 Review Complete	2007 Review Complete	2008 Review Complete	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	Ongoing	X
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	Completed in 2004			
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"> a) deferred b) deferred c) deferred d) deferred e) complete f) complete 	<ul style="list-style-type: none"> a) deferred b) deferred c) deferred d) deferred 	<ul style="list-style-type: none"> X X X X
Eligibility for Specialized	ST	Individuals with “temporary disabilities” not eligible for Specialized	Review expansion of current eligibility criteria to include temporary disability. The review will be linked to the pending AODA standards	LTC	Delayed	Delayed	Delayed re: AODA	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	Report Completed		Delayed	X

CT – Conventional Transit ST – Specialized Transit

TABLE I – SERVICE (continued)

Issue	Service	Description	Action	Who	2006	2007	2008	2009
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	Completed in 2004			
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	Program Established	Program Ongoing	Ongoing – Smart Bus Features	X
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 c) Ongoing	a) Ongoing b) Ongoing c) Ongoing	a) X b) X c) X	
Behavioral 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	Ongoing	Ongoing	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	Ongoing	X	

CT – Conventional Transit ST – Specialized Transit

Potential Future AODA Requirements								
Issue	Service	Description	Action	Who	2006	2007	2008	2009
Consistent hours of service for conventional and specialized services	CT/ST	Service hours for all public transit services must be consistent	Effective September 2008, service hours on the specialized services will be increased on weekdays and Saturdays and decreased on Sundays to make them consistent with the hours of service operated on conventional services in London.	LTC/ Service Providers			Complete	
Performance Measures for Specialized Services	CT/ST	Create performance measures for key service indicators in consultation with the Accessible Public Transit Service Advisory Committee. Report on measures on a regular basis	Work in conjunctions with the Accessible Public Transit Service Advisory Committee to establish performance measures for key service indicators. Track and report on performance against measures on a regular basis.	LTC			X Ongoing	X
Participate in creation of AODA Transportation Standard	CT/ST	Participate through membership on the standards development committee to provide stakeholder input to the standard development process	Administration will continue to participate through the AMO resource team to provide stakeholder input to the standard development process. Administration will also continue to keep the Accessible Public Transit Advisory Committee and London Transit Commission abreast of all developments and seek input where required.	LTC	Ongoing	Ongoing	Ongoing	
Final AODA Transportation Standard	CT/ST	Review all requirements and timeframes associated with the final Transportation Standard	All requirements and associated implementation timeframes in the Transportation Standard will be reviewed and incorporated into future workplans and budgets (both operating and capital)	LTC			Ongoing	X

CT – Conventional Transit ST – Specialized Transit

TABLE II – EMPLOYMENT

The initiatives set out in the following table were established and completed prior to the standard development process current underway as part of the Accessibility for Ontarians with Disabilities Act. The initiatives in this table will be specifically impacted by the Employment Standards, which are currently under development, and are anticipated to be completed sometime in 2008. There may also be implications for the initiatives below from the other AODA standards under development.

Issue	Service	Description	Action	Who	2006	2007	2008	2009
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	Complete			
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	Complete			
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	Complete			
Participate in creation of AODA Employment Standard	CT/ST	Participate through AMO resource team to provide stakeholder input to the standard development process	Administration will continue to participate through the AMO resource team to provide stakeholder input to the standard development process. Administration will also continue to keep the Accessible Public Transit Advisory Committee and London Transit Commission abreast of all developments and seek input where required.	LTC			Ongoing	X
Final AODA Employment Standard	CT/ST	Review all requirements and timeframes associated with the final Standard	All requirements and associated implementation timeframes in the Employment Standard will be reviewed and incorporated into future workplans and budgets (both operating and capital)	LTC			Ongoing	X

CT – Conventional Transit ST – Specialized Transit

TABLE III – FACILITY

The initiatives set out in the following table were established and completed prior to the standard development process current underway as part of the Accessibility for Ontarians with Disabilities Act. The initiatives in this table will be specifically impacted by the Built Environment Standards, which are currently under development, and are anticipated to be completed sometime in 2009. There may also be implications for the initiatives below from the other AODA standards under development.

Issue	Service	Description	Action	Who	2006	2007	2008	2009
Facilities- Visitor Parking	CT/ST	Identified non-conformance with “FADS”	Assess requirement and determine corrective action. Include in 2004 budget program.	LTC	Completed Dec/04			
Facilities- Access to Customer Service Counters	CT/ST	Identified non-conformance with “FADS”	Assess requirement, include in 2004 operating budget program	LTC	Completed Dec/04			
Facilities – Accessible Parking Spot/Drop-off	ST	Identified possible non-compliance with “FADS”	Assess requirement and determine corrective action. Include in 2006 budget program.	LTC	Completed Dec/06			
Facility Upgrades - addressing various facilities issues as identified in Regulation 429-07 audit	CT/ST	Audit identified a number of facility issues to be addressed (e.g. door openers missing or not working, accessible service counters being used for other purposes)	Assess options for addressing identified shortfalls and implement necessary changes.	LTC			X	
Facility Signage -identifying various signage, layout and equipment location issues	CT/ST	Audit identified a number of potential issues with respect to signage requirements	Assess options for addressing identified shortfalls and implement necessary changes.	LTC			X	
Participate in creation of AODA Built Environment Standard	CT/ST	Participate through AMO resource team to provide stakeholder input to the standard development process	Administration will continue to participate through the AMO resource team to provide stakeholder input to the standard development process. Administration will also continue to keep the Accessible Public Transit Advisory Committee and London Transit Commission abreast of all developments, and seek input where required.	LTC			Ongoing	X
Final AODA Built Environment Standard	CT/ST	Review all requirements and timeframes associated with the final Standard	All requirements and associated implementation timeframes in the Employment Standard will be reviewed and incorporated into future workplans and budgets (both operating and capital)	LTC			Ongoing	X

CT – Conventional Transit ST – Specialized Transit

TABLE IV – INFORMATION AND COMMUNICATION

The initiatives set out in the following table were established and completed prior to the standard development process current underway as part of the Accessibility for Ontarians with Disabilities Act. The initiatives in this table will be specifically impacted by the Information and Communication Standards, which are currently under development, and are anticipated to be completed sometime in 2008

Issue	Service	Description	Action	Who	2006	2007	2008	2009
Participate in creation of AODA Information and Communication Standard	CT/ST	Participate through AMO resource team to provide stakeholder input to the standard development process	Administration will continue to participate through the AMO resource team to provide stakeholder input to the standard development process. Administration will also continue to keep the Accessible Public Transit Advisory Committee and London Transit Commission abreast of all developments, and seek input where required.	LTC			Ongoing	X
Final AODA Information and Communication Standard	CT/ST	Review all requirements and timeframes associated with the final Standard	All requirements and associated implementation timeframes in the Employment Standard will be reviewed and incorporated into future workplans and budgets (both operating and capital)	LTC			Ongoing	X

CT – Conventional Transit ST – Specialized Transit

TABLE V – CUSTOMER SERVICE

The initiatives set out in the following table reflect the requirements under the Customer Service Standards, created as part of the Accessibility for Ontarians with Disabilities Act, and subsequently adopted into Regulations 07-429 and 07-430. The actions in this table speak specifically to the requirements in the Customer Service Regulations; however, they are subject to reconciliation with potential future requirements of the remaining AODA standards being developed.

The identified initiatives and implementation timeframes may be subject to change in the future given their consistency with all of the final AODA standards and associated timelines adopted into regulation.

Issue	Service	Description	Action	Who	2008	2009
Establishment of policies, practices and procedures	CT/ST	Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.	Review current policies and practices and update accordingly to ensure compliance. Ensure any costs of implementation are identified in respective budget submissions.	LTC	X	X
Use of service animals and support persons	CT/ST	If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.	Review current policies and practices and update accordingly to ensure compliance. Ensure any costs of implementation are identified in respective budget submissions.	LTC	X	X
	CT/ST	If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	Review current policies and practices and update accordingly to ensure compliance. Ensure any costs of implementation are identified in respective budget submissions.	LTC	X	X
	CT/ST	The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.	Review current policies and practices and update accordingly to ensure compliance. Ensure any costs of implementation are identified in respective budget submissions.	LTC	X	X

Issue	Service	Description	Action	Who	2008	2009
	CT/ST	If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.	Review current policies and practices and update accordingly to ensure compliance and consistency with requirements in the Transportation Standard. Ensure any costs of implementation are identified in respective budget submissions.	LTC	X	X
Notice of temporary disruptions	CT/ST	If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	Review current policies and practices and update accordingly to ensure compliance, giving consideration to the role the newly installed Automatic Vehicle Locations System and associated Smart Bus Technology may play. Ensure any costs of implementation are identified in respective budget submissions.	LTC	X	X
Training for staff, etc.	CT/ST	Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities: 1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.	Develop and implement training program for all employees with respect to requirements under this regulation <u>as well as those anticipated under the AODA Transportation Standard.</u> Ensure any costs of implementation and impacts on manpower and other initiatives are identified in budgets and workplans.	LTC	X	X
Feedback process for providers of goods or services	CT/ST	Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public. The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.	Review current customer contact system and update accordingly to ensure compliance giving consideration to the role the newly installed Automatic Vehicle Locations System and associated Smart Bus Technology may play. Ensure any costs of implementation and impacts on manpower and other initiatives are identified in budgets and workplans.	LTC	X	X

Issue	Service	Description	Action	Who	2008	2009
Notice of availability of documents	CT/ST	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request	Review requirement and assess the most feasible methods for making information public. Ensure any costs of implementation and impacts on manpower and other initiatives are identified in budgets and workplans.	LTC	X	X
Format of documents	CT/ST	If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.	Review requirement and assess the various options available for enabling the provision of documents in a number of formats. Ensure any costs of implementation and impacts on manpower and other initiatives are identified in budgets and workplans.	LTC	X	X