



P.O. Box 490
7 Creswell Drive
Trenton, Ontario K8V 5R6
www.quintewest.ca

A Natural Attraction

Telephone: (613) 392-2841
Fax: (613) 392-7151
charliem@quintewest.ca

Charlie Murphy, M. Sc., MCIP, RPP
Director of Planning & Development Services

Staff Report 12-113PD

TO: Mayor Williams and Members of City Council

FROM: Charlie Murphy, MCIP, RPP
Director of Planning and Development Services

DATE: November 13, 2012

RE: City of Quinte West Multi-Year Accessibility Plan (2013)

Recommendation:

That the City of Quinte West Multi-Year Accessibility Plan (2013) attached to Report No. 12-113PD be approved.

1.0 Background

The Ontarians with Disabilities Act 2001 required the City to prepare an annual Accessibility Plan. The City has adopted an annual Accessibility Plan since that time.

The Accessibility for Ontarians With Disabilities Act (2005) Integrated Standard 191/11 requires the preparation of a Multi-Year Accessibility Plan, which is to be reviewed at least once every five years and requires the preparation of an annual status report.

An Accessibility Staff Team was established in 2011 consisting of representatives from every City Department as well as Quinte Access and the Quinte West Public Library to oversee the City's work towards meeting the requirements of the AODA. This group, together with input from the Accessibility Advisory Committee, has developed a work plan for meeting the legislated requirements and help the City reach its goal of an accessible city. Work will be ongoing as every department strives to meet and exceed the standards set out by the legislation.

The Staff Team has prepared a Multi-Year Accessibility Plan for Council approval. The Plan is attached hereto as **Appendix 1**.

2.0 Existing Policy/By-law

Ontario Regulation 191/11 made under the Ontarians With Disabilities Act, 2005 states”

“Accessibility plans

4. (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,

(a) **establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;**

(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and

(c) **review and update the accessibility plan at least once every five years.**

(2) The Government of Ontario, Legislative Assembly and designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee.

(3) The Government of Ontario, Legislative Assembly and designated public sector organizations shall,

(a) **prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1) (a);** and

(b) post the status report on their website, if any, and provide the report in an accessible format upon request.

(4) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall meet the requirements of this section according to the following schedule:

1. For the Government of Ontario and the Legislative Assembly, January 1, 2012.
2. **For large designated public sector organizations, January 1, 2013.**
3. For small designated public sector organizations, January 1, 2014.
4. For large organizations, January 1, 2014.”

3.0 Financial Impact

The requirements of the AODA will have financial impacts on all City Departments. The IAR Work Plan attached to the Multi-Year Plan includes a “Resources Estimated” column in each area and in some cases the “Resources Used” column has been filled in where work has already been completed. Budget requirements will need to be included by each department every year in order to ensure funds are available to meet the requirements of the legislation. Although some of the requirements will not necessitate monetary investment by the City, significant amounts of staff time should be anticipated in order to comply.

4.0 Public Input

The Accessibility Advisory Committee provides input by representing the disabled community both individually as Members and on behalf of various organizations they represent. The Committee’s meetings are open to the public and they regularly receive input from local citizens. The City Website also provides a forum for the public to provide feedback through the City Clerk.

5.0 Internal/External Consultation

N/A

6.0 Comment/Analysis

The Accessibility Advisory Committee and the Members of the Accessibility Staff Team encourage Council to approve the Multi-Year Accessibility Plan (2013) to meet the requirements of the legislation and to demonstrate the City’s commitment to the goal of accessibility.

The Multi-Year Plan includes, a Statement of Commitment to accessibility, the Implementation Strategy for both legislated and non-legislated goals and a work plan outlining work required to meet the requirements of the legislation. A status update will be provided to Council on an annual basis with a review/update every five years.

The IAR Work Plan attached to the Multi-Year Plan is an important component to the Plan. This document will be used as the “blueprint” to meet the City’s obligations under the Integrated Standard. It will also be used to ensure the City’s budget includes the necessary funds to complete the projects required by the Plan.

City of Quinte West

Multi-Year Municipal Accessibility Plan (2013)

Table of contents

<u>Section</u>	<u>Page</u>
Message from Mayor John Williams	3
Message from Chief Administrative Officer Gary Dyke	3
<u>STATEMENT OF COMMITMENT</u>	4
Background	4
Methodology	5
Consultation	5
Guiding Principles	5
<u>IMPLEMENTATION STRATEGY</u>	6
Leadership	6
Structure and Governance	6
Legislated Goals	7
Non-Legislated Goals	8
Compliance Monitoring	8
IAR Implementation Work Plan	Schedule A

Message from Mayor - John Williams

The City of Quinte West and our City Council is committed to removing and preventing barriers so that residents can take part in all that our great City has to offer.

The City of Quinte West Municipal Accessibility Plan is a multi-year plan with annual reports and a review/update every 5 years that outlines new initiatives and illustrates past achievements in improving accessibility within the City. Council continues to demonstrate their ongoing commitment through continued support of projects to improve accessibility.

Working with our Accessibility Advisory Committee, the City remains committed to hearing what residents have to say about the services we deliver. As part of our continuing effort to improve, an Access-a-thon, was held on May 26, 2012 hosted jointly by Quinte Access and the City of Quinte West Accessibility Advisory Committee. This event helped raise awareness of accessibility issues and also provided the opportunity to receive important feedback on the accessibility of the City. Comments received were reported back to City Council and the respective City Departments to raise awareness of accessibility issues and set goals for future improvements.

The City of Quinte West has laid a solid foundation for continuously advancing and strengthening the City's commitment to improving accessibility for all residents. Over the coming years, the City is committed to achieving the goal of meeting AODA standards and making the City of Quinte West one of the most accessible Cities in the Province.

Message from Chief Administrative Officer - Gary Dyke

The City remains dedicated to continuous improvement in the area of accessibility and to reaching the goals set by the Accessibility for Ontarians with Disabilities Act (AODA).

The City of Quinte West Municipal Accessibility Plan outlines initiatives that will improve accessibility in our community, and reflects the City's commitment to the successful implementation of the AODA standards.

In 2010, the City was proud to demonstrate compliance with the AODA Customer Service Standard. Over 500 City employees and volunteers have now received training in accessible customer service. Everyone who participated in the training program now has the foundation required to improve service delivery across the City.

Our work thus far has prepared us well to continue to successfully implement the remaining Provincial standards, including the standards for information and communication,

transportation, employment, and the built environment. By developing initiatives in these key areas, we continue to remove and prevent barriers and create a more inclusive City for all residents and visitors.

INTRODUCTION

STATEMENT OF COMMITMENT

The City of Quinte West is committed to providing equitable treatment to people with disabilities with respect to the use and benefit of City programs and services. The City seeks to identify and remove barriers to accessibility and prevent the creation of new barriers. The City is working to provide services in a manner that respects the dignity and independence of all Quinte West citizens, our employees and visitors. The City of Quinte West is equally dedicated to ensuring that all AODA legislated obligations are met in a timely manner and that compliance with these standards is maintained.

Background

Ontario Regulation 191/11 Part 1 states:

Accessibility plans

4. (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,

(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;

(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and

(c) review and update the accessibility plan at least once every five years.

The purpose of the City of Quinte West Municipal Accessibility Plan is to demonstrate how the City will be implementing the legislative requirements of the *Ontarians with Disabilities Act (ODA) (2001)*, the *Accessibility for Ontarians with Disabilities Act (2005)* and to manage compliance with emerging AODA regulations related to the Corporation of the City of Quinte West. In addition, the City recognizes that there is also a need for innovation outside of the legislation and that additional initiatives are required to either prepare for forthcoming legislation, or in some cases, to work beyond the legislation to meet residents' accessibility needs. The City recognizes that achieving these objectives requires a corporate-wide approach in order to identify and remove barriers for residents, employees and visitors.

Over the past several years, the City of Quinte West has undertaken a number of initiatives aimed at ensuring that the municipality remains as inclusive and barrier-free as possible. These include, but are not limited to:

- Developing the City of Quinte West Municipal Accessibility Plan as part of the requirements of the *Ontarians with Disabilities Act 2001 (ODA)*;
- Providing Accessible Formats upon request;
- Investing over \$200,000.00 on accessibility retrofits in City facilities (subject to funding approval);
- \$700,000.00 Accessible Re-construction of Frankford Municipal Office & Library
- Training over 500 City employees and volunteers on Accessible Customer Service;
- Providing Accessible Customer Service training to all staff beyond the AODA parameters.
- Reviewing policies, procedures and other relevant documents to include accessibility;
- Installing Audible Pedestrian Signals at several city intersections;
- Reviving an annual Access-a-thon event to highlight achievements and bring awareness to the importance of accessibility to City services;
- Meeting and maintaining compliance with the AODA Customer Service Standard.

Methodology

This multi-year plan has been developed to enable the City to clearly demonstrate how the requirements of the *AODA Integrated Accessible Regulations 191/11 (IAR)* will be implemented. In addition, it enables the City to communicate to residents the non-legislated accessibility initiatives which have been introduced to ensure City services consider accessibility moving forward. These include initiatives in the area of the built environment for which AODA legislation is still forthcoming.

Since 2001, the City of Quinte West has maintained an Accessibility Advisory Committee and since 2011 also has an Accessibility Staff Team. These groups play a vital role in the development of the Accessibility Plan for the City of Quinte West. In addition to these groups and to advance the City's response to the new provincial legislation, several internal sub-committees were initiated in the areas of employment, transportation, built environment and information & Communication (with an additional Accessible Documents working group):

- Assist in the interpretation of the IAR clauses;
- Determine the City's readiness to meet the legislative requirements;
- Identify gaps;
- Create work plans to meet corporate and legislative timelines; and,

- Determine who is responsible for implementation within the City of Quinte West.

The Accessibility Staff Team has compiled an Integrated Accessibility Regulation (IAR) Work Plan, which is attached as a foundation for the City's work towards compliance.

Consultation

Consultation on the Municipal Accessibility Plan and the IAR Work Plan was conducted on an ongoing basis through the City of Quinte West Accessibility Advisory Committee.

GUIDING PRINCIPLES

The guiding principles of the City's Municipal Accessibility Plan include:

- Working consultatively with the Accessibility Advisory Committee to ensure the actions identified in the multi-year plan is responsive to the needs of the community;
- Proactive and timely to meet the provincial compliance deadlines;
- Fiscally responsible by using provincial tools, templates and guides where applicable;
- Proactive to spread the cost of implementation over multiple years;
- Seeking efficiencies by training all existing and new staff;
- Ensuring that areas of accountability are clearly defined by implementing clauses by department; and,
- Developing support tools and templates to assist staff with implementation.

IMPLEMENTATION STRATEGY

The City of Quinte West supports the goals of the AODA to make the Province of Ontario accessible by the year 2025. As such the City's senior management has approved the following approach and supports to fulfill the City's requirements.

Leadership

City Council has supported the creation of accessible services to help improve inclusion across the City which benefits all residents, visitors and employees. Towards that end, the City has adopted an Accessible Customer Service Policy and formed an Accessibility staff Team, through which, Staff shall report on the identification, prevention and or potential creation of barriers within all reports going to the Accessibility Advisory Committee and City Council.

Structure and Governance

The responsibility for the implementation of the AODA falls within all City Departments. This ensures that the decisions regarding accessibility are made in concurrence with the City's Strategic Plan. In 2012, the Accessibility Staff Team created an IAR Work Plan which will see the City of Quinte West reach compliance with all the relevant clauses of the AODA in compliance with Provincial deadlines. Accountability for the various clauses within the new Integrated Accessibility Regulation is a shared responsibility with operational departments. The City Chief Administrative Officer has oversight responsibility for ensuring compliance at the corporate level and operational departments retain the accountability for ensuring that their respective clauses are executed according to legislative requirements pertaining to the service they deliver. For example:

- Websites compliance is led by the Corporate Finance Department;
- Employment requirements are led by Human Resources;
- Information and Communication Supports is led by Corporate Finance;
- Procurement and Kiosks requirements are led by Corporate Finance; and,
- Library requirements are led by the Quinte West Public Library.

General clauses are led by the Accessibility Staff Team with representation from each department and guided by the Corporation's Accessibility Advisory Committee.

Municipal Accessibility Plan and Integrated Accessibility Regulation Implementation Work Plan

The IAR Work Plan considers best practices and lessons learned from the execution of the AODA Customer Service Regulation. In the first phase of the Customer Service Regulation legislative roll-out it became clear that staff needed to begin training as early as possible to ensure a meaningful implementation strategy. This allowed staff time to learn about the

standards and implement the requirements into their everyday work as soon as possible in the roll-out of the legislative requirements. The deadline for the training requirement of the Integrated Accessibility Regulation (IAR) is January 1st 2014; however, with so many staff and volunteers to train, it has been determined that training is scheduled to begin in early 2013 to ensure full compliance in compliance with the deadline.

In addition to the AODA requirements, the City continues to work to increase accessibility for residents and visitors by creating additional non-legislated initiatives that support the goals set by Council in accordance with the AODA. Examples of this work include: Audible Pedestrian Signals, numerous construction projects on City buildings, properties and facilities, ongoing structural changes to streets, sidewalks, parks and open spaces.

LEGISLATED GOALS:

Customer Service

Maintain compliance with the Accessible Customer Service Standard and continue to identify additional customer service enhancements as required:

- a) Provide accessible Customer Service training to staff and volunteers;
- b) Receive and respond to feedback about the manner in which goods or services are provided to persons with disabilities; and,
- c) Provide notice of service disruptions.

General Requirements

Meet and maintain compliance with the AODA's Integrated Regulation general requirement:

- a) Complete a review of all relevant City of Quinte West bylaws, policies, procedures and guidelines to reflect the requirements of the AODA Integrated Accessibility Regulation;
- b) Ensure the procurement of City goods, services, facilities and kiosks include accessibility criteria and features; and,
- c) Provide training on the AODA Integrated Accessibility Regulation and the Human Rights Act to all employees, volunteers; all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the City of Quinte West.

Employment

Ensure the City of Quinte West's employment policies and practices are inclusive of people with disabilities:

- a) Ensure all employees and successful applicants with disabilities are informed of available supports and accommodations;
- b) Ensure applicants with disabilities are informed of available accommodations during the recruitment, assessment and the selection processes;
- c) Consult with employees to provide and arrange for accessible formats and communication supports;
- d) Provide to employees, upon request, individualized workplace emergency response information;
- e) Maintain a return to work process and provide individual documented accommodation plans for employees with disabilities when required;
- f) Ensure the needs of the employees with disabilities are taken into account for the purposes of performance management, career development, advancement and redeployment.

Information and Communication Supports

Provide accessible information and communication to residents, visitors and employees:

- a)** Ensure City processes for receiving and responding to feedback are accessible to people with disabilities by providing for, or arranging for, the provision of accessible formats and communication supports;
- b)** Upon request, provide accessible feedback and communication supports in consultation with the requestor, in a timely manner that takes into account the person's accessibility needs and at no additional cost for all City documents including emergency plans and public safety information;
- c)** Ensure all City of Quinte West websites and web content conform to the World Wide Web Consortium Guidelines (WCAG) 2.0 initially at level A and increasing to Level AA in accordance with the timelines set out by the AODA Integrated Regulation; and,
- d)** Inform the public of the availability and provide accessible materials where they exist and provide accessible formats and communication supports upon request.

Built Environment

- a) Increase accessibility of City facilities through the auditing and implementation of an annual retrofit plan based on approved budgets; and,
- b) Retrofit up to all City facilities with respect to: automatic door openers, washrooms, ramps, reception desks, change rooms, door widening, parking areas and various other issues based on City budget and Federal/Provincial funding approvals.

NON-LEGISLATED GOALS:

In addition to the legislated goals under the AODA, the City of Quinte West is committed to additional initiatives that help ensure the City is becoming more and more barrier-free; including:

Customer Service

- a) Host an annual Access-a-thon event to inform the community about the accessibility of City services and celebrate accessibility achievements.

Employment

- a) Monitor the percentage of applicants with disabilities who participate in the self-identification survey as part of recruitment process;
- b) Monitor the successful hires of persons with disabilities relative to the percentage of those who self-identified as part of the application process;
- c) Increase the completeness of the internal data base of existing employees with disabilities to reflect their representation in the workforce.

Information and Communication

- a) Finalize a review of quintewest.ca and prepare for a 2013 launch of the improved version of the City's website which will incorporate AODA legislative technological requirements.
- b) Increase accessibility in the Quinte West Public Library locations

Transportation

- a) Development of procedures which are consistent with Accessible Customer Service Policy and the spirit and intent of the AODA;
- b) Facility improvements to enhance barrier-free access to bus stops and installation of accessible bus shelters
- c) Training for staff consistent with the requirements of the AODA Integrated Accessibility Standards Regulation;

Built Environment

Increase accessibility for pedestrians by increasing the number of City intersections being equipped with Audible Pedestrian signals

Compliance Monitoring

The Accessibility Advisory Committee and the Accessibility Staff Team shall monitor progress of this plan and shall coordinate and report on progress annually to Council.

Status Date: November 6, 2012

Note: Human Resources Applies to City, Library & Quinte Access

Schedule A

IAR Workplan	2013	Department(s)	Work Required	Staff Required	Timelines Anticipation	Resources Estimated	Completion Date	Resources Used
Policies & Procedures	2013	All	<ul style="list-style-type: none"> • Draft Multi-Year Plan • AAC Review/Recommended Approval • Council Approval • Post to Website 	<ul style="list-style-type: none"> • Anne-Marie Cunningham/Andria Anakons 	<ul style="list-style-type: none"> • AAC November 12, 2012 • Council December 3, 2012 	<ul style="list-style-type: none"> • Staff Time 	<ul style="list-style-type: none"> • December 12, 2012 	<ul style="list-style-type: none"> • Staff Time
Statement of Org. Commitment	2013	All						
Written Document	2013	All						
Make Public	2013	All						
Accessibility Plans	2013	All						
AAC	2013	Planning						
Accessibility Plans - Post to web	2013	All						
Accessibility Plans - Review every 5 years	2013	All						
Prepare an Annual Status Report and post	2013	All						
Procuring or Acquiring Goods or Services	2013	Corporate/Finance	<ul style="list-style-type: none"> • Research and consultation with OPBA (Ontario Public Buyers Association) • Draft New Sections/Wording For Purchasing Policy • Review/Recommendation of Amended Purchasing Policy By AAC (Accessibility Advisory Committee) • Approval of Amended Policy By Council • Implementation and Training 	<ul style="list-style-type: none"> • Janet Powers/Lisa Mason 	<ul style="list-style-type: none"> • September, 2012 	<ul style="list-style-type: none"> • Limited Staff Time 	<ul style="list-style-type: none"> • Council Jan or Feb 2013 	<ul style="list-style-type: none"> • Staff Time
If not practicable provide an explanation	2013	Corporate/Finance						
Accessibility Self Service Kiosk - incorporate	2013	Corporate/Finance	City Hall <ul style="list-style-type: none"> • Purchase of Accessible Desk • Electrician to install electrical drops • Installation of accessible kiosk Frankford Office <ul style="list-style-type: none"> • Purchase of Accessible Desk • Electrician to install electrical drops • Installation of accessible kiosk 	<ul style="list-style-type: none"> • Ed Woods 	City Hall <ul style="list-style-type: none"> • October 2012 Frankford Office <ul style="list-style-type: none"> • Upon construction 	City Hall <ul style="list-style-type: none"> • \$1,000 Frankford Office <ul style="list-style-type: none"> • \$1,000 	City Hall <ul style="list-style-type: none"> • September 12, 2012 Frankford Office	<ul style="list-style-type: none"> • \$1,000
Accessibility Self Service Kiosk - have regard	2013	Corporate/Finance	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Same as above 	<ul style="list-style-type: none"> • Same as above 	
Exemption from filing accessibility report								
Training - all employees & volunteers, policy developers, those providing goods or services on behalf of org	2014	Human Resources	<ul style="list-style-type: none"> • Develop Training Program • Implement Training Program 	<ul style="list-style-type: none"> • All Staff 	<ul style="list-style-type: none"> • Initial Training by March 2013 • Ongoing Training As Required 	<ul style="list-style-type: none"> • Staff Time 	<ul style="list-style-type: none"> • on Going 	<ul style="list-style-type: none"> • Staff Time
Information & Communication								
Emergency Preparedness	2012	Human Resources	<ul style="list-style-type: none"> • Provide emergency plan on City Website • Plan available in accessible format upon request 	<ul style="list-style-type: none"> • Donna McCormick 	<ul style="list-style-type: none"> • November 2011 	<ul style="list-style-type: none"> • 30 minutes Staff Time 	<ul style="list-style-type: none"> • Completed Nov/11 • As required 	<ul style="list-style-type: none"> • Staff Time
Feedback - accessible upon request	2014	Corporate/Finance	<ul style="list-style-type: none"> • Accessibility link added to header of Library and DBIA websites • Feedback email link made available on that page 	<ul style="list-style-type: none"> • Donna McCormick 	<ul style="list-style-type: none"> • September 2011 	<ul style="list-style-type: none"> • 30 minutes Staff Time 	<ul style="list-style-type: none"> • Completed Sep/11 	<ul style="list-style-type: none"> • Staff Time

Accessible formats and communication supports upon request (timely manner, no cost charged to other persons)	2015	All	<ul style="list-style-type: none"> Information Session at City Hall (Apr 20/12) Establish Accessible Documents Work Team Develop Standardized Formats and Templates for all City Documents IT Department to Set Default on All City Computers to Font Aerial 12 Standardized Formats Available to All City Hall Staff on F Drive Training for All Staff 	<ul style="list-style-type: none"> Donnalee Craig Work Team Members All Staff Training 	January 2013	<ul style="list-style-type: none"> Initial training sessions October 2012 			
Website New Internet & Intranet WCAG 2.0 Level A (other than closed caption Live pre-recorded audio)	2014	Corporate/Finance	<ul style="list-style-type: none"> Run compliance checks on current city & library websites and PDF's Upgrade web editor (city & library) auto table CSS functionality (city & library) Retrain Staff (city & library) Update HTML and Heading Tags and throughout sites Add high contrast to the website (city & library) 	<ul style="list-style-type: none"> Donna McCormick & eSolutions 	March 31, 2013	<ul style="list-style-type: none"> \$400 \$2400 \$900 \$900 \$5500 or 3 days Staff Time \$3000 			
All internet websites and web content WCAG 2.0 Level AA	2021	Corporate/Finance	<ul style="list-style-type: none"> Include Level AA guidelines in requirements for our next website 	<ul style="list-style-type: none"> Donna McCormick 	2014 - 2015 (approx.)	N/A			
All intranet websites and content WCAG 2.0 Level AA	2021	Corporate/Finance	<ul style="list-style-type: none"> Include Level AA guidelines in requirements for our next website 	<ul style="list-style-type: none"> Donna McCormick 	2014 - 2015 (approx.)	N/A			
Educational or Training Institutes (notification of need) provide educational or training resources or materials in accessible format	N/A	N/A							
Provide student records and information on program requirements in accessible format	N/A	N/A							
Educational Institutes - Train Educators	N/A	N/A							
Producers of - Conversion ready Text Books	N/A	N/A							
Producers - Conversion ready Printed Materials	N/A	N/A							
Libraries of Educational Institutes - Print	N/A	N/A							
Libraries of Educational Institutes - Digital	N/A	N/A							
Public Libraries - arrange for provision of	2013	Library	<ul style="list-style-type: none"> Already complies 						
IAR Timelines									
		Department(s)	Work Required	Staff Required	Timelines Anticipation	Resources Estimated	Completion Date	Resources Used	
Employment - applies to employees not volunteers or non paid individuals									
Workplace Emergency Response	2012	Human Resources	<ul style="list-style-type: none"> Provide emergency plan on City Website Plan available in accessible format on request 	<ul style="list-style-type: none"> Donna McCormick As required 	<ul style="list-style-type: none"> Completed Nov/11 As required 	<ul style="list-style-type: none"> None Undetermined 	<ul style="list-style-type: none"> Completed Nov/11 As required 	<ul style="list-style-type: none"> Minimal Staff Time 	
Recruitment - notify employees and public re availability of accommodations	2014	Human Resources							
Notify applicant - availability of accommodation upon request for assessments or selection process	2014	Human Resources							
Arrange for suitable accommodation if required	2014	Human Resources	<ul style="list-style-type: none"> Draft Accessible Employment Policy 						
Notice to Successful Applicant - notify of policies for accommodation	2014	Human Resources	<ul style="list-style-type: none"> Review/Recommendation by AAC (Accessibility Advisory Committee) 		December 31, 2013	<ul style="list-style-type: none"> Staff Time 			
Informing employees of policies re job accommodations	2014	Human Resources	<ul style="list-style-type: none"> Approval by Council, Library Board and Quinte Access Board 						
Accessible Formats & Communication Supports	2014	Human Resources	<ul style="list-style-type: none"> Implement Policy 						
Document Individual Acc. Plan	2014	Human Resources							
Return to Work Process	2014	Human Resources							
Performance Management	2014	Human Resources							
Career Development and Advancement	2014	Human Resources							

Redeployment	2014	Human Resources						
Transportation								
Accessible Equipment Not Functioning - Repair	2011	Quinte Access/Public Works	<ul style="list-style-type: none"> • Consultation With Fire Prevention Officer • Establishment of Fire Response Protocol • Preparation of Written Protocol • Approval by Quinte Access Board • Implementation 	<ul style="list-style-type: none"> • All Quinte Access Staff • Fire Prevention Officer 	• July 1, 2011	• Staff Time	<ul style="list-style-type: none"> • August 15, 2011- policy developed • August 19, 2012- Drivers trained • September 22, 2011- QA Board approval • September 12, 2012- Pending QW Accessibility 	• Staff Time
Fees	2011	Quinte Access/Public Works	• No higher fees charged on conventional transportation for accessible service	N/A	N/A	N/A	• Already Complied	N/A
Courtesy Seating	2011	Quinte Access/Public Works	<ul style="list-style-type: none"> • Designation of 2 courtesy seats on each bus • Signage installation using OPTA Symbol 	• Nadyne	• January 1, 2012	\$100	• January 1, 2012	<ul style="list-style-type: none"> • Signs posted on transit buses designating appropriate seating designation • \$100
Verbal Pre-boarding Announcements	2011	Quinte Access/Public Works	<ul style="list-style-type: none"> • Review of existing routes • Writing scripts for drivers • Training drivers • Implementation 	• All Quinte Access Staff	• July 1, 2011	• Staff Time	<ul style="list-style-type: none"> • August 15, 2011- policy developed • August 19, 2012- Drivers trained • September 22, 2011- QA Board approval • September 12, 2012- Pending QW Accessibility Advisory Committee approval 	• Policy written and approved QA board, staff trained
Verbal On Board Announcements	2011	Quinte Access/Public Works	<ul style="list-style-type: none"> • Review of existing routes • Writing scripts for drivers • Training drivers • Implementation 	• All Quinte Access Staff	• July 1, 2011	• Staff Time	<ul style="list-style-type: none"> • August 15, 2011- policy developed • August 19, 2012- Drivers Training • September 22, 2011- QA Board Approval • September 12, 2012- Pending QW Advisory Committee approval 	• Staff Time
Origin - Door to door if req'd	2011	Quinte Access/Public Works	N/A	N/A	• July 1, 2011	N/A	• Already Complied	N/A
Availability of Info re Accessible Equipment	2012	Quinte Access/Public Works	• Inclusion in brochures, in person, by telephone and on website	• All Quinte Access Staff	• January 1, 2012	• Staff Time	• Already Complied	N/A
Emergency Preparedness & Response Policies	2012	Quinte Access/Public Works	<ul style="list-style-type: none"> • Review and Recommendation by Accessibility Advisory Committee • Approval by Quinte Access Board • Implementation • Training Staff 	• All Quinte Access Staff	• January 1, 2012	• Staff Time	• January 2013	• Staff Time
General Responsibilities	2012	Quinte Access/Public Works	N/A	N/A	• January 1, 2012	N/A	• Already Complied	N/A

Transit Stops, Closest, deboard	2012	Quinte Access/Public Works	<ul style="list-style-type: none"> • Draft Policy • Review/Recommendation by AAC (Accessibility Advisory Committee) • Approval by Quinte Access Board 	• All Quinte Access Staff	• January 1, 2012	• Staff Time	<ul style="list-style-type: none"> • August 15, 2011 - Policy developed • August 19, 2011- Drivers Trained • September 22, 2011 - QC Board Approval • September 12, 2012- Pending QW Advisory Committee approval 	• Staff Time
Storage Mobility Devices	2012	Quinte Access/Public Works	<ul style="list-style-type: none"> • Draft Policy • Review/Recommendation by AAC (Accessibility Advisory Committee) • Approval by Quinte Access Board 	• All Quinte Access Staff	• January 1, 2012	• Staff Time	<ul style="list-style-type: none"> • August 15, 2011 - Policy developed • August 19, 2011- Drivers Trained • September 22, 2011 - QC Board Approval • September 12, 2012- Pending QW Advisory Committee approval 	• Staff Time
Deploy Lifting Devices	2012	Quinte Access/Public Works	<ul style="list-style-type: none"> • Draft policy • Review/Recommendation by AAC (Accessibility Advisory Committee) • Approval by Quinte Access Board 	• All Quinte Access staff	• October 10, 2012	• Staff time	<ul style="list-style-type: none"> • August 15, 2011 - Policy developed • August 19, 2011- Drivers Trained • September 22, 2011 - QC Board Approval • September 12, 2012- Pending QW Advisory Committee approval 	• Staff Time
Ensure adequate time -boarding,deboarding	2012	Quinte Access/Public Works	<ul style="list-style-type: none"> • Review current transit schedule • Draft policy • Review/Recommendations by AAC (Accessibility Advisory Committee) • Approval by Quinte Access Board 	•Nadyne and Shelly	• November 15, 2012	•Staff time	<ul style="list-style-type: none"> • August 15, 2011 - Policy developed • August 19, 2011- Drivers Trained • September 22, 2011 - QC Board Approval • September 12, 2012- Pending QW Advisory Committee approval 	• Staff Time
Assistance w/ storage	2012	Quinte Access/Public Works	<ul style="list-style-type: none"> • Draft Policy • Review/Recommendation by AAC (Accessibility Advisory Committee) • Approval by Quinte Access Board 	• All Quinte Access Staff	• August 15, 2012	•Staff time	<ul style="list-style-type: none"> • August 15, 2011 - Policy developed • August 19, 2011- Drivers Trained • September 22, 2011 - QC Board Approval • September 12, 2012- Pending QW Advisory Committee approval 	• Staff Time

Information available alter. Formats	2012	Quinte Access/Public Works	<ul style="list-style-type: none"> Review current documents available Choose alternate formats Review/Recommendation by AAC (Accessibility Advisory Committee) Approval by Quinte Access Board 	• Nadyne, Shelly and Andria	• December 15, 2012	• Staff time	• Available upon request	• Staff Time
Accessibility Plans - conventional	2013	Quinte Access/Public Works						
Specialized - Estimate demand	2013	Quinte Access/Public Works	<ul style="list-style-type: none"> Review QA mandate for use of specialized transit and ensure clear requirements Review previous ridership stats and estimate future demand 	• Shelly		• Staff time		
Fare parity	2013	Quinte Access/Public Works	<ul style="list-style-type: none"> Utilize future demand estimates and calculate financial impact for fare parity 	• Shelly and Nadyne	• January 1, 2013	• Staff Time	• Draft policy developed November 2012	
Service Disruption	2013	Quinte Access/Public Works	<ul style="list-style-type: none"> Draft Service Disruption Policy Review/Recommendation by AAC (Accessibility Advisory Committee) Approval by QA Board Implement Policy 	• Shelly and Nadyne	• January 1, 2012	• Staff Time	• Draft policy developed November 2012	
<i>Mnft - new buses - accessible</i>	2013	Quinte Access/Public Works						
<i>New - Grab Bards, handrails</i>	2013	Quinte Access/Public Works						
<i>Floors, carpets, surfaces</i>	2013	Quinte Access/Public Works	<ul style="list-style-type: none"> Review RFT for new bus purchases to encompass all accessibility requirements Review/recommendation by AAC Approval by QA Board Implement Policy 	• Shelly and Nadyne	• January 31, 2013	<ul style="list-style-type: none"> Staff Time Possible consultant fee of \$300-400 		
<i>Mobility Aid Spaces</i>	2013	Quinte Access/Public Works						
<i>Stop Requests & Emergency Response</i>	2013	Quinte Access/Public Works						
<i>Lighting Features</i>	2013	Quinte Access/Public Works						
<i>Signage</i>	2013	Quinte Access/Public Works						
<i>Lighting Devices</i>	2013	Quinte Access/Public Works						
<i>Steps</i>	2013	Quinte Access/Public Works						
<i>Indicators & Alarms</i>	2013	Quinte Access/Public Works						
<i>Training</i>	2014	Quinte Access/Public Works						
<i>No Fare Support Persons</i>	2014	Quinte Access/Public Works						
Electronic Pre-boarding Announcements	2017	Quinte Access/Public Works	<ul style="list-style-type: none"> Research various suppliers and obtain quotes on electronic systems 		• Quotes obtained and reviewed by May 31, 2013	• Unknown	• Already complies	
Electronic On Board Announcements	2017	Quinte Access/Public Works	<ul style="list-style-type: none"> Work pricing into transit budget Review/recommendation by AAC Approval by QA Board 		• Items implemented into Capital Budget for installation 2014/2015			

IAR Timelines		Department(s)	Work Required	Staff Required	Timelines Anticipation	Resources Estimated	Completion Date	Resources Used
SPECIALIZED TRANSIT								
Origin to Destination Services	2011	Quinte Access/Public Works	<ul style="list-style-type: none"> • Review of specialized service and draft policies and Accessibility plan • Review/recommendation by AAC • Approval by QA Board • Implementation 	• Shelly and Nadyne		• Staff time		
Companions if space avail and children	2012	Quinte Access/Public Works						
Accessibility Plans	2013	Quinte Access/Public Works						
Visitors	2013	Quinte Access/Public Works						
Co-ord Services Urban Connections	2013	Quinte Access/Public Works						
Hours of Service (same for specialized as conventional) if offer both conventional and specialized services	2013	Quinte Access/Public Works						
Hours of Service	2017	Quinte Access/Public Works						
Service Delays	2013	Quinte Access/Public Works						
Categories of Eligibility for specialized transit	2014	Quinte Access/Public Works						
Booking - same day and up to 3 hours	2014	Quinte Access/Public Works						
Emergency Spec. Transit	2014	Quinte Access/Public Works						
No Trip Restrictions	2014	Quinte Access/Public Works						
Fare Priority	2017	Quinte Access/Public Works						
Application Process for Spec. Transit	2017	Quinte Access/Public Works						
ACCESSIBLE RAIL CARS								
One Rail car per train accessible	2011	N/A						
One rail car with mobility aid accessible washroom	2013	N/A						
SCHOOL BUSES								
Ensure integrated accessible school transit of appropriate alternate	Jul-11	N/A						
Develop Individual school transportation plans	Jan-14	N/A						
DUTIES OF MUNICIPALITIES - General								
Municipal AAC - development of construction or replacement of acc. Bus stops and shelters	2013	Quinte Access/Public Works	<ul style="list-style-type: none"> • Draft criteria • AAC Review/Approval 	• All Quinte Access Staff/PW	• November 2012	• All Quinte Access Staff/PW	• November 2012	
Identify planning for accessible bus stops and shelters	2013	Quinte Access/Public Works	<ul style="list-style-type: none"> • Draft criteria • AAC Review/Approval 	• All Quinte Access Staff/PW	• November 2012	• All Quinte Access Staff/PW	• November 2012	
AAC & council determine on-demand accessible taxicabs required in community	2013	OPP/Corporate Finance	• N/A					
Progress made toward meeting the need for accessible taxicabs in its accessibility plan	2013	OPP/Corporate Finance	• N/A					
DUTIES OF MUNICIPALITIES - That License Taxicabs								
Ensure not charging a higher fare or an additional fee for pwd	2011	OPP/Corporate Finance	• Enforced by OPP	• OPP staff				
Ensure no extra charges for storage of mobility aids or assistive devices	2011	OPP/Corporate Finance	• Enforced by OPP	• OPP staff				
ensure owners and operators place vehicle registration and identification on rear bumper	2012	OPP/Corporate Finance	• Enforced by OPP - License Requirement	• OPP staff				