



Hammondbus.com Progress Report

General

We have prepared our progress report in accordance with the requirements of the *Accessible Canada Act (ACA)* and the *Accessible Canada Regulations (ACR)*. This report provides updates on the actions our organization has taken to implement its Accessibility Plan, and outlines the progress made toward creating a more inclusive and accessible environment for everyone.

How to provide feedback

Please send your feedback by email, phone or mail using the contact information listed below.

Director of Operations

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For more information on how you can send your feedback, please see our feedback process description on our home page at <https://hammondbus.com/>

How to request alternate formats

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in the alternate formats: print, large print, braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

Contact us:

Please contact us at:

- Email: info@hammondbus.com
- Phone: 705-645-5431, 1-800-563-1885
- Mail: 450 Ecclestone Drive, Bracebridge, On P1L 1T7

Feedback

We've received helpful feedback – both positive and constructive – particularly about our Mobility and Transit services.

In response to this feedback, we have implemented the following improvements:

- **Assistance with Service Vehicle Ramps**
Our drivers are now instructed to offer appropriate support to clients when using the service vehicle ramp. This assistance is provided while the vehicle is safely secured, ensuring a safer and more comfortable experience for clients entering or exiting the vehicle.
- **Mobility Vehicle Booking**
When booking transportation for clients who require mobility assistance, we ensure that the selected vehicle can appropriately accommodate the client's mobility device(s). This helps us provide a smoother, more personalized travel experience.

Consultations

We work closely with the Town of Bracebridge, The District of Muskoka, as well as The Trillium Lakelands District School Board, actively taking feedback from their staff and departments involved in our accessible service delivery. These collaborations ensure our offerings are informed by local expertise and grounded in real community needs.

Bracebridge Mobility and Bracebridge Transit, in partnership with the Town of Bracebridge, operate both fixed-route transit and specialized mobility services. We regularly consult with town staff to evaluate and adapt services, incorporating their feedback to improve accessibility and rider experience.

The District of Muskoka provides guidance and feedback to help ensure our accessible service is inclusive, reliable, and responsive to regional needs.

Demand Responsive Transit (DRT) We support the District of Muskoka in delivering this flexible door to door service. Through continuous communication with District staff, we adjust and refine the service to best meet the mobility needs of residents across the region.

Who we consulted:

We are actively engaging with families and individuals in the communities we serve to better understand their accessibility challenges and expectations.

Accessibility Consultation – Survey Approach

As part of our ongoing efforts to enhance accessibility in public transportation, we conducted a rider-focused confidential survey aimed at identifying key challenges and areas for improvement. This survey was designed to gather direct input from individuals with lived experience, offering a valuable lens through which to evaluate existing services and future needs. The survey was conducted through two main channels: responses gathered during online booking of transportation services and feedback obtained through direct interaction between drivers and passengers. This dual approach helped capture a range of perspectives, reflecting both planned service expectations and real-time experiences during transit use.

The questions asked covered a broad range of topics to capture both practical barriers and personal preferences...here are a few samples:

- **Challenges and Barriers**

- What aspects of public transportation are most difficult for you?
- **Preferences and Needs**
 - Do you require assistance with boarding, disembarking, or transferring?
- **Evaluation of Current Services**
 - Are there any areas where the services could be improved?
- **Communication and Information Access**
 - What is the best way for you to receive information about accessibility services (e.g., schedules, route information)?

These questions allowed respondents to share both general feedback and specific experiences, offering a clearer picture of how the transit system currently serves—or falls short for—people with accessibility needs.

This direct input plays an important role in guiding our planning and identifying opportunities for service improvement, helping ensure that accessibility is rooted in the lived experiences of our riders.

We also consulted the following organizations:

Town of Bracebridge

The District of Muskoka

The Built Environment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Automate door openers in the company’s primary pathway.

Progress Update:

Although the automatic door openers have not yet been implemented, we recently completed an important accessibility upgrade at our main facility by replacing the door transition at the front entrance, where it connects to the wheelchair ramp. This improvement enhances both safety and ease of access for individuals using mobility devices, reinforcing our commitment to creating an inclusive and welcoming environment for all.

Barrier 2: Current ramp to ensure it can fit all mobility devices

Progress Update:

Construction is underway this summer to upgrade the ramp at our main entrance. These improvements are designed to better meet the needs of individuals using mobility devices and

to align with the standards outlined in our Accessibility Plan. This project reflects our ongoing commitment to ensuring safe and equitable access for everyone.

Barrier 3: Current illumination of yard at night

Progress Update:

Following a thorough inspection, we have determined that the current yard illumination meets the necessary standards outlined in our Accessibility Plan. Adequate lighting plays a key role in ensuring a safe and accessible environment, and we remain committed to maintaining these standards.

Areas in section 5 of the Accessible Canada Act (ACA)

Employment

Organizational Accessibility Improvements

- **Website Accessibility**
Our website has been updated to clearly display our accessibility standards in alignment with our official Accessibility Plan. This ensures that all users, including those with disabilities, can easily access information about our services and accommodations.
- **Inclusive Hiring Practices**
During the recruitment process, candidates are asked if they require any accommodations to support them during interviews. This proactive approach helps create an inclusive and equitable hiring experience for all applicants.
- **Adaptive Training Programs**
Our training staff have been instructed on how to adjust and adapt training programs to meet individual accessibility needs. This ensures that all employees, regardless of ability, receive equitable training and support.

Information and Communication Technologies (ICT)

Progress Update: Website Accessibility Compliance

In collaboration with our IT team, we have conducted a thorough review of our website development practices. Based on this review, we are confident that our Information and Communication Technologies (ICT) meet the requirements outlined in the Accessible Canada Act and the Accessible Canada Regulations.

We remain committed to maintaining digital accessibility and will continue to monitor and update our platforms to ensure inclusive access for all users.

Transportation

Accessibility Expansion Update:

We're excited to share two important additions to our transportation fleet, furthering our commitment to inclusive and accessible travel:

- **New Wheelchair-Accessible Motor Coach:**
We have added a Prevost H3-45 motor coach equipped with a wheelchair lift to our fleet. This vehicle enhances our ability to provide accessible service for tours, charters, and group travel, ensuring that all passengers can travel comfortably and safely.
- **New Accessible Activity Bus:**
We've also acquired a Ford wheelchair-accessible activity bus, designed to support smaller group outings and community programs. This addition strengthens our capacity to meet the diverse needs of our riders and support inclusive participation in local events and activities.

These upgrades represent a significant step forward in making our services more accessible to everyone.

Conclusion

Our Commitment to Accessibility

At HammondBus.com, we are deeply committed to providing barrier-free transportation for all. Through ongoing facility upgrades, inclusive additions to our fleet, strong partnerships with government agencies, and active engagement with community feedback, we are taking meaningful steps to prioritize accessibility across every aspect of our operations.

We understand that accessibility is not a one-time achievement but an ongoing responsibility. That's why we are dedicated to continuous learning, improvement, and innovation to ensure we better serve every member of our community—today and into the future.

PROGRESS REPORT DATED MAY 2025