

Town of Oakville

**Accessibility
Annual Status
Update - 2013**

General Requirements

Applies to all three 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.

2013 key actions

- ✓ Accessibility policy updated to include language from amendment to IASR and approved by Administrative Services Committee (ASC) on September 10, 2013
- ✓ Accessibility policies and procedures posted on website and communicated to staff

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.

2013 key actions

- ✓ Multi-year accessibility plan being implemented town-wide

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

2013 key actions

- ✓ Status update for 2013 presented to Accessibility Advisory Committee (AAC) on November 14, 2013 and ASC on December 3, 2013
- ✓ Status update posted in an accessible format on the town's website
- ✓ Compliance report filed with the province, meeting all requirements

Procuring or acquiring goods, services or facilities

— January 1, 2013

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

2013 key actions

- ✓ Purchasing templates updated to reflect accessibility criteria

- ✓ Accessible purchasing checklists created and rolled out to staff
- ✓ Accessible purchasing requirement incorporated in purchasing training for staff
- ✓ Provincial purchasing reference guide available on intranet

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.

2013 key actions

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

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.

2013 key actions

- ✓ Multichannel options for providing and responding to feedback
- ✓ Alternate formats and communication supports request statement maintained on website
- ✓ Accessible online customer service feedback form monitored
- ✓ Town-wide statement for receiving and responding to feedback in an accessible manner created and rolled out to staff
- ✓ Town-wide statement for accessibility accommodations for town meetings and event notices created and rolled out to staff

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.

2013 key actions

- ✓ Multichannel options for providing and responding to feedback
- ✓ Alternate formats and communication supports request statement maintained on website
- ✓ Accessible online customer service feedback form monitored
- ✓ Town-wide statement for accessibility accommodations for town meetings and event notices created and rolled out to staff

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.

2013 key actions

- ✓ Updated town emergency plan posted to website as an accessible PDF

- ✓ Statement about availability of accessible formats and communication supports posted 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.

2013 key actions

- ✓ Regularly evaluate compliance of oakville.ca through accessibility quality tool
- ✓ Work to meet level A and AA WCAG 2.0 requirements
- ✓ Training for about 30 web publishers on accessibility for web content conducted
- ✓ 30 customized web content publishers operational guides created and distributed with a section on accessibility and steps on how to ensure content is accessible
- ✓ Select staff attended various full-day web accessibility training
- ✓ Accessible re-do of oakvilletransit.ca launched in December 2012, including accessible online customer service feedback form for transit
- ✓ Key documents posted on website in accessible format including multi-year accessible plan, annual status update, town emergency plan, transit accessibility plan, AAC brochure and town strategic plan

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).

2013 key actions

- ✓ Work to meet level A and AA WCAG 2.0 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.

2013 key actions

- ✓ 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

- ✓ Delivery and pick-up services of library materials to 150 program users with about 50 volunteers making deliveries
- ✓ Online and print feedback forms are available
- ✓ Library accessibility policy is posted on the Library website
- ✓ Library's website WCAG 2.0 level A compliant
- Continue to review current holdings to determine accessibility of collection
- Continue to review availability of assistive devices in all branches

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.

2013 key actions

- ✓ 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

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.

2013 key actions

- ✓ Verbally notify candidates for employment of the availability of accessibility accommodations when contacted for an interview or assessment ongoing

Notice to successful applicants

— January 1, 2014

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

2013 key actions

- ✓ Accommodation procedure to ensure efforts are made to support employees in need of temporary or permanent work accommodation rolled out to staff as part of Respectful Conduct policy implementation
- ✓ Offer letters of employment updated to include accessibility statement about the town's accommodation procedure

Informing employees of supports

— January 1, 2014

Inform employees of policies to support employees with disabilities.

2013 key actions

- ✓ Accommodation procedure to ensure efforts are made to support employees in need of

- temporary or permanent work accommodation rolled out to staff as part of Respectful Conduct policy implementation
- ✓ Orientation materials updated

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.

2013 key actions

- ✓ Accessible formats and communication supports provided to employees ongoing

Workplace emergency response information

— January 1, 2012

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

2013 key actions

- ✓ Individual accommodation plans created for employees needing assistance; process in place to review individual accommodation plans annually

Documented individual accommodation plans

— January 1, 2014

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

2013 key actions

- ✓ Accommodation procedure to ensure efforts are made to support employees in need of temporary or permanent work accommodation rolled out to staff as part of Respectful Conduct policy implementation

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.

2013 key actions

- ✓ Maintain a return to work and employment accommodation plan
- ✓ Continue to work with employees returning to work who require accessibility accommodations

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.

2013 key actions

- ✓ Implement Accessible Employment procedure corporate-wide

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.

2013 key actions

- ✓ Information on transit schedules and services posted to transit website ongoing
- ✓ Information on accessibility equipment and features of vehicle provided on request ongoing
- ✓ Review and update printed transit material
- ✓ Accessible re-do of oakvilletransit.ca launched, including accessible online customer service feedback form for transit

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.

2013 key actions

- ✓ Continue to take steps to accommodate persons with disabilities if accessibility equipment is not functioning
- ✓ Continue existing maintenance process for vehicles and equipment

Accessibility training

— January 1, 2014

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

2013 key actions

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

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.

2013 key actions

- ✓ Continue to provide existing emergency preparedness and response policies that provide for the safety of persons with disabilities, in an accessible format, on request

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.

2013 key actions

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

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.

2013 key actions

- ✓ Have 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

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.

2013 key actions

- ✓ 2014 Transit Accessibility Plan created which includes both Oakville Transit and care-A-van services
- ✓ Feedback on plan received through annual AAC meeting

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.

2013 key actions

- ✓ 2014 Transit Accessibility Plan created which includes both Oakville Transit and care-A-van services

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.

2013 key actions

- ✓ 2014 Transit Accessibility Plan created which includes both Oakville Transit and care-A-van services
- ✓ Include procedures for dealing with accessibility equipment failures in 2014 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 disembark 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.

2013 key actions

- ✓ Continue to assist persons with disabilities by complying with all requirements
- ✓ Accessibility training for transit drivers provided

Alternative accessible method of transportation

— January 1, 2013

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

2013 key actions

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

Fares

— July 1, 2011

Provide same fare structure to persons with disabilities.

2013 key actions

- ✓ Continue to offer the 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.

2013 key actions

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

Storage of mobility aids, etc.

— January 1, 2012

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

2013 key actions

- ✓ Continue to store and secure mobility aids and assistive devices in all transportation vehicles
- ✓ Continue to train transit and taxicabs drivers on the safe securement of mobility aids and devices
- ✓ Continue to provide this service at no charge
- ✓ Train transit drivers on the safe securement of mobility aids and devices ongoing

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.

2013 key actions

- ✓ Courtesy and priority seating for persons with disabilities on all Oakville Transit buses

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.

2013 key actions

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

Pre-boarding announcements

— July 1, 2011

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

2013 key actions

- ✓ Verbally announce route, direction, destination or next major stop, on request

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.

2013 key actions

- ✓ Project for new Intelligent Transportation System to include electronic pre-boarding announcements of route, direction, destination or next major stop launched; implementation in 2014-2015

On-board announcements

— July 1, 2011

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

2013 key actions

- ✓ Continue to provide audible verbal announcements of all destination points or available route stops
- ✓ Project for new Intelligent Transportation System to include electronic pre-boarding announcements of route, direction, destination or next major stop launched; implementation in 2014-2015

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.

2013 key actions

- ✓ Project for new Intelligent Transportation System to include electronic pre-boarding announcements of route, direction, destination or next major stop launched; implementation in 2014-2015

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.

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

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.

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

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.

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

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.

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

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.

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

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).

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

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.

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

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).

2013 key actions

- ✓ Provide 100 per cent low floor on Oakville Transit 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.

2013 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 the Metrolinx joint procurement process to ensure all future vehicle purchases continue to adhere to specifications ongoing

Categories of eligibility

— January 1, 2017

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

2013 key actions

- ✓ Continue to provide care-A-van services based on existing eligibility criteria

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.

2013 key actions

- ✓ Joint application process developed and launched with Oakville, Milton and Burlington
- ✓ Application for care-A-van services provided 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.

2013 key actions

- ✓ Joint appeal process for para transit eligibility developed and launched 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.

2013 key actions

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

Fare parity

— January 1, 2013

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

2013 key actions

- ✓ Continue to offer fare parity, same fare structure and payment options on both Oakville Transit and care-A-van; introduced in 2008
- ✓ Continue to 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

Visitors

— January 1, 2013

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

2013 key actions

- ✓ Procedure to make care-A-van available to visitors with disabilities who meet eligibility criteria implemented

Origin to destination services

— July 1, 2011

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

2013 key actions

- ✓ Origin to destination services provided on care-A-van ongoing

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.

2013 key actions

- ✓ Transfers between adjacent municipalities provided with contiguous urban areas (currently located at Sheridan College, Oakville GO station and Lakeshore Place in Burlington) ongoing
- ✓ Continue to 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.

2013 key actions

- ✓ Continue to 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.

2013 key actions

- ✓ Continue to accept reservations via phone (Bell Relay service is available)
- Increase in resources to meet same day requirement and hours of operation being requested through 2014 budget process

Trip restrictions

— January 1, 2014

Provide unlimited number of trips for persons with disabilities.

2013 key actions

- ✓ Policy for unlimited number of trips for persons with disabilities on care-A-van introduced. Implementation beginning January 1, 2014

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.

2013 key actions

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

Companions and children

— January 1, 2012

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

2013 key actions

- ✓ Continue to 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.

2013 key actions

- ✓ Conduct accessibility audit of bus stops and shelters and consult AAC, persons with disabilities and the public in 2012

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.

2013 key actions

- ✓ Six accessible taxicabs maintained
- ✓ Meeting with taxicab brokerages, Transit Services staff and the AAC to discuss accessible taxicab service on December 5, 2013. A report will be presented to Council with the outcome in 2014

Duties of municipalities, taxicabs–fare

— July 1, 2011

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

2013 key actions

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

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.

2013 key actions

- ✓ Display vehicle identification on rear bumper and door in colour contrast ongoing
- ✓ Affix taxi plate with vehicle identification to rear bumper ongoing
- ✓ Provide accessibility training to new taxi drivers ongoing
- ✓ Include accessibility training as a portion of renewal process for existing drivers in 2013

Requirements re: grab bars, etc.

— Applies to vehicles manufactured on or after January 1, 2013

Meet technical requirements (grab bars, handholds, handrails, stanchions).

2013 key actions

- ✓ Continue to meet all technical requirements
- ✓ Inspect taxicabs annually to ensure compliance with vehicle specification requirements including grab bars, handholds, handrails, stanchions