



Town of Oakville

Accessibility
Annual Status
Update — 2020

There are five standards under the province's Integrated Accessibility Standards Regulations that support the creation of an accessible province by 2025:

1. [Information and Communications](#) Standard
2. [Employment Standard](#)
3. [Transportation Standard](#)
4. [Design of Public Spaces](#) Standard
5. [Customer Service Standards](#)

This 2020 Annual Status Report provides an update on the Town of Oakville's progress and commitment to ensure compliance with all five standards and associated requirements.

General Requirements

Applies to all five 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.

2020 key actions

- ✓ 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 (AAC).

2020 key actions

- ✓ Developed Multi-Year Accessibility Plan, 2018-2023 in 2018, consulted with town's AAC.
- ✓ Continued implementation of Multi-Year Accessibility Plan, 2018-2023 town-wide
- ✓ Posted multi-year accessibility plan in an accessible format on town's website
- ✓ Filed 2019 compliance report with the province, meeting all requirements. Next provincial compliance report is due in 2021.

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

2020 key actions

- ✓ 2020 status update presented to AAC in November 2020 and Council in December 2020
- ✓ 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.

2020 key actions

- ✓ Continued to implement purchasing by-law, which requires suppliers and their staff to comply with the AODA and the Oakville Universal Design Standards when acquiring goods, services and facilities
- ✓ Updated procurement policy by-law in 2017 to reflect amended requirements to the Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation
- ✓ Corporate Information System includes mandatory field related to accessibility
- ✓ Town purchasing reference guide outlining accessibility requirements and considerations available on intranet
- ✓ Accessible purchasing requirement incorporated in training for staff

Self-service kiosks

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

2020 key actions

- ✓ Continued to implement purchasing by-law, which requires suppliers and their staff to comply with the AODA and the Oakville Universal Design Standards when acquiring goods, services and facilities
- ✓ Corporate Information System includes mandatory field related to accessibility
- ✓ Town purchasing reference guide outlining accessibility requirements and considerations 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.

2020 key actions

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

Customer Service

Outlines how the town will make it easier for everyone to use its goods, services and facilities.

Policies

January 1, 2010

Develop policies on the provision of goods, services and facilities, that are consistent with the principles of dignity, independence, integration and equality, make them available to the public, and provide them in an accessible format, upon request.

2020 key actions

- ✓ Accessibility Policy and Accessible Customer Service procedure posted on town website and provided in an accessible format, upon request
- ✓ Implemented policy and procedure corporate-wide
- ✓ Policy and procedure review in 2021

Service animals

January 1, 2010

Ensure guide dogs and other service animals are permitted to be used in all town areas/premises that are open to the public unless otherwise prohibited by law. If a service animal is prohibited by law from the premises, ensure other measures are available to enable the individual the ability to obtain, use or benefit town goods, services or facilities.

2020 key actions

- ✓ Accessibility Policy and Accessible Customer Service procedure posted on town website and provided in an accessible format, upon request
- ✓ Implemented policy and procedure corporate-wide
- ✓ Policy and procedure review in 2021

Support persons

January 1, 2010

Ensure people with disabilities can access their support persons when using goods, services or facilities provided by the town. Provide advance notice when a fee for the support person may be applicable. Consult the person with a disability if the town requires a support person to accompany them to protect the individual's health and safety or of others on the premises.

2020 key actions

- ✓ Accessibility Policy and Accessible Customer Service procedure posted on town website and provided in an accessible format, upon request
- ✓ Consulted with individuals when a support person was required to protect the health and safety of the individual or others on the premises
- ✓ Implemented policy and procedure corporate-wide
- ✓ Policy and procedure review in 2021

Temporary disruptions

January 1, 2010

Provide notice of a service disruption to any service or facility, including the reason for the disruption, its anticipated duration and a description of alternative facilities or services that may be available, on a website and posted at the location, where possible. Prepare a document setting out the steps taken during a temporary disruption and make that document available, upon request.

2020 key actions

- ✓ Accessibility Policy and Accessible Customer Service procedure posted on town website and provided in an alternate format, upon request
- ✓ Service Disruption Guidelines, posted on town website and provided in an alternate format, upon request
- ✓ Implemented policy and procedure corporate-wide
- ✓ Posted service disruption information on town website, RSS feed and communicated through social media
- ✓ Provided alternative facilities or services where possible

Training

January 1, 2010

Ensure training is provided to employees, volunteers and those who act on behalf of the town on the purpose of the AODA, requirements of the Customer Service Standard, and the town's Accessible Customer Service Procedure including how to interact and communicate with people with various types of disabilities in accessing town goods, services or facilities.

2020 key actions

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

Feedback process

January 1, 2010

Establish a process for receiving and responding to feedback about the manner in which goods, services and facilities are provided to persons with disabilities, the actions taken if a complaint is received, ensure the process is accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Prepare a document about the feedback process and notify the public about availability of the document and post it on the town's website.

2020 key actions

- ✓ Multi-channel options for providing and responding to feedback including accessible online customer service feedback form
- ✓ Statement about availability of accessible formats and communication supports posted on town website

- ✓ Statement about availability of accessibility supports for town meetings, events, surveys and any instance when feedback is requested by the town posted on website
- ✓ Accessibility supports offered when providing feedback online or in person
- ✓ Vendor of record for communication supports available on intranet

Format of documents

January 1, 2010

Provide or arrange for the provision of a document, or the information contained in a document, in a timely manner after consulting with the individual, taking into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons, upon request.

2020 key actions

- ✓ Town-wide process for responding to requests for accessible documents and communications supports
- ✓ Support on creating accessible documents provided to staff
- ✓ Tutorial and reference guides on creating accessible documents updated on intranet
- ✓ Statement about availability of accessible formats and communication supports maintained on website and key documents posted on website in accessible format including Council's Strategic Plan, Multi-Year Accessibility Plan, Accessibility Annual Status Update, Transit Accessibility Plan, Accessibility Advisory Committee brochure, 2018 Annual Report, Oakville Universal Design Standards, Town of Oakville Emergency Plan
- ✓ Accessibility supports offered when providing feedback online or in person

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.

2020 key actions

- ✓ Multi-channel options for providing and responding to feedback including accessible online customer service feedback form
- ✓ Statement about availability of accessible formats and communication supports posted on website
- ✓ Statement about availability of accessibility supports for town meetings, events, surveys and any instance when feedback is requested by the town posted on website
- ✓ Accessibility supports offered when providing feedback online or in person
- ✓ Vendor of record for 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.

2020 key actions

- ✓ Town-wide process for responding to requests for accessible documents and communications supports
- ✓ Support on creating accessible documents provided to staff
- ✓ Tutorial and reference guides on creating accessible documents updated on intranet
- ✓ Statement about availability of accessible formats and communication supports maintained on website and key documents posted on website in accessible format including Council's Strategic Plan, Multi-Year Accessibility Plan, Accessibility Annual Status Update, Transit Accessibility Plan, Accessibility Advisory Committee brochure, 2018 Annual Report, Oakville Universal Design Standards, Town of Oakville Emergency Plan
- ✓ 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.

2020 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
- ✓ Completed audit of all town facilities; planned project for 2021 to post new fire safety plans and evacuation maps at every accessible building entrance in a prominent, easily accessible area.

Accessible websites and web content, WCAG level A and AA

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.

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).

2020 key actions

- ✓ Continue work to meet WCAG 2.0 Level A, AA and AAA requirements including:
 - Implementing recommendations identified through web accessibility audit conducted by vendor in 2019
 - Ongoing web content accessibility compliance monitoring with automated and manual checkers

- Reviewing and updating website documents to make accessible
- ✓ Key documents posted on website in accessible format including Council's Strategic Plan, Multi-Year Accessibility Plan, Accessibility Annual Status Update, Inclusion Actions, Transit Accessibility Plan, Accessibility Advisory Committee brochure, Universal Design Standards, Town of Oakville Emergency Plan
- ✓ Reminded staff about January 1, 2021, milestone and continued to support and provide web content accessibility and accessible document training to staff as needed
- ✓ Tutorial and reference guides on creating accessible documents updated on intranet
- ✓ Maintained statements on town website about availability of information in accessible formats, and availability of accessibility supports for town meetings, events, surveys and any instance when feedback is requested by the town
- ✓ Ensured accessibility requirements were built into the new website prototype (anticipated launch of new website in 2022)
- ✓ Provided captions on all pre-recorded videos on the Town of Oakville YouTube channel as well as live broadcasts of Council and committee meetings

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 if they exist.

2020 key actions

- ✓ Reinstated Stories by Phone, a telephone service sharing prerecorded stories for both children and adults
- ✓ Offered virtual story times and book talks through YouTube with closed captioning option
- ✓ Received grant funding to purchase tablets for loan which are set up with accessible reading apps
- ✓ Launched a service to mail items to homebound customers
- ✓ Newly renovated Glen Abbey branch includes updated accessible design standards for washrooms, physical spaces, and lighting
- ✓ Content is provided in a variety of formats, including large print, audiobooks, and digital materials
- ✓ Specialized reading aids are available at select branches, including a SmartView magnifier, Zoom Text, and Kurzweil Reading Machines large font keyboards and widescreen monitors are available for computer use at select branches
- ✓ Partnership with the Centre for Equitable Library Access provides e-braille, Braille, audio materials, and other alternative formats to individuals with print disabilities. With an Oakville Public Library card, customers may access over 800,000 titles in a variety of formats
- ✓ Accessibility procedures reinforce the library's commitment to equal opportunity to obtain, use and benefit from library goods and services

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.

2020 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.

2020 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.

2020 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.

2020 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
- ✓ Sign-off by employees on Respectful Conduct policy that includes accommodations done through annual performance 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.

2020 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.

2020 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.

2020 key actions

- ✓ 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.

2020 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.

2020 key actions

- ✓ Implement Accessible Employment procedure corporate-wide
- ✓ Town-delivered workshops and training sessions provided at accessible locations and in accessible formats upon request

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.

2020 key actions

- ✓ Accessible, responsive and mobile friendly 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
- ✓ 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.

2020 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.

2020 key actions

- ✓ Ongoing 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.

2020 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.

2020 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.

2020 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.

2020 key actions

- ✓ 2020 Oakville Transit Accessibility Plan created which includes both Oakville Transit conventional and care-A-van services. Consultation with the AAC at its meeting on November 12, 2020.

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.

2020 key actions

- ✓ 2020 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.

2020 key actions

- ✓ Procedures for dealing with accessibility equipment failures included in 2020 Transit Accessibility Plan
- ✓ 2020 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.

2020 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.

2020 key actions

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

Fares

July 1, 2011

Provide same fare structure to persons with disabilities.

2020 key actions

Offer the same fare structure to persons with disabilities on Oakville Transit conventional and specialized service

Transit stops

January 1, 2012

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

2020 key actions

- ✓ Allow non-official, safe location transit stops
- ✓ 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).

2020 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.

2020 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.

2020 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.

2020 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.

2020 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.

2020 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.

2020 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.

2020 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.

2020 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.

2020 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.

2020 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.

2020 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).

2020 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.

2020 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).

2020 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.

2020 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.

2020 key actions

- ✓ Unconditional, temporary and conditional categories of eligibility implemented January 1, 2017
- ✓ 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.

2020 key actions

- ✓ Maintain joint application process with Oakville, Milton and Burlington
- ✓ Application for specialized transit 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.

2020 key actions

- ✓ Maintain joint independent 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.

2020 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.

2020 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.

2020 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.

2020 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 designated neighbourhoods in 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.

2020 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.

2020 key actions

- ✓ Provide same hours and days of services on both Oakville Transit conventional and specialized services

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.

2020 key actions

- ✓ Accept reservations via phone (Bell Relay service is available), automated phone, online and through mobile app

Trip restrictions

January 1, 2014

Provide unlimited number of trips for persons with disabilities.

2020 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.

2020 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.

2020 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.

2020 key actions

- ✓ Accessibility audit of bus stops and shelters completed in 2014. Accessibility improvements of bus stops ongoing
- ✓ 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.

2020 key actions

- ✓ Due to the COVID-19 pandemic, cancelation of policies by some insurance providers and the significant increase of insurance rates on accessible taxicabs, the town was informed that most, if not all, accessible taxicabs will have ceased operating by the end of 2020. The plates are still issued however, most of the owners aren't able to operate due to their inability to obtain/afford insurance. The AAC was consulted at their meeting on November 12, 2020.
- ✓ Staff consulted with the AAC on the town's Taxicab By-law review in February 2018; it was determined that the ratio of one accessible taxicab for every 20 taxicabs be maintained and approved by Council through the licensing by-law in December 2018
- ✓ Staff consulted with the AAC on a taxi regulation review in November 2017
- ✓ Staff consulted with the AAC on accessibility for alternative ground transportation services in May 2016
- ✓ Staff consulted with the AAC on accessible taxicab service in 2015

Duties of municipalities, taxicabs

July 1, 2011

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

2020 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.

2020 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

2020 key actions

- ✓ Completed accessibility audit of town’s recreational trail network for design elements in 2018, consulted AAC through the process. Final plan presented to AAC in January 2019; adopted by Council June 2019. Recommendations being implemented.
- ✓ 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.

2020 key actions

- ✓ Completed accessibility audit of town’s recreational trail network for design elements in 2018, consulted AAC through the process. Final plan presented to AAC in January 2019; adopted by Council June 2019. Recommendations being implemented.
- ✓ 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.

2020 key actions

- ✓ Completed accessibility audit of town’s recreational trail network for design elements in 2018, consulted AAC through the process. Final plan presented to AAC in January 2019; adopted by Council June 2019. Recommendations being implemented.
- ✓ 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.

2020 key actions

- ✓ Completed accessibility audit of town's recreational trail network for design elements in 2018, consulted AAC through the process. Final plan presented to AAC in January 2019; adopted by Council June 2019. Recommendations being implemented.
- ✓ 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.

2020 key actions

- ✓ Oakville Universal Design Standards for town facilities v. 2.1 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.

2020 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.

2020 key actions

- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance
- ✓ New playgrounds installed at Bowbeer Park and Featherstone Park
- ✓ New splash pad installed at Martindale Park
- ✓ New playground and splash pad installed at Oakville Trafalgar Community Centre

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.

2020 key actions

- ✓ Staff consulted with AAC on the 2017 Active Transportation Capital Program in April 2017
- ✓ 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.

2020 key actions

- ✓ Staff consulted with the AAC on the 2017 Active Transportation Capital Program in April 2017
- ✓ Updated the Oakville Universal Design Standards for town facilities which addresses the requirements and its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements.
- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ 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.

2020 key actions

- ✓ Staff consulted with AAC on the 2017 Active Transportation Capital Program in April 2017
- ✓ Updated the Oakville Universal Design Standards for town facilities which addresses the requirements and its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements.
- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ 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.

2020 key actions

- ✓ Staff consulted with AAC on the 2017 Active Transportation Capital Program in April 2017
- ✓ Updated the Oakville Universal Design Standards for town facilities which addresses the requirements and its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements.
- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ 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.

2020 key actions

- ✓ Staff consulted with AAC on the 2017 Active Transportation Capital Program in April 2017
- ✓ Updated the Oakville Universal Design Standards for town facilities which addresses the requirements and its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements.
- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ 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.

2020 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.

2020 key actions

- ✓ Staff consulted with the AAC on the 2017 Active Transportation Capital Program in April 2017
- ✓ Staff consulted with AAC, persons with disabilities and the public on design elements of

rest areas in January 2016

- ✓ Plan to consult with the AAC, persons with disabilities and the public when there is an approved project for construction or redevelopment with rest areas along an exterior path of travel.
- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance.

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.

2020 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.

2020 key actions

- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ 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.

2020 key actions

- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ 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.

2020 key actions

- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ 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.

2020 key actions

- ✓ Staff consulted with AAC, persons with disabilities and the public on design elements of accessible on-street parking spaces in 2015
- ✓ Incorporate technical requirements in new construction or redevelopment plans as prescribed. Ensure ongoing compliance

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.

2020 key actions

- ✓ Completed accessibility audit of all town facilities; developed 2021-2024 work plan and planned projects where improvement is needed in this area.
- ✓ Updated the Oakville Universal Design Standards for town facilities which addresses the 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.

2020 key actions

- ✓ Updated the Oakville Universal Design Standards for town facilities which addresses the 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.

2020 key actions

- ✓ Updated the Oakville Universal Design Standards for town facilities which addresses these requirements and its use is mandatory for all construction projects at town facilities including new construction, additions, renovations and capital replacements.
- ✓ Redesigned adult section lounge seating at Central Library to allow for a choice of accessible seating where there was none in the lobby area at the Navy Street entrance.

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.

2020 key actions

- ✓ Incorporate maintenance requirements as prescribed. Ensure ongoing compliance
- ✓ Provided signage indicating alternative accessible entrance if necessary while undergoing renovations with public service disruption notice posted on website two weeks in advance at River Oaks lobby and Central Library lower level entrance while sliding doors were installed to replace inaccessible swing doors.
- ✓ Promptly repaired any power-door operator and actuators not working.
- ✓ Ensured any service disruptions are posted on town website and ensure accessible alternatives are available for the duration.