



SAULT STE. MARIE

SAULT STE. MARIE TRANSIT Multi Year Accessibility Plan 2021 -2025

www.cityssm.on.ca
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1. Introduction

Sault Ste. Marie Transit expects that demand for its services will continue to grow in the coming years and that in conjunction with this growth there will be increasing demand for improved accessibility and will continue to improve accessibility in the community. These demands will be driven by both customer expectations and the requirement to comply with existing and emerging legislation. In particular, the Integrated Accessibility Standards Regulations (IASR) developed under the Accessibility for Ontarians with Disabilities Act (AODA) will require that system accessibility be achieved within specified timelines.

2. Sault Ste. Marie Transit's Profile

Conventional Services

- Type of Service - Fixed Route and On Demand
- Service Area - Sault Ste. Marie Urban Service Area
- Service Hours
 - Monday to Friday 6AM to 12:15AM (½ Hour service until 7:15PM)
 - Saturday 6:15AM to 12:15AM hourly service
 - Sunday 7:15AM to 7:15PM hourly service
- 2019 Ridership – 1,894,611 Passenger Trips
- Number of Routes – 7 plus Community Bus
- Fully Accessible Fleet Composition – 28 Conventional Buses and 2 Community Buses

Specialized Services

- Type of Service – Curb to curb, Shared ride, Pre-booked
- Service Area – Sault Ste. Marie Urban Service Area
- Service Hours
 - Monday to Friday 6AM to 12:15AM
 - Saturday 6:15AM to 12:15AM hourly service

- Sunday 7:15AM to 7:15PM hourly service
- 2019 Ridership – 45,822
- Fully Accessible Fleet Composition – 11 Para buses

3. Identify, Prioritize and Develop a Plan to Remove and Prevent Accessibility Barriers

- Annual public consultation 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 with the City of Sault Ste. Marie’s Accessibility Advisory Committee (AAC), as well as other stakeholder groups, with respect to addressing barriers to accessibility.

4. Accomplishments of SSM Transit

- Accept and respond to customer feedback in an effort to continually improve service. Each complaint is reviewed in depth based on the type of complaint by either analyzing the booking through the scheduling software, pulling video from the bus; discussing the complaint with the Operator; reviewing training practices and following up with the individual who filed the complaint.
- Participate in a public consultation meeting annually alongside the Accessibility Office to receive input from persons with disabilities;
- Developed steps to improve efficiency, including reduced wait times for Para bus Service, through upgrades to the scheduling software program;
- Developed policies and procedures for dealing with accessibility equipment failures in both conventional transit buses and Para buses. Policies and procedures are available on the website;
- Consulted and planned for accessible bus stops and shelters in the community with Sault Ste. Marie’s AAC;
- Updated the SSM Transit Para bus application to ensure compliance with IASR. This application is available in fillable format and alternate formats upon request;
- Travel training sessions conducted as requested with various groups across the community as well, new Para bus user training is available upon request;
- Through PTIF and ICIP application, SSM Transit has secured funding for the following projects through to 2020, all in accordance with AODA to replace aging infrastructure:

- Purchase and receipt of 2 new 40' fully accessible buses
- Purchase of an additional:
 - 6 new 40' fully accessible Buses
 - 4 new 35' fully accessible Buses
 - 3 new low floor Para Buses
 - 3 new low floor Community Buses
 - Replacement of 15 bus shelters with fully accessible bus shelters
- Update and replace current AVL (Automatic Vehicle Locator) and interior call out system and signage as well as update and replace fare box systems
- Construction of Northern Transfer Point to reduce travel times and will have a fully accessible concrete pad and shelter

5. Barrier Removal Projects 2021-2025

SSM Transit continually evaluates areas of concern through day-to-day operations which can include issues brought forth as well as a proactive approach to remove as many barriers as possible, including a pilot project for accessible wayfinding. This includes ongoing training to Transit staff, as well as community members. ***Please note that all barrier removal projects listed below are dependent on funding and subject to change.***

• Barrier Removal Projects 2021

- \$1,750,000 - Replace three (3) 40' buses
- \$565,000 - Replace one (1) 40' bus with a 35' bus
- \$290,000 - Replace two (2) Para buses with Low Floor Unit
- \$150,000 - Purchase of a new Community bus
- \$50,000 - Replace Transit vehicle
- \$2,000,000 - Relocate Downtown Terminal
- \$100,000 - Replace ten (10) bus shelters

• Barrier Removal Projects 2022 – 2025

- Barrier removal projects for 2022 to 2025 are planned to continue to replace aging fleet and infrastructure to ensure all assets are fully accessible. This may include, but not limited to the continued replacement of conventional buses, community buses and parabuses, including a move to electric buses in the future; ongoing replacement of transit bus shelters; repairs and ongoing upgrades to current Transit building at 111 Huron St.