

Town of Oakville

Accessibility

Annual Status

Update — 2016

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.

2016 key actions

- ✓ Accessible Customer Service procedure updated to meet the amended requirements of the Accessible Customer Service Standard; conducted review of Accessibility Policy and supporting procedures; provided under the corporate policy report on Administrative Services Committee (ASC) December 5, 2016
 - Accessibility policy
 - Accessible Information and Communication procedure
 - Accessible Employment procedure
 - Accessible Transportation procedure
 - Design of Public Spaces procedure
 - Planning Accessible Meetings procedure
 - Service Disruption guidelines
- ✓ Implemented amended Customer Service Standard requirements
- ✓ Accessibility policies and procedures posted on website and provided in an accessible format, upon request

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.

2016 key actions

- ✓ Multi-year accessibility plan being implemented town-wide
- ✓ Staff Accessibility Steering Committee working through legislated requirements to ensure full compliance with AODA standards
- ✓ Multi-year accessibility plan posted in an accessible format on town's website
- ✓ Fully compliant accessibility report filed with the province in 2015; next report 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

2016 key actions

- ✓ Status update for 2016 presented to AAC in September 2016 and Council in November 2016
- ✓ Status update posted in an accessible format on the town's website

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.

2016 key actions

- ✓ Purchasing Policy By-law ensuring staff and vendors comply with AODA requirements updated to reflect amended requirements to the Customer Service Standard and the Integrated Accessibility Standards Regulation. Also revised to include the town's Oakville Universal Design Standards for town facilities
- ✓ Accessibility criteria included in Corporate Information System
- ✓ Town purchasing reference guide outlining accessibility requirements and considerations available on intranet
- ✓ Accessible purchasing requirement incorporated in training for staff

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.

2016 key actions

- ✓ Updated training materials on the Customer Service Standard, integrated standards and Human Rights Code rolled out to new staff, Council, volunteers and those who provide goods, services or facilities on town's behalf on an ongoing basis
- ✓ Informed current staff of changes to the Customer Service Standard and the town's Accessible Customer Service procedure

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 communication supports, upon request. Notify the public about availability of accessible formats and communication supports.

2016 key actions

- ✓ Multi-channel options for providing and responding to feedback
- ✓ Statement about availability of accessible formats and communication supports posted on website
- ✓ Accessibility supports offered when providing feedback online or in person
- ✓ Accessible online customer service feedback form monitored
- ✓ Vendor of record for accessible document training, document conversion services and communication supports available on intranet

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.

2016 key actions

- ✓ Town-wide process for responding to and tracking requests for accessible documents and communications supports implemented
- ✓ Support on creating accessible documents provided to staff
- ✓ Tutorial and reference guide on creating accessible documents available on intranet
- ✓ Statement about availability of accessible formats and communication supports maintained on website
- ✓ Accessibility supports offered when providing feedback online or in person

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.

2016 key actions

- ✓ Annual town emergency plan posted to website in an accessible format
- ✓ 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 to WCAG 2.0 Level A.

2016 key actions

- ✓ Regularly evaluate compliance of oakville.ca through accessibility quality tool
- ✓ Work to meet WCAG 2.0 Level A and AA requirements
- ✓ 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
- ✓ Seven new web publishers received web content accessibility training
- ✓ Support provided to web publishers on creating accessible documents
- ✓ Applied new, more responsive design to the Oakville Transit website, making it more accessible and responsive from different devices

Accessible websites and web content, WCAG level AA

January 1, 2021

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

2016 key actions

- ✓ Work to meet WCAG 2.0 Level A and 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.

2016 key actions

- ✓ Content provided in a variety of formats in all branches; customers can request alternate formats through online and print forms
- ✓ Increased digital content offered
- ✓ Specialized reading aids offered, including SmartView, Zoom Text in five of six branches and Kurzweil Reading Machines in three of six 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.

2016 key actions

- ✓ Employment opportunities web page includes statement of availability of accessibility accommodations in recruitment process
- ✓ Acknowledgement statement on job applications includes 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.

2016 key actions

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

Notice to successful applicants

January 1, 2014

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

2016 key actions

- ✓ Offered support to employees who require 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 need for work accommodation and need for assistance during an emergency

Informing employees of supports

January 1, 2014

Inform employees of policies to support employees with disabilities.

2016 key actions

- ✓ Offered support to employees who require temporary or permanent work accommodation as part of Respectful Conduct policy
- ✓ Informed new employees of policies and procedures to support employees with disabilities during on-boarding and orientation

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.

2016 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.

2016 key actions

- ✓ Individual accommodation plans created for employees requesting 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.

2016 key actions

- ✓ Accommodation Procedure updated and will be presented to Administrative Services Committee (ASC) in early 2017
- ✓ Offered support to employees who require temporary or permanent work accommodation as part of Respectful Conduct policy

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.

2016 key actions

- ✓ Maintain return to work and employment accommodation program
- ✓ 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.

2016 key actions

- ✓ Accommodation Procedure updated and will be presented to Administrative Services Committee (ASC) in early 2017
- ✓ 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.

2016 key actions

- ✓ Applied new, more responsive design to the Oakville Transit website, making it more accessible and responsive from different devices
- ✓ Accessible oakvilletransit.ca includes accessible online customer service feedback form for transit
- ✓ 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

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.

2016 key actions

- ✓ Take steps to accommodate persons with disabilities if accessibility equipment is not functioning
- ✓ Ongoing 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.

2016 key actions

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

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.

2016 key actions

- ✓ Provide 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.

2016 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

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.

2016 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

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.

2016 key actions

- ✓ 2017 Oakville Transit Accessibility Plan created which includes both Oakville Transit conventional and care-A-van services
- ✓ Feedback on plan received through annual AAC consultation in October 2016

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.

2016 key actions

- ✓ 2017 Oakville Transit Accessibility Plan created which includes both Oakville Transit conventional 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.

2016 key actions

- ✓ Procedures for dealing with accessibility equipment failures included in 2017 Transit Accessibility Plan
- ✓ 2017 Oakville Transit Accessibility Plan created which includes both Oakville Transit conventional and care-A-van services

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.

2016 key actions

- ✓ 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.

2016 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.

2016 key actions

- ✓ 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.

2016 key actions

- ✓ 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).

2016 key actions

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

Priority and Courtesy 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.

2016 key actions

- ✓ Courtesy and priority seating for persons with disabilities on all Oakville Transit buses
- ✓ Information regarding priority and courtesy seating provided on transit website and available in alternate formats upon request

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.

2016 key actions

- ✓ Known 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

Pre-boarding announcements

July 1, 2011

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

2016 key actions

- ✓ Intelligent Transportation System provides 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.

2016 key actions

- ✓ Intelligent Transportation System provides 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.

2016 key actions

- ✓ Intelligent Transportation System provides 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.

2016 key actions

- ✓ Intelligent Transportation System provides 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.

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

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.

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

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.

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

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.

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

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.

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

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).

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

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.

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

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).

2016 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.

2016 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
- ✓ Procurement process to ensure all future vehicle purchases adhere to specifications

Categories of eligibility

January 1, 2017

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

2016 key actions

- ✓ Categories of eligibility implemented January 1, 2014 based on town criteria
- ✓ Provide care-A-van services based on town's 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.

2016 key actions

- ✓ Maintain joint application process 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.

2016 key actions

- ✓ Maintain joint appeal process for specialized 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.

2016 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.

2016 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
- ✓ Continue to 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.

2016 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.

2016 key actions

- ✓ Origin to destination services provided on care-A-van ongoing
- ✓ Provide Home to Hub, on-request transit service which delivers convenient transit services to the new communities of north Oakville through co-mingling specialized and conventional transit trips

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.

2016 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
- ✓ 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.

2016 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.

2016 key actions

- ✓ Accept reservations via phone (Bell Relay service is available)
- ✓ Launched new online and interactive voice response (IVR) booking

Trip restrictions

January 1, 2014

Provide unlimited number of trips for persons with disabilities.

2016 key actions

- ✓ Provide unlimited number of trips for persons with disabilities on care-A-van

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.

2016 key actions

- ✓ Service disruption information provided to impacted customers when a service delay of 30 minutes or more is known

Companions and children

January 1, 2012

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

2016 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.

2016 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 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.

2016 key actions

- ✓ Municipal Enforcement Services consulted with the AAC on accessibility for alternative ground transportation services in May 2016
- ✓ Municipal Enforcement Services consulted with Transit Services staff and AAC on accessible taxicab service in 2015
- ✓ Six accessible taxicabs maintained

Duties of municipalities, taxicabs – fares

July 1, 2011

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

2016 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.

2016 key actions

- ✓ Display vehicle identification on rear bumper and door in colour contrast ongoing
- ✓ Affix taxi plate with vehicle identification to rear bumper ongoing
- ✓ Vehicle registration and identification information provided in an accessible format, upon request, ongoing
- ✓ 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:

- Slope of the trail (e.g. 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

2016 key actions

- ✓ Initiated accessibility audit of town's recreational trail network (to be completed in 2017)
- ✓ Parks and Open Space staff consulted with AAC, persons with disabilities and the public on design elements of town trails in December 2015

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

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

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.

2016 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

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Engineering and Construction staff consulted with AAC, persons with disabilities and the public on design elements of rest areas in January 2016

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

Signage

January 1, 2016

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

2016 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2016 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 2015

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.

2016 key actions

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

Fixed queuing guides

January 1, 2016

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

2016 key actions

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

Waiting areas

January 1, 2016

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

2016 key actions

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

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.

2016 key actions

- ✓ Incorporate maintenance requirements as prescribed. Ensure ongoing compliance