



Town of Oakville

**Multi-Year
Accessibility Plan
2012-2017**

General Requirements

Applies to all four standards of the Integrated Accessibility Standards Regulation (IASR).

Accessibility policies

January 1, 2013

Develop policies, including a statement of organizational commitment, on how to meet the integrated standards requirements, make them available to the public, and provide them in an accessible format, upon request.

2012–2015 key actions

- ✓ Expanded accessibility policy scope and created supporting procedures; received by Council in 2013
 - Accessibility policy
 - Accessible Customer Service procedure
 - Planning Accessible Meetings procedure
 - Accessible Information and Communications procedure
 - Accessible Employment procedure
 - Accessible Transportation procedure
 - Design of Public Spaces procedure
- ✓ Accessibility policies and procedures posted on website and provided in an accessible format, upon request
- ✓ Implemented policy and procedures corporate-wide

2016–2017+ key actions

- Implement policy and procedures corporate-wide, update as required
- Update policy and procedures in 2017 as part of town's policy review process

Accessibility plans

January 1, 2013

Develop multi-year accessibility plan that outlines what will be done to implement IASR requirements. Post multi-year accessibility plan on website and provide in an accessible format, upon request. Report to the province every two years and review plan every five years. Consult with persons with disabilities and Accessibility Advisory Committee.

2012-2015 key actions

- ✓ Created multi-year accessibility plan and consulted with AAC, persons with disabilities and public
- ✓ Multi-year accessibility plan posted on website in an accessible format and provided in alternate formats upon request
- ✓ Established Staff Accessibility Steering Committee to work through legislated requirements and ensure full compliance with AODA standards
- ✓ Compliance reports filed with province in 2013 and 2015, meeting all requirements

2016-2017+ key actions

- File compliance report to the province in 2017
- Implement requirements of multi-year accessibility plan town-wide
- Update multi-year accessibility plan in 2017

Annual Status Report

January 1, 2013

Prepare annual status report on progress of measures set out in the multi-year accessibility plan, post on website and provide it in an accessible format, upon request.

2012-2015 key actions

- ✓ Status update presented to AAC and Council annually
- ✓ Status update posted in an accessible format on town's website

2016-2017+ key actions

- Provide annual status report to AAC and Council
- Post annual status update on town's website in an accessible format

Procuring or acquiring goods, services or facilities

January 1, 2013

Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not possible to do so.

2012-2015 key actions

- ✓ Created Procurement Policy By-law in 2014 ensuring staff and vendors comply with AODA requirements
- ✓ Corporate Information System updated to include accessibility criteria
- ✓ Accessible purchasing requirement incorporated in training for staff
- ✓ Town purchasing reference guide developed outlining accessibility requirements and considerations

2016-2017+ key actions

- Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, where possible

Training

January 1, 2014

Ensure training on the integrated standards and the Human Rights Code is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of the organization.

2012-2015 key actions

- ✓ Training on the integrated standards and Human Rights Code rolled out to staff, Council, volunteers and those who provide goods, services or facilities on town's behalf on an ongoing basis

2016-2017+ key actions

- Train new staff through onboarding and orientation, and existing staff on an ongoing basis, as required

Information and Communications

Outlines how the town will create, provide and receive information and communications in ways that are accessible for people with disabilities.

Feedback

January 1, 2014

Ensure processes for receiving and responding to feedback are accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Notify the public about availability of accessible formats and communication supports.

2012-2015 key actions

- ✓ Created Accessible Information and Communications procedure to incorporate all requirements of the Information and Communications Standard
- ✓ Multi-channel options for providing and responding to feedback
- ✓ Statement about availability of accessible formats and communication supports posted on website
- ✓ Accessibility supports request statement created for town meetings, events, participation in surveys and any instance when feedback is requested by the town
- ✓ Accessible online customer service feedback form monitored

2016-2017+ key actions

- Review feedback processes and update, as required
- Update procedure by 2017 as part of town policy review process

Accessible formats and communication supports

January 1, 2015

Provide accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request. Notify the public about availability of accessible formats and communication supports.

2012-2015 key actions

- ✓ Created Accessible Information and Communications procedure to incorporate all requirements of the Information and Communications Standard
- ✓ Town-wide process for responding to and tracking requests for accessible documents and communications supports implemented
- ✓ Training on creating accessible documents rolled out to all web publishers and staff in Communications, Clerk's, and the Office of the Mayor and Council
- ✓ Tutorial and reference guide on creating accessible documents developed and rolled out to staff
- ✓ Statement about availability of accessible formats and communication supports maintained on website
- ✓ Accessibility supports request statement created for town meetings, events, participation in surveys and any instance when feedback is requested by the town

2016-2017+ key actions

- Train staff on creating accessible documents, as required
- Review request process and update, as required
- Update procedure by 2017 as part of town policy review process

Emergency procedure, plans or public safety information

January 1, 2012

Provide emergency procedures, plans or public safety information that is publicly available in an accessible format or with appropriate communication supports, upon request.

2012-2015 key actions

- ✓ Annual town emergency plan posted to website as an accessible PDF
- ✓ Statement about availability of accessible formats and communication supports posted on website

2016-2017+ key actions

- Post annual town emergency plan to website as an accessible PDF
- Post statement about availability of accessible formats and communication supports on website

Accessible websites and web content, WCAG level A

January 1, 2014 (applies to web content published on websites after January 1, 2012)

Ensure new internet websites and web content conforms with WCAG 2.0 Level A.

2012-2015 key actions

- ✓ Launched a more accessible oakville.ca, oakvilletransit.ca and oakvillecentre.ca
- ✓ Regularly evaluate compliance of oakville.ca through accessibility quality tool
- ✓ Work to meet WCAG 2.0 Level A and AA requirements

- ✓ Provide training to all web publishers on web accessibility and creating accessible documents
- ✓ Launched Oakville mobile app to make key information and services already online available anywhere, anytime on Android and Apple devices. Accessibility settings on mobile devices allow for customization to meet user preferences
- ✓ Key documents posted on website in accessible format including Council's Strategic Plan, Multi-Year Accessibility Plan, Accessibility Annual Status Update, Accessibility Actions, Transit Accessibility Plan, Accessibility Advisory Committee brochure

2016-2017+ key actions

- Incorporate WCAG 2.0 Level AA requirements
- Train staff, as required
- Ensure ongoing compliance

Accessible websites and web content, WCAG level AA

January 1, 2021

Ensure internet websites and web content conforms with WCAG 2.0 Level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded).

2012-2015 key actions

- ✓ Work to meet WCAG 2.0 Level A and AA requirements

2016-2017+ key actions

- Incorporate WCAG 2.0 Level AA requirements

Public libraries

January 1, 2013

Provide access to, or arrange for, accessible materials where they exist. Make information about accessible materials publicly available and provide in an accessible format or with appropriate communication supports, upon request. Provide accessible formats for archival materials, special collections, rare books and donations.

2012-2015 key actions

- ✓ Establish library accessibility policy and post to library website
- ✓ Content provided in a variety of formats in all branches; customers can request alternate formats through online and print forms
- ✓ Specialized reading aids offered, including SmartView, Zoom Text in five of six branches and Kurzweil Reading Machines in three of six branches
- ✓ Provided delivery and pick-up services of library materials to program users
- ✓ Increased digital content offered
- ✓ Library website met compliance in 2014
- ✓ Established a multi-channel feedback process

2016-2017+ key actions

- Ensure ongoing compliance

Employment

Outlines how the town will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

Recruitment

January 1, 2014

Notify employees and the public about availability of accommodation for applicants with disabilities in the recruitment processes.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Employment opportunities web page updated to include statement of availability of accessibility accommodations in recruitment process
- ✓ Acknowledgement statement on job applications updated to include statement of availability of accessibility accommodations in recruitment process

2016-2017+ key actions

- Notify employees of availability of accessibility accommodations in recruitment process
- Update procedure by 2017 as part of town policy review process

Recruitment, assessment or selection process

January 1, 2014

Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Updated recruitment process to ensure candidates are notified of the availability of accessibility accommodations when contacted for an interview or assessment

2016-2017+ key actions

- Notify candidates of the availability of accessibility accommodations

Notice to successful applicants

January 1, 2014

Notify successful applicants of policies for accommodating employees with disabilities, when making offers of employment.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy
- ✓ Ensure new employees are made aware of town's Accommodation procedure through town's online on-boarding process
- ✓ Surveyed new employees on need for work accommodation and assistance during an emergency

2016-2017+ key actions

- Inform new employees of town's Accommodation procedure
- Update procedure by 2017 as part of town policy review process

Informing employees of supports

January 1, 2014

Inform employees of policies to support employees with disabilities.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy
- ✓ Updated orientation materials to inform new employees of policies and procedures to support employees with disabilities during on-boarding and orientation

2016-2017+ key actions

- Inform new employees of policies and procedures to support employees with disabilities
- Update procedure by 2017 as part of town policy review process

Accessible formats and communication supports for employees

January 1, 2014

Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy
- ✓ Accessible formats and communication supports provided to employees

2016-2017+ key actions

- Provide accessible formats and communication supports to employees
- Update procedure by 2017 as part of town policy review process

Workplace emergency response information

January 1, 2012

Provide individual workplace emergency response information to employees who have a disability, as required.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy
- ✓ Individual accommodation plans created for employees requesting assistance
- ✓ Individual accommodation plans reviewed annually

2016-2017+ key actions

- Review and update individual accommodation plans annually
- Update procedure by 2017 as part of town policy review process

Documented individual accommodation plans

January 1, 2014

Develop and implement a written process for documentation of individual accommodation plans for employees with disabilities.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy

2016-2017+ key actions

- Support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy
- Update procedure by 2017 as part of town policy review process

Return to work process

January 1, 2014

Develop a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy
- ✓ Implemented return to work and employment accommodation program

2016-2017+ key actions

- Work with employees returning to work who require accessibility accommodations
- Review and update existing process, as required
- Update procedure by 2017 as part of town policy review process

Performance management and career development and advancement

January 1, 2014

Consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process and when providing career development and advancement.

2012-2015 key actions

- ✓ Created Accessible Employment procedure to incorporate all requirements of the Employment Standard, implemented corporate-wide
- ✓ Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Respectful Conduct policy

2016-2017+ key actions

- Implement Accessible Employment procedure corporate-wide
- Update procedure by 2017 as part of town policy review process

Transportation

Outlines how the town will make it easier for anyone to use its public transportation services.

Availability of information on accessibility equipment, etc.

January 1, 2012

Make available to the public current information on accessibility equipment and features of vehicles, routes and services, and provide in an accessible format, upon request.

2012-2015 key actions

- ✓ Launched accessible oakvilletransit.ca which includes accessible online customer service feedback form for transit and Information on transit schedules and services
- ✓ Information on accessibility equipment and features of vehicles provided on request
- ✓ Review and update transit print material

2016-2017+ key actions

- Provide current information on accessibility equipment and features in an accessible format, upon request
- Update procedure by 2017 as part of town policy review process

Non-functioning accessibility equipment

July 1, 2011

Take reasonable steps to accommodate persons with disabilities who would use the equipment and repair equipment as soon as possible, if accessibility equipment in a vehicle is not functioning and equivalent service cannot be provided.

2012-2015 key actions

- ✓ Reasonable steps taken to accommodate persons with disabilities where accessibility equipment was not functioning
- ✓ Implemented maintenance process for vehicles and equipment

2016-2017+ key actions

- Take reasonable steps to accommodate persons with disabilities if accessibility equipment is not functioning
- Implement maintenance process for vehicles and equipment
- Update procedure by 2017 as part of town policy review process

Accessibility training

January 1, 2014

Conduct employee and volunteer accessibility training as prescribed, in addition to training requirements under the General Requirements section.

2012-2015 key actions

- ✓ Conducted accessibility training for transit drivers on safe use of accessibility equipment and features, acceptable modifications and emergency preparedness

2016-2017+ key actions

- Conduct ongoing training as required

Emergency preparedness and response policies

January 1, 2012

Establish emergency preparedness and response policies that provide for the safety of persons with disabilities, make policies available to the public and provide in an accessible format, upon request.

2012-2015 key actions

- ✓ Developed emergency preparedness and response policies that provide for the safety of persons with disabilities
- ✓ Provided policies in an accessible format, upon request

2016-2017+ key actions

- Provide existing emergency preparedness and response policies that provide for the safety of persons with disabilities, in an accessible format, upon request
- Update procedure by 2017 as part of town policy review process

Fares, support persons

January 1, 2014

Provide no-charge fare to a support person who is accompanying a person with a disability where a support person is needed.

2012-2015 key actions

- ✓ Provided no-charge fare on both Oakville Transit and care-A-van to a support person who is accompanying a person with a disability

2016-2017+ key actions

- Provide no-charge fare on both Oakville Transit and care-A-van to a support person who is accompanying a person with a disability
- Update procedure by 2017 as part of town policy review process

Transition existing contracts and vehicles

Dates as prescribed

Transition conventional vehicles existing as of June 30, 2011, to meet requirements. Meet technical requirements to retrofit as required. Meet accessibility requirements when modifying or upgrading a portion of a vehicle after July 1, 2011.

2012-2015 key actions

- ✓ No existing or outstanding contracts to purchase vehicles as per the prescribed dates
- ✓ Provide 100 per cent low floor on Oakville Transit bus fleet
- ✓ Review any required modifications to ensure compliance. Vehicle specifications will be part of joint Metrolinx procurement

2016-2017+ key actions

- Provide 100 per cent low floor on Oakville Transit bus fleet
- Ensure ongoing review if modifications are required

Accessibility plans, conventional transportation services

January 1, 2013

Establish a transit accessibility plan that identifies conventional and specialized transportation services, in addition to the multi-year accessibility plan. Hold one annual public meeting involving persons with disabilities to review the plan. Identify process for managing, evaluating and taking action on customer feedback.

2012-2015 key actions

- ✓ Oakville Transit Accessibility Plan developed annually, which includes both Oakville Transit conventional and care-A-van services
- ✓ Feedback on plan received through annual AAC consultation

2016-2017+ key actions

- Develop Oakville Transit Accessibility Plan annually and include both conventional and care-A-van services
- Hold annual consultation with AAC and persons with disabilities

Accessibility plans, specialized transportation services

January 1, 2013

Identify process for estimating demand for specialized transportation services. Develop steps to reduce wait times for specialized transportation services.

2012-2015 key actions

- ✓ Developed process to establish demand for care-A-van and steps to reduce waiting times
- ✓ Oakville Transit Accessibility Plan developed annually and includes both Oakville Transit conventional and care-A-van services
- ✓ Launched new Intelligent Transportation System in 2015 including tracking to improve service delivery and reduce wait times

2016-2017+ key actions

- Address demand for care-A-van and implement steps to reduce wait times

Accessibility plans, conventional and specialized transportation services

January 1, 2013

Describe procedures for dealing with accessibility equipment failures on both types of transportation vehicles in transit accessibility plan.

2012-2015 key actions

- ✓ Procedures for dealing with accessibility equipment failures included in annual Oakville Transit Accessibility Plan

2016-2017+ key actions

- Include procedures in annual Oakville Transit accessibility plan

General responsibilities

January 1, 2012

Deploy lifting devices, ramps or portable bridge plates, upon request. Ensure adequate time is provided to safely board, be secured and deboard transportation vehicles with assistance, upon request. Assist with safe and careful storage of mobility aids or assistive devices. Allow persons with disabilities to travel with medical aid. Make information available in an accessible format, upon request.

2012-2015 key actions

- ✓ Assist persons with disabilities by complying with all requirements
- ✓ Accessibility training for transit drivers provided

2016-2017+ key actions

- Provide accessibility training for transit drivers
- Ensure ongoing compliance

Alternative accessible method of transportation

January 1, 2013

Provide specialized transportation services to persons with disabilities who are unable to use conventional transportation services.

2012-2015 key actions

- ✓ Provide care-A-van as an alternate accessible method of transportation to Oakville Transit

2016-2017+ key actions

- Provide care-A-van service

Fares

July 1, 2011

Provide same fare structure to persons with disabilities.

2012-2015 key actions

- ✓ Offered same fare structure to persons with disabilities on Oakville Transit and care-A-van

2016-2017+ key actions

- Offer same fare structure to persons with disabilities on Oakville Transit and care-A-van

Transit stops

January 1, 2012

Allow persons with disabilities to board/deboard at a safe location if an official stop is not accessible.

2012-2015 key actions

- ✓ Allow non-official, safe location transit stops
- ✓ Audit of all transit stop locations to identify and prioritize opportunities to improve accessibility ongoing

2016-2017+ key actions

- Allow non-official, safe location transit stops, when required
- Improve accessibility of transit stop locations

Storage of mobility aids, etc.

— January 1, 2012

Safely store and secure mobility aids and assistive devices at no charge (July 1, 2011).

2012-2015 key actions

- ✓ Store and secured mobility aids and assistive devices in all transportation vehicles
- ✓ Trained transit and taxicab drivers on safe securement of mobility aids and devices
- ✓ Provide this service at no charge

2016-2017+ key actions

- Store and secure mobility aids and assistive devices in all transportation vehicles
- Train transit and taxicab drivers on safe securement of mobility aids and devices
- Provide this service at no charge

Priority seating

January 1, 2012

Clearly mark priority seating for persons with disabilities, located as close as possible to the vehicle entrance. Provide signs to indicate that other passengers vacate seating if required by a person with a disability. Develop communications strategy.

2012-2015 key actions

- ✓ Courtesy and priority seating for persons with disabilities on all Oakville Transit buses; decals installed
- ✓ Developed and implemented communications strategy with materials created as industry standard by Ontario Public Transportation Association (OPTA)

2016-2017+ key actions

- Equip new vehicles with decals designating priority seating area

Service disruptions

July 1, 2013

Make available alternate accessible arrangements to transfer persons with disabilities to their route destination where a route or scheduled service is temporarily changed and known in advance of the trip.

2012-2015 key actions

- ✓ Service disruption information posted on Oakville Transit website, RSS feed and communicated through social media
- ✓ Alternate accessible arrangements made to transfer persons with disabilities to their route destination where a route or scheduled service is temporarily changed and known in advance of the trip

2016-2017+ key actions

- Provide service disruption information on Oakville Transit website, RSS feed and through social media
- Provide alternate accessible arrangements to transfer persons with disabilities to their route destination where a route or scheduled service is temporarily changed and known in advance of the trip

Pre-boarding announcements

July 1, 2011

Provide pre-boarding verbal announcements of the route, direction, destination or next major stop, upon request.

2012-2015 key actions

- ✓ Verbally announced route, direction, destination or next major stop, on request
- ✓ Launched new Intelligent Transportation System in 2015 which provides electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

2016-2017+ key actions

- Provide electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

Electronic pre-boarding announcements

January 1, 2017

Provide electronic pre-boarding announcements of route, direction, destination or next major stop and ensure announcements satisfy signage requirements.

2012-2015 key actions

- ✓ Launched new Intelligent Transportation System in 2015 which provides electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

2016-2017+ key actions

- Provide electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

On-board announcements

July 1, 2011

Provide audible verbal announcements of all destination points or available route stops.

2012-2015 key actions

- ✓ Verbally announced route, direction, destination or next major stop, on request
- ✓ Launched new Intelligent Transportation System in 2015 which provides electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

2016-2017+ key actions

- Provide electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

On-board announcements – visual and audible transmission of information

January 1, 2017

Provide destination points or available route stops by announcing and legibly and visually displaying through electronic means; and visually displaying destination points or stop information to satisfy signage requirements.

2012-2015 key actions

- ✓ Launched new Intelligent Transportation System in 2015 which provides electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

2016-2017+ key actions

- Provide electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop

Requirements re: grab bars, etc.

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with grab bars, handholds, handrails or stanchions, as prescribed.

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Floors and carpeted surfaces

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Have minimal glare and slip resistant floors. Ensure any carpeted surfaces have a low, firm and level pile or loop, and are securely fastened.

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Allocated mobility aid spaces

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Have two or more mobility aid spaces that meet space requirements and are equipped with securement devices.

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Stop-requests

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with accessible stop-requests that meet the prescribed standards.

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Lighting features

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip passenger access door area with lights that are constantly lit when the door is open, and that illuminate the lifting device, ramp, portable bridge plate or step nosings, and meet the prescribed light standards.

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Signage

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Have signs that identify routes, directions, destinations or next major stops displayed in a manner that meet prescribed requirements (shape, colour, placement).

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Lifting devices, etc.

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with lifting devices, ramps or portable bridge plates that meet the prescribed requirements.

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Steps

Applies to conventional and specialized transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with steps that meet the prescribed requirements (colour, surface, dimension).

2012-2015 key actions

- ✓ Provide 100 percent low floor, ramp-equipped bus fleet

2016-2017+ key actions

- Provide 100 percent low floor, ramp-equipped bus fleet

Indicators and alarms

Applies to conventional and specialized transportation vehicles manufactured on or after January 1, 2013

Equip vehicles with a ramp, lifting device or kneeling function with appropriate visual and audible warning indicators and alarms.

2012-2015 key actions

- ✓ Meet all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators and alarms, as prescribed
- ✓ Procure vehicles through Metrolinx joint procurement process to ensure all future vehicle purchases adhere to specifications

2016-2017+ key actions

- Ensure ongoing compliance

Categories of eligibility

January 1, 2017

Establish three categories of eligibility to qualify for specialized transportation services: unconditional, temporary and conditional eligibility.

2012-2015 key actions

- ✓ Categories of eligibility implemented for care-A-van services January 1, 2014 based on town criteria

2016-2017+ key actions

- Update existing eligibility criteria by January 1, 2017

Eligibility application process

January 1, 2014

Provide temporary specialized transportation services (within 14 calendar days) after completed application is received at no charge until a decision on eligibility is made and provide in an accessible format, upon request.

2012-2015 key actions

- ✓ Launched joint application process with Oakville, Milton and Burlington
- ✓ Application for care-A-van services provided at no-charge

2016-2017+ key actions

- Maintain joint application process with Oakville, Milton and Burlington
- Provide application for care-A-van services at no charge

Eligibility appeal process

January 1, 2014

Establish independent appeal process to review decisions respecting eligibility, make decision within 30 calendar days, grant temporary eligibility until final decision is made and provide in accessible format, upon request.

2012-2015 key actions

- ✓ Launched joint appeal process for para transit eligibility with Oakville, Milton and Burlington

2016-2017+ key actions

- Maintain joint appeal process for para transit eligibility with Oakville, Milton and Burlington

Emergency or compassionate grounds

January 1, 2014

Develop procedures for temporary specialized transportation services earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds, and where there are no other accessible transportation services to meet the person's needs.

2012-2015 key actions

- ✓ Documented procedure for temporary specialized transportation earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds

2016-2017+ key actions

- Provide service for temporary specialized transportation earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds
- Update procedure by 2017 as part of town policy review process

Fare parity

January 1, 2013

Provide fare parity, same fare structure and fare payment options on conventional and specialized transportation services.

2012-2015 key actions

- ✓ Offer fare parity, same fare structure and payment options on both Oakville Transit and care-A-van; introduced in 2008
- ✓ Provide alternate fare payments to persons with disabilities
- ✓ Work with Metrolinx to investigate PRESTO solution for taxicabs that are used to supplement care-A-van services, to comply with same fare payment options requirement

2014–2017+2 key actions

- Offer fare parity, same fare structure and payment options on both Oakville Transit and care-A-van
- Provide alternate fare payments to persons with disabilities
- Work with Metrolinx on PRESTO solution for taxicabs that are used to supplement care-A-van services

Visitors

January 1, 2013

Make specialized transportation services available to visitors with disabilities who meet eligibility criteria.

2012-2015 key actions

- ✓ Implemented procedure to make care-A-van available to visitors with disabilities who meet eligibility criteria

2016-2017+ key actions

- Implement procedure to make care-A-van available to visitors with disabilities who meet eligibility criteria
- Update procedure by 2017 as part of town policy review process

Origin to destination services

July 1, 2011

Provide origin to destination services that meet the needs of persons with disabilities.

2012-2015 key actions

- ✓ Origin to destination services provided on care-A-van
- ✓ Home to Hub, on-request transit service launched in 2015 delivering convenient transit services to the new communities of north Oakville through co-mingling specialized and conventional transit trips

2016-2017+ key actions

- Provide origin to destination services on care-A-van
- Provide Home to Hub, on-request transit service

Co-ordinated service

January 1, 2013

Facilitate connections between specialized transportation services, when provided in adjacent municipalities with contiguous urban areas, and determine the accessible stops and drop off locations.

2012-2015 key actions

- ✓ Provided transfers between adjacent municipalities with contiguous urban areas (currently located at Sheridan College, Oakville GO station and Lakeshore Place in Burlington)
- ✓ Participated on Metrolinx cross boundary travel improvement project to help facilitate cross boundary travel

2016-2017+ key actions

- Provide transfers between adjacent municipalities with contiguous urban areas (currently located at Sheridan College, Oakville GO station and Lakeshore Place in Burlington)
- Participate on Metrolinx cross boundary travel improvement project to help facilitate cross boundary travel

Hours of service

January 1, 2013

Provide same hours and days of service on both conventional and special transportation services.

2012-2015 key actions

- ✓ Provide same hours and days of services on both Oakville Transit and care-A-van

2016-2017+ key actions

- Provide same hours and days of services on both Oakville Transit and care-A-van

Booking

January 1, 2014

Provide same-day service to extent that it is available. When not available, accept booking requests up to three hours prior to the intended day of travel. Provide accessible means to accept reservations.

2012-2015 key actions

- ✓ Accept reservations via phone (Bell Relay service is available)
- ✓ After-hours booking for specialized transit provided through Oakville Transit control centre

2016-2017+ key actions

- Accept reservations via phone
- Provide online booking
- Provide after-hours booking for specialized transit

Trip restrictions

January 1, 2014

Provide unlimited number of trips for persons with disabilities.

2012-2015 key actions

- ✓ Created and implemented Accessibility Transportation procedure
- ✓ Provided unlimited number of trips for persons with disabilities on care-A-van

2016-2017+ key actions

- Provide unlimited number of trips for persons with disabilities on care-A-van
- Update procedure by 2017 as part of town policy review process

Service delays

January 1, 2013

Provide information on duration of service delays on specialized transportation to affected passengers. A service delay is a delay of 30 minutes or more after the scheduled pick-up time.

2012-2015 key actions

- ✓ Service disruption information posted on Oakville Transit website, RSS feed and communicated through social media

2016-2017+ key actions

- Provide service disruption information on Oakville Transit website, RSS feed and through social media

Companions and children

January 1, 2012

Allow companions and dependent children to travel with persons with disabilities when possible.

2012-2015 key actions

- ✓ Allow companions and dependent children to travel with persons with disabilities when possible

2016-2017+ key actions

- Allow companions and dependent children to travel with persons with disabilities when possible

Duties of municipalities, general

January 1, 2013

Consult with AAC, persons with disabilities and the public in development of accessible design criteria for accessible bus stops and shelters, and incorporate steps to be taken in accessibility plan.

2012-2015 key actions

- ✓ Accessibility audit of bus stops and shelters completed in 2014. Accessibility improvements of bus stops ongoing
- ✓ Transit Services staff consulted with AAC on accessible design criteria for accessible bus stops and shelters

2016-2017+ key actions

- Improve accessibility of bus stops
- Incorporate in future infrastructure plans

Duties of municipalities, accessible taxicabs

January 1, 2013

Consult with AAC, persons with disabilities and the public to determine the proportion of on-demand accessible taxicabs required in the community. Identify progress made toward meeting the need for on-demand accessible taxicabs in accessibility plan.

2012-2015 key actions

- ✓ Created Accessible Transportation procedure and included taxi requirements
- ✓ Meeting with taxicab brokerages, Transit Services staff and the AAC to discuss accessible taxicab service in 2013 and 2015
- ✓ Online and print survey conducted for care-A-van riders, AAC, taxicab industry and public as part of comprehensive taxi by-law review in 2015
- ✓ New taxicab license plate issuance model presented to Council in 2015 which addressed on-demand accessible taxicab service
- ✓ Six accessible taxicabs maintained

2016-2017+ key actions

- Consult with AAC, persons with disabilities and public on accessible taxicab service
- Update procedure by 2017 as part of town policy review process

Duties of municipalities, taxicabs–fare

July 1, 2011

Provide fare parity and store mobility aids or assistive devices at no charge.

2012-2015 key actions

- ✓ Provide fare parity and store mobility aids and devices at no charge

2016-2017+ key actions

- Provide fare parity and store mobility aids and devices at no charge

Vehicle registration and identification

January 1, 2012

Place vehicle registration and identification information on the rear bumper of the taxicab and provide in an accessible format, upon request.

2012-2015 key actions

- ✓ Display vehicle identification on rear bumper and door in colour contrast
- ✓ Affix taxi plate with vehicle identification to rear bumper
- ✓ Vehicle registration and identification information provided in an accessible format, upon request
- ✓ Provide accessibility training to new taxi drivers
- ✓ Include accessibility training as a portion of renewal process for existing drivers

2016-2017+ key actions

- Display vehicle identification on rear bumper and door in colour contrast
- Affix taxi plate with vehicle identification to rear bumper
- Provide vehicle registration and identification information in an accessible format, upon request
- Provide accessibility training to new taxi drivers
- Include accessibility training as a portion of renewal process for existing drivers

Design of Public Spaces

Outlines how the town will make it easier for everyone to use its public spaces. This standard only applies to new construction and major changes to existing features of facilities owned, leased or operated by the town.

Consultation, recreational trails

January 1, 2016

Consult with AAC, persons with disabilities and the public on the following design elements that may be part of a trail:

- The slope of the trail (e.g. the appropriate cross slope, running slope or both)
- Need for, and location of, ramps on the trail
- Need for, location and design of:
 - rest areas
 - passing areas
 - viewing areas
 - amenities on the trail
 - any other accessibility feature

2015 key actions

- ✓ Parks and Open Space staff consulted with AAC, persons with disabilities and the public on design elements of town trails in December 2015

2016-2017+ key actions

- Implement feedback on design elements of town trails, where appropriate

Technical requirements for trails, general

January 1, 2016

Construct or redevelop trails with the width, height, surface and surface openings, edge protection, entrance and signage features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Technical requirements for beach access routes, general

January 1, 2016

Construct or redevelop beach access routes with the width, height, surface and surface area, surface openings, changes in level, cross slope, running slope and entrance features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Common technical requirements for trails and beach access routes, general

January 1, 2016

Construct or redevelop boardwalks with the width, height, surface and surface openings, edge protection and running slope features that meet the prescribed standards. Construct or redevelop ramps with the width, height, surface and surface openings, running slope, landings, handrails, wall or guard and edge protection that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Outdoor public use eating areas, general requirements

January 1, 2016

Construct or redevelop public use eating areas that include the minimum number of accessible tables and have a firm, stable and level surface.

2015 key actions

- ✓ New Oakville Universal Design Standards for town facilities created and addresses these requirements. Its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements

2016-2017+ key actions

- Incorporate Oakville Universal Design Standards for town facilities in new construction or redevelopment plans, as prescribed

Outdoor play spaces, consultation requirements

January 1, 2016

Consult with AAC, persons with disabilities and the public on the needs of children and caregivers with various disabilities when constructing new or redeveloping existing outdoor play spaces.

2015 key actions

- ✓ Parks and Open Space staff consulted with AAC, persons with disabilities and the public on design elements of outdoor play spaces in October 2015

2016-2017+ key actions

- Implement feedback on design elements of outdoor play spaces, where appropriate

Outdoor play spaces, accessibility in design

January 1, 2016

Design outdoor play spaces with accessibility features, such as sensory and active play components, and have a ground surface that is firm, stable, has impact attenuating properties and sufficient clearance for people with disabilities to move through, in and around the play space.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Exterior paths of travel, technical requirements

January 1, 2016

Construct or redevelop exterior paths of travel with the width, height, surface and surface area, surface opening, changes in level, running and cross slope features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Exterior paths of travel, ramps

January 1, 2016

Construct or redevelop ramps for exterior paths of travel with the width, surface, running slope, landings, openings in the surface, handrails, edge protection and wall and guard rail features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Exterior paths of travel, stairs

January 1, 2016

Construct or redevelop stairs for exterior paths of travel with the tread, rise, run, tonal contrast, tactile walking surface indicator, handrail and guardrail features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Exterior paths of travel, curb ramps

January 1, 2016

Construct or redevelop curb ramps for exterior paths of travel with the width, running/cross slope and tactile walking surface indicator features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Exterior paths of travel, depressed curbs

January 1, 2016

Construct or redevelop depressed curbs on exterior paths of travel with the running slope, direction of travel and tactile walking surface indicator features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Exterior paths of travel, accessible pedestrian signals

January 1, 2016

Install or replace pedestrian signals at pedestrian crossovers with the tone, tactile arrows, activation features, travel indicators and mounting height and distance features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Exterior paths of travel, rest areas

January 1, 2016

Consult with AAC, persons with disabilities and the public on design and placement of rest areas along exterior paths of travel.

2015 key actions

- ✓ Engineering and Construction staff consulted with AAC, persons with disabilities and the public on design elements of rest areas in December 2015

2016-2017+ key actions

- Implement feedback on design elements of rest areas, where appropriate

Types of accessible parking spaces

January 1, 2016

Construct or redevelop off-street parking facilities with parking spaces that meet the type, width and signage features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Access aisles

January 1, 2016

Construct or redevelop access aisles for all parking spaces for the use of persons with disabilities in off-street parking facilities with the width, length, surface and marking features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Minimum number and type of accessible parking spaces

January 1, 2016

Construct or redevelop off-street parking facilities with a minimum number and type of accessible parking spaces that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

Signage

January 1, 2016

Identify newly constructed or redeveloped accessible parking spaces with signage features that meet the prescribed standards.

2015 key actions

- ✓ Develop strategy to implement technical requirements in new construction or redevelopment plans in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed

On-street parking spaces

January 1, 2016

Consult with AAC, persons with disabilities and the public on the need, location and design of accessible on-street parking spaces when constructing or redeveloping existing on-street parking spaces.

2015 key actions

- ✓ Engineering and Construction staff consulted with AAC, persons with disabilities and the public on design elements of accessible on-street parking spaces in November 2015

2016-2017+ key actions

- Implement feedback on design elements of accessible on-street parking spaces, where appropriate

Service counters

January 1, 2016

Construct or redevelop service counters with the minimum number of accessible service counters, height, knee clearance, floor space and signage, as prescribed.

2015 key actions

- ✓ New Oakville Universal Design Standards for town facilities created and addresses these requirements. Its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements

2016-2017+ key actions

- Incorporate Oakville Universal Design Standards for town facilities in new construction or redevelopment plans, as prescribed

Fixed queuing guides

January 1, 2016

Construct or redevelop fixed queuing guides with the width, clear floor area and cane detectable elements, as prescribed.

2015 key actions

- ✓ New Oakville Universal Design Standards for town facilities created and addresses these requirements. Its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements

2016-2017+ key actions

- Incorporate Oakville Universal Design Standards for town facilities in new construction or redevelopment plans, as prescribed

Waiting areas

January 1, 2016

Construct or redevelop waiting areas with the minimum number of accessible seating, as prescribed.

2015 key actions

- ✓ New Oakville Universal Design Standards for town facilities created and addresses these requirements. Its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements

2016-2017+ key actions

- Incorporate Oakville Universal Design Standards for town facilities in new construction or redevelopment plans, as prescribed

Maintenance of accessible elements

January 1, 2016

Include procedures for preventative and emergency maintenance of accessible elements and temporary disruptions to accessible public spaces that meet the prescribed standards.

2015 key actions

- ✓ Incorporate maintenance requirements in 2016 and onward, as prescribed

2016-2017+ key actions

- Incorporate maintenance requirements, as prescribed