

MULTI-YEAR ACCESSIBILITY PLAN: 2013 to 2017

7.1. Strategic Goal One

Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.

What will be done?

Customer Service Standard Regulation Requirement (section 3):
Establish and communicate accessibility policies, practices and procedures

Compliance Activities: 3.1. Establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures governing the provision of goods and services to persons with disabilities have been established.

3.2. Use reasonable efforts to ensure that all its goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

3.2.2. Where applicable shall integrate the provision of goods and services for persons with disabilities and others, unless an alternate measure is necessary.

3.2.3. Ensure that services are provided in an equitable manner so that one method of service does not create an advantage or disadvantage over another method of service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures have been developed to ensure that staff, management, third party contractors and volunteers use reasonable efforts to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

3.3. Ensure that where applicable, all policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from its goods and services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. The City has developed an Assistive Devices Policy which deals with the use of assistive devices by person with disabilities to obtain, use or benefit from goods and services.

3.4. Utilize alternative methods of communication, when communicating with a person with a disability, taking into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Currently utilize alternative methods of communication including in-person, telephone, fax, in-home, text and email, with the aid of various audio, visual and other technology-based assistive devices to communicate with persons with disabilities.

3.5. Prepare one or more documents describing its policies, practices and procedures and upon request, shall give a copy of the document to any person.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document describing policies, practices and procedures developed and are available to the public upon request.

Integrated Accessibility Standards Regulation Requirement (section 3, 4, 41)

Establish, implement, maintain multi-year Accessibility Plan

Compliance Activities: 3.1. Develop, implement and maintain policies to achieve accessibility.

3.2. Develop statement of commitment to meet the accessibility needs of persons with disabilities.

3.3. Prepare written documents describing its policies and make them publicly available and in an accessible format upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Statement of commitment, policies, practices and procedures to meet the needs of persons with disabilities to be drafted and reviewed by staff and management.

4.1. Establish, implement, maintain multi-year Accessibility Plan

4.2. Post the accessibility plan on the website

4.3. Provide the plan in an accessible format upon request

4.4. Review and update the accessibility plan at least once every five years.

4.5. Consult with Advisory Committee for Persons with disabilities.

4.6. Provide annual status report on the progress of accessibility plan initiatives.

4.7. Post the status report on the website, and provide the report in an accessible format.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Multi-year accessibility plan being drafted and will be submitted to departments for review.

41.1. Conventional transportation services shall identify the process for managing, evaluating and taking action on customer feedback.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

42.1. Specialized transportation service providers shall, in their accessibility plans,

identify the process for estimating the demand for specialized transportation services; and develop steps to reduce wait times for specialized transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

43.1. Conventional transportation service providers and specialized transportation service providers shall, in their accessibility plans, describe procedures for dealing with accessibility equipment failures on their respective types of vehicles.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

7.2. Strategic Goal Two

Persons with disabilities who are potential employees will be accommodated and

supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.

What will be done?

Integrated Accessibility Standards Regulation Requirements (sections 22, 23,

24, 25, 26, 27, 28, 29, 30, 31, and 32):

Accommodate and support potential employees throughout recruitment, assessing, selection, hiring and advancement process

Resources:

Costing (if known): \$120,000 for Employment Systems review to identify barriers

in employment processes for people with disabilities and proposes solutions to

address the barriers

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Review expected to commence in First Quarter, 2013

Compliance Activities:

22. Notify employees and the public about the availability of accommodation for

applicants with disabilities in the recruitment processes.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

23. If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

24. When making an offer of employment, notify successful applicant of the policies for accommodating employees with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

25. Inform employees and new employees of policies to support employees with

disabilities, including job accommodations.

25.1. Provide updated information on change in the existing policies or when there is a change in employee's accessibility needs due to disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

26. Consult with the employee for the provision of accessible formats and communication supports for information needed to perform the employee's job; and information that is generally available to employees in the workplace.

26.2. Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

27.1. Provide individualized workplace emergency response information to employees with disability.

27.2. Provide the emergency response information to the designated person to provide assistance to the employee with employee's consent.

27.3. Review the individualized workplace emergency response information,

when the employee moves to a different location accommodations needs or plans are reviewed; and

when the employer reviews its general emergency response policies

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Individualized Workplace emergency response information, policies and

procedures have been finalized and shared with Advisory Committee for Persons

with Disabilities, Integrated Accessibility Standard sub-committee and staff.

Implementation is underway. Access and Equity staff is working on the process

to evaluate the implementation.

28.1. Develop a process for the development of documented individual accommodation plans for employees with disabilities.

The process must entail:

- Employee's participation
- Means by which the employee is assessed on individual basis
- Employer can request an evaluation by outside expert at employer's expense

- Participation of a representative from employee's bargaining agent, where the
- employee is represented by a bargaining agent
- Steps taken to protect the privacy of the employee's personal information
- The frequency of review/update and the manner of the individual
- accommodation plan
- Reasons for the denial of individual accommodation will be provided to the
- employee
- The means of providing the individual accommodation plan in a format that
- takes into account the employee's accessibility needs due to disability

28.2. The individual accommodation plans shall include:

- any information regarding accessible formats and communication supports
- Individualized workplace emergency response information
- Identify any other accommodation that is to be provided

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

29.1. Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and document the process.

The return to work process shall outline:

- The steps taken to facilitate the return to work of employees who were absent because of their disability
- Documented individual accommodation plans

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

30. When using a performance management process, take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

31. When providing career development and advancement to employees, take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

32. When redeploying employees, take into account the accessibility needs of

employees with disabilities, as well as their individual accommodation plans.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status

7.2. Strategic Goal Three

Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

What will be done?

Customer Service Standards Regulation Requirements (sections 8, 9):
Provide accessibility information, service disruption notices on City website, eNet and City premises

Compliance Activities: 8.1. Establish procedure to notify persons to whom goods or services are provided about the availability of all documents by posting the notification of City's website, eNet and other conspicuous locations

8.2. Post all notices and information relating to the Regulation on the City's website, eNet and other conspicuous locations on its premises.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Procedure established and all notices and information relating to the Regulation available on City's website, eNet, conspicuous locations on City premises and available to the public upon request.

9.1. 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.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Documents containing Regulation information, policies, practices and procedures are available to the public upon request.

Integrated Accessibility Standards Regulation Requirements (sections 6, 11, 12, 13, 14):

Incorporate accessibility features when designing, procuring and acquiring self-service kiosks

Provide documents, emergency procedures, plans or public safety information in accessible formats and communication supports

Provide accessible formats and communication supports

Develop accessible websites and web content

Compliance Activities: 6.1. Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status:

11.1. Provide accessible formats and communications supports for receiving and responding to the feedback.

11.2. Notify the public about the availability of accessible formats and communication supports.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Compliant. Process in place since January 2010. A corporate communication plan is being developed. All City advertisements provide information on the accessibility accommodations in meetings and services.

12.1. Provide accessible formats and communication supports:

By taking into account the person's accessibility needs and in a timely manner.

At a cost that is no more than the regular cost charged to other persons.

Consult with the person making the request in determining the suitability of an accessible format.

12.2. Notify the public about the availability of accessible formats and communication supports.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2015

Status:

13.1. Provide the emergency procedures, plans or public safety information:

In an accessible format or with appropriate communication supports.

13.2. Make emergency procedures, plans or public safety information available to the public.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant.

14.1. All new internet websites and web content conforming to WCAG 2.0 Level A.

14.2. All internet websites and web content must conform to WCAG 2.0 Level AA.

- Success criteria 1.2.4 Captions (live)
- Success criteria 1.2.5 Audio Description (Pre-recorded)
- Web content published on a website after January 1, 2012.

Resources:

Costing (if known): Re-development of the City's website is estimated at \$2.4 million, and will include AODA compliance. Only part of the budget estimate relates to AODA compliance. Phase One of the project includes development of a business case which will estimate AODA related costs. Budget amount / year (2012-2015): Part of \$2.4 million web redevelopment project/ 2012-2014 Compliance Timeline: Multiple Status:

7.2. Strategic Goal Four

Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).

What will be done? Integrated Accessibility Standards Regulation

Requirements: (sections 34, 37, 38, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 78, 79, 80):

- Ensure barrier free access to services, programs and vehicles
- Ensure fare parity for persons with disabilities and no charge of fare to support persons
- Ensure accessible signage, surfaces, lighting and announcements on vehicles
- Develop guidelines for licensing accessible taxicabs

Compliance Activities: 34.1. Provide current information on accessibility equipment and features of vehicles, routes and services in an accessible format.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant.

35.1. If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, staff shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repair the equipment as soon as is practicable.

Resources: Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2011

Status: Compliant.

37.1. Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.

Make those policies available to the public in an accessible format, upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant.

38.1. No charge of fare to a support person who is accompanying a person with a disability, where person with a disability has a need for a support person.

38.2. It is the responsibility of a person with a disability to demonstrate to a service provider their need for a support person to accompany them.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Estimated at \$115,000 – implemented in 2010

Compliance Timeline: January 1, 2014

Status: Compliant.

44.1. Conventional transportation service providers shall:

- deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;
- assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities
- allow a person with a disability to travel with a medical aid.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant.

45.1. An alternative accessible method of transportation for persons with disabilities who cannot use the service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Not applicable- does not apply where specialized transit services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services.

46.1. No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability.

46.2. Conventional transportation service providers that do not provide specialized transportation services, shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status: Compliant.

47.1. Ensure that persons with disabilities are able to board or deboard a transportation vehicle at the closest available safe location, as determined by the operator that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.

47.2. In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability.

47.3. Ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant.

48.1. Charge no fee for the storage of a mobility aid or a mobility assistive device on conventional transportation service.

Resources: Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status: Compliant.

49.1. Clearly mark courtesy seating for persons with disabilities

49.2. The courtesy seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.

49.3. The courtesy seating for persons with disabilities shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.

49.4. A communications strategy shall be designed to inform the public about the purpose of courtesy seating.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant.

50.1. Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, and inter-city rail) shall,

a) make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible;

b) ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: July 1, 2013

Status: To be compliant by July 1, 2013.

51.1. Ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.

51.2. Ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that that these announcements satisfy the regulation requirements.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status:

52.1. Ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated.

52.2. Every conventional transportation service provider shall ensure that all destination points or available route stops,

a) are announced through electronic means; and

b) are legibly and visually displayed through electronic means.

52.3. Visual displays of destination points or stop information shall satisfy the regulation requirements

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status: Compliant.

53.1. Ensure that all conventional transportation vehicles to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail), that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

54.1. Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, and inter-city rail):

- a) have floors that produce a minimal glare and are slip resistant;
- b) any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.

54.4. Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

55.1. Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, and inter-city rail) shall:

a) have two or more allocated mobility aid spaces, with each space being a minimum of,

i. 1,220mm by 685mm for vehicles designed to have a seating capacity of 24 passengers or less

ii. 1,220mm by 760mm for vehicles designed to have a seating capacity of more than 24 passengers

b) are equipped, as appropriate, with securement devices.

55.2. Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.

55.5. Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

55.6. Subsection (5) does not apply if the installation of mobility aid spaces would impair the structural integrity of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

56.1. Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars,

subways, light rail, commuter rail, and inter-city rail) are equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.

56.2. Accessible stop-requests and emergency response controls must meet the following standards:

1. They must provide auditory and visual indications that the request has been made.
2. They must be mounted no higher than 1,220 mm and no lower than 380 mm above the floor.
3. They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.
4. They must be high colour-contrasted with the equipment to which the control is mounted.
5. They must provide tactile information on emergency response controls.

56.3. With respect to stop-requests, this section applies to the following:

1. Transit buses
2. Motor coaches
3. Street cars

56.4. With respect to emergency response controls, this section applies to the following:

1. Subways
2. Light rail
3. Commuter rail
4. Inter-city rail

56.5. Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources: □ Costing (if known): □ Budget amount / year (2012-2015): □
Compliance Timeline: January 1, 2013 □ Status: Compliant.

57.1. Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be.

57.2. The light above or beside each passenger access door must,

a) when the door is open, illuminate the ground surface for a distance of at least 0.9 m perpendicular to the bottom step tread or lift outer edge

b) be shielded to protect the eyes of entering and exiting passengers.

57.5. Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

57.6. Subsection (5) does not apply if the installation of the lights would impair the structural integrity of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

58.1. Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, and inter-city rail) display the route or direction of the transportation vehicle or its destination or next major stop.

58.2. For the purposes of subsection (1), the signage displaying the route or direction or destination or next stop may include pictograms or symbols, but the signage must,

- a) be visible at the boarding point
- b) be consistently located
- c) have a glare-free surface
- d) be positioned to avoid shadow areas and glare.

58.3. Every conventional transportation service provider shall ensure that the signage displaying the route or direction or destination or next stop,

a) is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information

b) has text that:

i. is high colour-contrasted with its background, in order to assist with visual recognition,

ii. has the appearance of solid characters.

58.5. Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles, to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

59.1. Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars,

subways, light rail, commuter rail, and inter-city rail) are equipped with lifting devices, ramps or portable bridge plates and that each of them has,

a) a colour strip that runs its full width marking the bottom edge and that is high colour contrasted with its background to assist with visual recognition;

b) a slip resistant platform surface

c) raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.

59.3. This section does not apply to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that are regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the Highway Traffic Act.

59.4. Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

60.1. Every conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the following requirements:

- The top outer edge of each step is marked by a colour strip that is high colour contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the step, excluding any side edge mouldings, and can be viewed from both directions of travel.

- The steps have surfaces that are slip resistant and that produce minimal glare.
- The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

61.1. Every conventional transportation service provider shall ensure that where its transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.

61.2. The visual warning lamp indicator and the audible warning alarm must function when the kneeling function, ramp or lifting device is in motion.

61.3. If a ramp or lifting device is being manually operated, no warning lamp indicator or warning alarm is required.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

62.1. Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that at least one rail car per train is accessible to persons with disabilities who use mobility aids.

62.2. Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall

ensure that where washrooms are provided on the rail cars there is at least one mobility aid accessible washroom on the mobility aid accessible rail car.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Not applicable.

63.1. Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,

a) unconditional eligibility

b) temporary eligibility

c) conditional eligibility

63.2. For purposes of eligibility for specialized transportation services, specialized transportation service providers shall categorize persons with disabilities as follows:

1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.

2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.

3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility.

63.3. A specialized transportation service provider may deny requests for specialized transportation services to persons who are categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$5.7 million (once revised eligibility policy is fully implemented)

Compliance Timeline: January 1, 2017

Status: To be compliant in late 2012, part of assessment process for the revised Eligibility process for Specialized Transit.

64.1. If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 14

calendar days after the completed application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made.

64.2. A specialized transportation service provider shall not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services.

64.3. A specialized transportation service provider may require a reassessment of the eligibility of temporarily eligible registrants at reasonable intervals.

64.4. A specialized transportation service provider shall, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats.

64.5. A specialized transportation service provider shall establish an independent appeal process to review decisions respecting eligibility.

64.6. A specialized transportation service provider shall make a decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted temporary eligibility until a final decision is made.

64.8. A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Part of the \$5.7 million eligibility policy implementation costs

Compliance Timeline: January 1, 2014

Status: To be compliant in 2012; part of the revised Eligibility process for Specialized transit.

65.1. Specialized transportation service providers shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1),

(a) Where the services are required because of an emergency or on compassionate grounds; and

(b) Where there are no other accessible transportation services to meet the person's needs.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014

66.1. Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.

66.2. Every conventional transportation services and specialized transportation services shall ensure that there is fare parity between

conventional transportation services and specialized transportation services.

66.3. Every conventional transportation services and specialized transportation services shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services.

66.4. Every conventional transportation services and specialized transportation services shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Estimated at \$450,000/2013

Compliance Timeline: Multiple

Status: To be compliant by January 1, 2013

67.1. Every specialized transportation service provider shall:

(a) make specialized transportation services available to visitors

(b) consider as eligible,

i. visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or

ii. visitors who meet the specialized transportation services eligibility requirements of the specialized transportation service provider.

67.2. Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section.

67.3. Specialized transportation service providers shall meet the requirements of this section by January 1, 2013.

67.4. A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant.

68.1. Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities.

68.2. Origin to destination services may include services on any accessible conventional transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: July 1, 2011

Status: Compliant.

69.1. Where specialized transportation services are provided in adjacent municipalities within contiguous urban areas, the specialized transportation service providers shall facilitate connections between their respective services.

69.2. Specialized transportation service providers to which subsection (1) applies shall determine the accessible stops and drop off locations in the contiguous urban areas that have specialized transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: July 1, 2013 Status: Compliant.

70.1. Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers.

70.2. Where a transportation service provider provides both conventional transportation services and specialized transportation services, it shall ensure that the specialized transportation services have, at a minimum, the same hours and days of service as the conventional transportation services.

Resources: Costing (if known):

Budget amount / year (2012-2015): \$100,000/2013

Compliance Timeline: Multiple Status: To be compliant by January 1, 2013

71.1. Every specialized transportation service provider shall, where the specialized transportation services require reservations,

(a) provide same day service to the extent that it is available; and

(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel.

71.2. A specialized transportation service provider to whom subsection (1) applies shall provide accessible means to accept reservations.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$125,000/2013-2014

Compliance Timeline: January 1, 2014

Status: Compliant.

72.1. No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by:

(a) restricting the number of trips a person with a disability is able to request; or

(b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014 Status: Compliant.

73.1. Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected passengers by a method agreed to by the specialized transportation service provider and passenger.

73.2. For the purposes of this section, a service delay is a delay of 30 minutes or more after.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: To be compliant by January 1, 2013

74.1. Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities.

74.2. Every specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available.

Resources:

Costing (if known): Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012 Status: Compliant

78.1. Consult with Advisory Committee for Persons with Disabilities, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.

78.2. Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in the accessibility plan.

78.3. Upon entering into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

79.1. Consult with Advisory Committee for Persons with Disabilities, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

79.2. Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in the accessibility plan.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$100,000/2013-2014

Compliance Timeline: January 1, 2013

Status: City's licensing division reviewing this requirement.

80.1. When licensing taxicabs, ensure that owners and operators of taxicabs are prohibited,

(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and

(b) from charging a fee for the storage of mobility aids or mobility assistive devices.

80.2. When licensing taxicabs, ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

80.3. When licensing taxicabs, ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$100,000/2013-2014

Compliance Timeline: January 1, 2013

Status: City's licensing division reviewing this requirement.

7.2. Strategic Goal Five

City facilities are fully accessible and or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.

What will be done?

Design of Public Spaces Standards (Accessibility Standards for the Built Environment) Regulation Requirements (section 80):

- Design of Open Spaces will be achieved
- Ensure compliance with technical requirements for recreational trails, beach access routes, boardwalks, ramps, landings, nosings, handrails, outdoor play spaces, exterior paths of travel, curb ramps, depressed curbs, pedestrian signals, rest areas, accessible parking

spaces, on-street parking spaces, service counters, fixed queuing guides and waiting areas

- Ensure maintenance of accessible elements

Compliance Activities: To be determined

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2016

Status:

Barrier-Free Design Guidelines: Achieve intent of the guidelines

Departmental initiatives, activities and consultations

Customer Service Standard Regulation Requirements (section 4, 5, and 7):

- Establish guidelines regarding fees for support persons

Provide notice of temporary service disruptions

Establish feedback process for receiving and responding to feedback

Establish policy, practices and procedures to permit service animals and support persons accompanying persons with disabilities

Compliance Activities: 4.1. Establish policy and procedure permitting guide dogs or other service animals to enter City premises and keep the animal with him or her, unless the animal is excluded by law.

Resources: Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals on City premises.

4.2. Ensure the animal is not separated from the persons with disability, as well as while on ambulances.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals on City premises.

4.3. If a service animal is excluded by law from the premises, utilize alternative methods of service including in-person, telephone, email, postal mail, texting, fax, in-home and over the counter, to provide services to persons with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals exclude by law, by utilizing alternative methods of service.

4.4. If a person with disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together and that person is not prevented from having access to the support person while on the premises.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate support persons on City premises.

4.5. Allow a person with disability to be accompanied by a support person when on City premises, if the support person is necessary for the health or

safety of the person with disability or the health or safety of others on the premises.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate support persons on City premises.

4.6. Establish policy and guidelines to waive fee or notify persons with disabilities in advance, of any amount payable by a support person for admission to City premises.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify support persons in advance of amount payable for admission to City premises.

4.7. Prepare one or more documents describing policies, practices and procedures with respect to guide dogs or other service animals and support persons and upon request, give a copy of the document to any person.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining accessibility policies, practices and procedures developed and available to the public upon request.

5.1. Provide notification to the public of temporary disruption in facilities or services in a timely manner and in alternative formats.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services.

5.2. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services.

5.3. Post disruption notice at a conspicuous location on premises and utilize alternative communication channels including City's website, email, eNet, telephone and text message.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services in alternative formats.

5.4. Prepare one or more documents outlining steps to be taken in connection with temporary disruptions and upon request, give a copy of the document to any person.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining accessibility policies, practices and procedures developed and available to the public upon request.

7.1. Establish a feedback process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities and make the information readily available to the public in accessible formats.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

7.2. Ensure the feedback process allows persons with disabilities to provide their feedback in various forms including telephone, writing, texting, email, CD.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010 □ Status: Compliant. Feedback process developed and implementation underway.

7.3. Establish a feedback process which outlines procedures (actions, timelines, process chain, and contact person, when a complaint is received.

7.3.1. Communicate the feedback process to staff, persons with disabilities and the public.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

7.4. Prepare one or more documents describing the feedback process and upon request, give a copy of the document to any person.

Resources:

Costing (if known)

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining feedback policy, procedure and process developed and available to the public upon request.

7.2. Strategic Goal Six

Through training and experimental learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.

What will be done?

Customer Service Standard Regulation Requirement (section 6):

Provide training, information and awareness to staff on serving persons with disabilities.

Compliance Activities: 6.1. Ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

i. 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.

6.1.1 Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third

parties on its behalf, receives training about the provision of goods and services to persons with disabilities.

6.1.2. Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who participates in developing policies, practices and procedures governing the provision of goods and services to members of the public or other third parties on its behalf, receives training about the provision of its goods and services to persons with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Training strategy developed and implementation is underway.

6.2. Ensure that a review of the purposes of the Act and the requirements of this Regulation and instructions are incorporated into the training curriculum.

6.2.1. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on interacting and communicating with persons with various types of disability.

6.2.2. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to interact with people who use an assistive device (such as wheel chairs, lifts), or require the assistance of a guide dog or other service animal or the assistance of a support person.

6.2.3. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to use equipment and devices available on its premises.

6.2.4. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its

behalf, receives training on what to do if a person with a particular type of disability is having difficulty accessing goods or services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

6.3. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training within a practicable timeframe, in accordance with the stipulated Regulation implementation timeframe.

Resources: Costing (if known): Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010 Status: Compliant. Training implementation is underway.

6.4. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Resources: Costing (if known): Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010 Status: Compliant. Training implementation is underway.

6.5. Prepare one or more documents describing the training policy including a summary of the training content, details, schedule and timeframe.

Resources: Costing (if known): Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010 Status: Compliant. Document outlining training policy, practices and procedures developed and available to the public, upon request.

6.6. Develop a mechanism for keeping records of the training provided including training dates and attendance.

Resources: Costing (if known): Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010 Status: Training implementation is underway.

Integrated Accessibility Standards Regulation Requirements (section 5, 7, and 36): Develop policies, practices and procedures for procuring or acquiring goods, services or facilities

Provide training on Regulation and Human Rights Code

Compliance Activities: 5.1. Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.

Resources: Costing (if known): Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Guidelines for procurement staff have been made available. Access and Equity team is working on a process for appropriate language and communication. Access and Equity Coordinator is consulting with procurement staff to finalize the criteria.

5.2. Provide a written explanation if it is not possible to incorporate accessibility criteria, upon request.

Resources: Costing (if known): Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013 Status: Guidelines for procurement staff have been made available. Access and Equity team is working on a process for appropriate language and communication. Access and Equity Coordinator is consulting with procurement staff to finalize the criteria.

7.1. Provide training on Regulation and the Human Rights Code;

- all employees, and volunteers;
- all persons developing the organization's policies; and
- all other persons who provide goods, services or facilities on behalf of the organization.

Resources: Costing (if known): Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People Soft has

already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.2. Staff training as soon as practicable and be appropriate to the duties of employees.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People Soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.3. Ensure to keep record of all training including attendance and content.

Resources: Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People Soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

36.1. Conduct employee and volunteer accessibility training on:

the safe use of accessibility equipment and features;

acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and

Emergency preparedness and response procedures that provide for the safety of persons with disabilities.

36.2. Keep a record of the training provided under this section, including the date and number of participants.

Resources: Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014