



The Corporation of the City of Brockville

2012 – 2017 Accessibility Plan

November 2012

Our Goal: Accessibility A Reality



Note: This document is available in alternate formats upon request

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INTRODUCTION

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, as passed by the Provincial Government, is to achieve accessibility with respect to goods, services, facilities, employment, buildings, structures and premises by January 1, 2025. The AODA consists of the following accessibility standards: Customer Service, Information and Communication, Employment, Built Environment, and Transportation. All standards apply to the Corporation of the City of Brockville (the City). The Built Standard has been drafted and was made available for public comment this fall. It is anticipated that it will be passed in 2013.

A summary of the regulated standards is included in Appendix 1 of this report.

The AODA was developed to assist organizations in both the public and private sector in identifying barriers to accessibility.

Even though the AODA received Royal Assent on June 13, 2005 and is now the law, the planning requirements of the *Ontarians with Disabilities Act, 2001 (ODA)* remain in force until the Act is repealed.

Under the ODA, all municipalities have a legal obligation to prepare multi-year accessibility plans. The ODA specifies that municipalities must consult with people with disabilities in preparing their accessibility plans. Municipalities of 10,000 or more residents are required to establish local accessibility advisory committees, and a majority of their members must be people with disabilities. These municipalities must consult with the committees as they prepare their plans.

This document represents the 5-year accessibility plan as prepared by City staff in consultation with the City's Accessibility Advisory Committee (BMAAC). The Accessibility Plan describes the measures the City has taken in the past, and the measures that the City will take in the future to identify, remove and prevent barriers to people with disabilities who use the facilities and services of the City.

The Corporation of the City of Brockville is committed to the identification and removal of barriers, as well as the prevention of new barriers, for persons with disabilities in the year ahead. With continued association with the BMAAC and staff, the City can improve equal access to the City's goods and services for people with disabilities.

The accessibility plan examines all aspects of the City of Brockville's operations, including City by-laws, practices, facilities, programs and services. The 2012-2017 Accessibility Plan identifies steps the accessibility advisory committee suggests be taken, over time, to remove identified barriers and to prevent new ones. The plan also reviews accessibility accomplishments the City has benefited from.

Accessibility planning encourages municipalities to think strategically about removing and preventing barriers. Accessibility planning is a great way to tap new markets, attract and retain effective employees, improve service delivery, enhance customer service and increase efficiency.

Accessibility planning will help ensure that City services, policies, procedures and practices meet the needs of everyone with a disability, including City residents, visitors, tourists and staff.

COUNCIL COMMITMENT

The City of Brockville is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The Council of the Corporation of the City of Brockville is committed to:

- ensuring the participation of people with disabilities in the identification and review of barriers;
- maintaining an Accessibility Advisory Committee to identify barriers and obstacles to accessibility; and
- considering recommendations from the Committee with respect to the accessibility of municipal buildings, facilities, operations and services; and
- meeting the standards of *the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* thereby removing barriers creating a municipality where every person who lives or visits can participate fully.

City Council has demonstrated its commitment to accessibility since the mid 1990's when they joined with Education for Quality Accessibility (EQA) to review the physical accessibility of City owned facilities. EQA offers advice and education for groups so that physical barriers may be removed to enable people with physical disabilities to function as normally as possible. The EQA rates and awards quality accessibility based on a five star rating.

City Council and Staff continue to show their commitment to creating a barrier free community for residents, businesses, and tourists by developing and implementing policies, procedures and practices to provide service to persons with disabilities

MUNICIPAL PROFILE

Municipality

The Corporation of the City of Brockville
Victoria Hall
1 King Street West
P.O. Box 5000
Brockville, Ontario
K6V 7A5

Brockville is a loyalist community first settled in 1785. The City's original name was Buell's Bay, named after the founder William Buell. In 1812, in honour of a war hero, Sir Isaac Brock, the settlement changed its name to Brockville. Brockville was Ontario's first incorporated community and has the distinction of possessing an authentic coat of arms. Brockville is one of the very few North American Cities with its own flag.

In the first half of the 19th Century, Brockville grew rapidly mainly due to its location on the St. Lawrence River and the Grand Trunk Railway line. The River and Rail allowed the area to export rather easily for business purposes. Today, Brockville is able to offer many amenities of a large City while keeping a relaxed demeanor.

The City of Brockville is located in the United Counties of Leeds and Grenville. The City of Brockville has a population of approximately 22,957 residents (from the 2006 census information). Brockville, City of the 1000 Islands, is located on the shores of the St. Lawrence River. The City was established on the north bank of the St. Lawrence and initially expanded east and west from the river north to the CNR. The CNR mainline and spur lines pass through the city and provide excellent service for the area. Brockville is located on VIA's main corridor for Montreal, Ottawa and Toronto.

Brockville was chosen as a designated safe community worldwide by the World Health Organization. The City's educational facilities are known for their high standards in a variety of subjects. Public and separate schools are spaced throughout the community. There are a number of educational support programs available for upgrading and training as well as a college of applied arts and technology.

Brockville is able to offer excellent health care services due to its location, within a one hour drive of some of the best research clinics and institutions in Canada. The City provides acute care, active and long-term facilities as well as a psychiatric treatment hospital. The City of Brockville and the United Counties of Leeds & Grenville operate under the 911 emergency services for fire, police and ambulance.

The City of Brockville provides many services to its residents as well as the surrounding communities. The City maintains approximately 350 acres of parkland, greenbelts, islands and roadside. The City of Brockville manages sixteen islands, a campground,

athletic fields, including soccer fields and ball parks, as well as the City's Harbour at Tunnel Bay.

The City offers a number of services for its residents. These services include Animal Control, Economic Development, City Transit, Fire Services and Police Services. In addition to these services, the City is responsible for a number of City facilities. These facilities are located throughout the City and include City Hall – Victoria Building, Gord Watts Municipal Centre, Marina and Park Facilities, Memorial Centre, Youth Arena, Brockville Arts Centre, Fire Stations 1 and 2, Police Station and the Water and Wastewater Treatment Facility.

Many people who have visited the City are attracted to its beauty, size and location as well as the quality of life the City offers its residents. There are numerous services for those who have special needs as well as programs for the elderly.

“Brockville is a community that cherishes its heritage and will compete for its future”



ACCESSIBILITY ADVISORY COMMITTEE

The Ontarians with Disabilities Act, 2005 (ODA) and the Accessibility for Ontarians with Disabilities Act (AODA) requires that all Municipalities with a population over 10,000 establish an accessibility advisory committee. The Brockville Municipal Accessibility Advisory Committee (BMAAC) was established in 2002.

The role of the Brockville Municipal Accessibility Advisory Committee is as follows:

1. Identify, remove and prevent barriers to people with disabilities.
2. Review earlier efforts to remove and prevent barriers to people with disabilities.
3. Identify the facilities, policies, programs practices, and services that the Committee will review in the coming year to identify barriers to people with disabilities.
4. Recommend to City Council the measures that should be undertaken in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Recommend to City Council the ways that this accessibility plan should be made available to the public.

The Committee is comprised of the following members:

- Mr. Ryan Billing, Chair
- Councillor David LeSueur
- Mr. Ted Burbridge
- Ms. Shannon Cody
- Ms. Mary Ann Greenwood
- Mr. Doug Hone
- Ms. Janet Jones

The Accessibility Advisory Committee is administered through the Clerk's Department and reports to the Finance, Administration and Operations Committee of Council.

ACCESSIBILITY PLANNING

The City's Commitment to Accessibility Planning

People with disabilities represent a significant and growing part of our population. According to Statistics Canada, 1.85 million people in Ontario have disabilities which represent 15.5% of Ontario's population. Disability tends to increase with age. In two decades it is estimated that 20% of the population will have disabilities. Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on the future prosperity in Ontario.

Improving accessibility is a shared responsibility. The ODA and the AODA require that the provincial and municipal governments and key public sector organizations review their policies, programs and services through the development of multi-year accessibility plans.

Municipal governments play a crucial role in the planning and development of our communities: in their streets, parks, public transit, libraries, social housing, ambulance services, public buildings and elections. Responsibilities, which include enforcing the barrier-free access requirements of the Ontario Building Code and implementing key accessibility considerations under the ODA and AODA, are crucial to realizing a vision of local communities that improve accessibility and mobility for their residents.

The ODA and AODA builds on relationships and practices which currently exist among councilors, planners, builders and community groups to make municipalities more accessible to people with disabilities.

The new legislative requirements provides standards that all organizations in the private and public sector, including the City of Brockville, must follow to ensure that existing barriers for people with disabilities are removed over time and that no new barriers are created.

Objectives of the Accessibility Plan

The objectives of the Accessibility Plan are to:

1. Review previous efforts to identify, remove and prevent barrier to people with disabilities.
2. Describe the process that the City will use to identify, remove and prevent barriers to people with disabilities in the future.
3. List the facilities, policies, procedures, practices, and services that the City will review in the coming year to identify barriers to people with disabilities.
4. Identify the measures that the City will take in the coming year to identify, remove, and prevent barriers to people with disabilities (listed in priority).

5. Identify the means in which the City will make the accessibility plan available to the public.

Barriers

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, and architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. A summary of the standards which reference these barriers is included in Appendix 1 of this report.

An example of each type of barrier is shown below:

Barrier Type	Example
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength.
Architectural	A hallway or door that is too narrow for a wheelchair or scooter.
Informational	Typefaces (fonts) that are too small to be read by a person with low vision.
Communicational	A website that is not accessible to people who are blind. A person who talks loudly when addressing a person who is deaf.
Attitudinal	A receptionist who ignores a customer in a wheelchair.
Technological	A paper tray on a laser printer that requires two strong hands to open.
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly.

Barrier Identification Methodology

During the past several years BMAAC has conducted building condition audits on City owned facilities. The audits reviewed the facilities and provided recommendations, cost estimates for enhanced accessibility to these facilities. These recommendations form the basis for our Accessibility Plan as they pertain to physical and architectural barriers and are outlined in Appendix 3.

In addition to physical and architectural barriers, recommendations to remove other barriers identified in the Communication and Information Standard and the Employment standards are also included in Appendix 3.

The Committee continues to consult with people with disabilities and other stakeholder groups for advice and recommendations. They strive to identify the barriers, the priority of the removal of the barrier and recommend to Council the projects that BMAAC agrees are of the utmost importance to complete.

Consultation Activities

Input on this plan has been received from municipal staff and the members of the Accessibility Advisory Committee (AAC)

Review and Monitoring Process

Following the approval of the Accessibility Plan, staff will monitor the progress on the actions required in the plan, and will be reviewed as a reoccurring agenda item for the AAC.

The plan will be updated at least once every five years in consultation with the AAC and presented to Council for approval.

Communication of the Plan

Copies of this plan will be made available upon request from the Clerk's Office and on the City's website at www.city.brockville.on.ca. The Plan will be made available in alternate formats upon request.

CONVENTIONAL AND PARA TRANSIT

Brockville's conventional transit system was implemented in 1982. City Council was aware of the need to provide transportation for individuals with disabilities and in response, through consultation with an advisory committee comprised of representatives from various organizations in the community who require specialized transit services, established the City's Para Transit System in 1989.

The special transit services provided by the municipality are intended for persons who are unable to use the conventional transit system and who meet medically identifiable criteria. In 2004, the criteria to use the Para Transit System was expanded to also include persons with cognitive disabilities who could not use the Conventional Transit System. As of 2006 the City implemented a new fare system equalizing fares on both the conventional and para transit systems. This system includes a single fare for a person traveling with a medical escort. Since their establishment in 1982 and 1989, both the Conventional and Para Transit systems have provided services to the community.

It is estimated that 20% of our population will have disabilities within the next two decades. As a result, reliance upon public transportation will grow as more and more people drive less or stop driving, and demand other forms of transportation due to their disabilities.

The conventional transit system is a 1 hour 3 bus system comprised of a fleet of 4 buses that are all accessible. In July 2005, 2 conventional transit buses were replaced and the new buses were accessible with lifts and wheelchair positions. A third conventional transit bus was replaced in 2007 and this new bus is a low floor accessible vehicle with wheelchair positions and the fourth accessible bus with a lift was put into service in 2009.

Currently, residents of Brockville that are eligible to use the Para Transit System are registered and the operator uses a roster to identify passengers at the time of booking their trip. Advanced booking and a roster does not exist for the conventional transit system. Some disabilities are invisible and not readily apparent. Passengers identify themselves to the bus driver as a person with a disability requiring the use of the accessible lift.

Brockville's conventional and para transit systems will grow to be even bigger and more indispensable components to the health of our community. Our community will directly benefit by the ability of all people to use the services of Brockville's transit systems to travel to work and school, to attend medical appointments, to run errands, to attend cultural and recreational events and to socialize.

Brockville's transit systems are committed to:

- the continual improvement of access to public transportation premises, facilities and services for passengers and employees with disabilities.

- the inclusion of people with disabilities in the development and review of its annual accessibility plans.
- the provisions of quality service to all passengers and employees.
- the maximization of investment in accessible conventional transit to encourage a shift from specialized to conventional public transit.

The Transit Accessibility Plan is attached to this Plan as Appendix 5.

APPENDIX 1 ACCESSIBILITY STANDARDS

Customer Service Standard

The Accessible Customer Service Standard regulations were approved by the Lieutenant-Governor and came into force on January 1, 2008. The Accessibility Standards for Customer Service, Ontario Regulation 429/07 requires that the City establish policies, procedures and practices on the provision of goods and services to people with disabilities. Additionally, all staff (including volunteers and other third parties who work on behalf of the City) must have mandatory customer service training regarding the provision of the City's goods and/or services to persons with disabilities. Every person who participates in the development of the City's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties must receive customer service training as well.

The following is a summary of the fourteen (14) requirements of the Accessible Customer Service Standard for the City:

The following requirements of the customer service standard apply to all providers that are covered by the standard. If you are a provider, you must:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Set a policy on allowing people to use their own personal assistive devices to access goods and services and about any other measures the City offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
3. Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.
6. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
7. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.

8. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
9. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
10. Provide notice when facilities or services that people with disabilities rely on, to access or use goods or services, are temporarily disrupted (i.e. elevator/lift out of service).
11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

Public Sector organizations must also:

1. Document in writing all policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.
2. Notify customers that documents required under the customer service standard are available upon request.
3. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

Deadline for compliance: January 1, 2010.

Integrated Accessibility Standards

This regulation establishes the accessibility standards for: Information and Communications; Employment and Transportation.

This regulation applies to every designated public sector organization, which includes the City of Brockville and to every other person or organization that provides goods, services or facilities to the public and that has at least one employee in Ontario.

As a large designated public sector organization having more than 50 employees, the City shall comply with the dates specific to this classification.

1. GENERAL:

Accessibility Policies:

Every obligated organization shall develop, implement and maintain policies governing how the organization achieves accessibility through meeting its requirements under the standards of the regulation. There is a requirement to include a statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner and further that these policies will be made available publicly and in an accessible format upon request.

Deadline for compliance: January 1, 2013.

Accessibility Plans:

Every obligated organization shall:

- 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 the regulation.
- Post the plan on the organization's website and make it available in an accessible format upon request.
- Review and update the plan at least every five years in consultation with their AAC and persons with disabilities.
- Prepare an annual status report on the progress of measures taken to implement the plan and post this status report on their website and make it available in an accessible format upon request.

Deadline for compliance: January 1, 2013.

Procuring/Acquiring Goods, Services or Facilities:

Every obligated organization shall incorporate accessibility criteria and features when procuring/acquiring goods, services or facilities, except where it is not

practical to do so and if determined not practical, shall provide an explanation upon request.

Deadline for compliance: January 1, 2013.

Self-Service Kiosks:

Obligated organizations shall incorporate accessibility features when designed, procuring or acquiring self-service kiosks (an interactive electronic terminal intended for public use that allows users to access 1 or more services/products).

Deadline for compliance: January 1, 2013.

Training:

Every obligated organization shall provide training on the requirements of accessibility standards referred to in this regulation to all employees, volunteers, individuals who participate in developing organizational policies or who provide goods and services on behalf of the organization. Training will be appropriate to the duties of the individual and will be delivered as soon as practical and whenever changes to policies are made.

Further the organization will maintain printed records of training provided including dates and names of trainees.

Deadline for compliance: January 1, 2014.

2. **STANDARDS:**

Information and Communication Standard:

The Information and Communication Standard includes communications between two or more individuals where information (data, facts or knowledge) is sent or received in text, audio, digital or image formats.

Feedback:

Every obligated organization that receives or sends feedback shall ensure that processes are accessible to persons with disabilities by providing/arranging for the provision of accessible formats/supports upon request.

Deadline for compliance: January 1, 2014.

Accessible Formats/Supports:

Every obligated organization, upon request, shall provide/arrange for the provision of accessible formats/supports in a timely manner and at no additional cost beyond regular costs. The person making the request will be consulted with to determine the suitability of format/support however; the final decision rests with the organization. The public shall be notified of the availability of accessible formats/supports.

Deadline for compliance: January 1, 2015.

Emergency Plans/Public Safety Information:

If an obligated organization prepares emergency procedures, plans or public safety information and that information is made available to the public then that information must be available in an accessible format as soon as possible upon request.

Deadline for compliance: January 1, 2012.

Websites and Web Content:

The Municipality shall make its internet website and content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and then Level AA as follows:

- **January 1, 2014 – new websites and content – Level A**
- **January 1, 2021 – all websites and content – Level AA**

Other requirements pertaining to education materials, educators and libraries are included but do not apply to the Municipality and have not been included in this Plan.

Employment Standard:

The Employment Standard applies to those organizations that have paid employees – it does not apply to volunteers or non-paid individuals.

This standard requires that employers do the following:

Recruitment:

- During the recruitment process, the City shall notify its employees and the public about the availability of accommodation for applicants with disabilities;

Selection Process:

- Notify job applicants, who are selected to participate in the selection process for a job that accommodations are available upon request pertaining to the materials/processes to be used. And if the applicant requests an accommodation, then the employer shall consult with the applicant and provide for a suitable accommodation with the ultimate decision resting with the employer;

Offers of Employment:

- Notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees:

- Notify its employees of its policies used to support employees with disabilities including job accommodations.
- Notify new employees as soon as possible as to their policies/practices with respect to accessibility and provide information to all employees when changes are made to their existing accessibility policies.

Communication Supports for Employees:

- When an employee with disability requests it, the City will consult with the employee then provide the information needed to perform their job plus any other information that is available to other employees in accessible formats/communication support that is suitable, with the ultimate decision resting with the City.

Accommodation Plans for Employees:

- Shall develop and have in place a written process for the development of documented individuals' accommodation plans for employees with disabilities;

The development process shall include:

- The manner that the individual requesting the accommodation can participate in the development of the plan;
- The means by which the employee is assessed;
- The manner in which the employer can request an evaluation by an outside expert (at the owner's expense) to determine if and/or how accommodation can be achieved;
- The manner in which the employee can request participation by the bargaining agent or another representative;
- The steps taken to protect privacy;
- The frequency that plans will be reviewed and updated;
- If an individual accommodation plan is denied, the manner that the employee will be notified of the denial;
- The means of providing the individual accommodation plan in a format that takes into account the disability;

- Plans shall document the accessible formats/communications supports, including individualized workplace emergency response information and any other accommodations provided.

Return to Work:

- Not overriding any other return to work process created under any other statute, the City shall develop a return to work process that includes a documentation process for those who have been absent due to a disability and require a disability related accommodation to return to work;
- The process shall outline the steps the employer will take to facilitate the return to work and will use individual documented accommodation plans.

Performance Management:

- When using performance management, the City shall take into account the accessibility needs of employees with disabilities and individual accommodation plans.

Career Development/Advancement:

- An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities and individual accommodation plans.

Redeployment:

- An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities and individual accommodation plans.

Deadline for compliance: January 1, 2014.

Workplace Emergency Response Information:

- Shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that it is necessary and the City is aware;
- With the employee's consent, the City shall provide the emergency response information to the individual designated to assist the employee;
- Shall provide this information as soon as practical after the City becomes aware of the need for accommodation;
- Shall review individual workplace emergency response information when the employees changes location within the organization; when the employee's accommodation needs are reviewed and when the City updates its general emergency response policies.

Deadline for compliance: January 1, 2012.

Transportation Standard:

The Transportation Standard is a sector-specific standard. This standard will apply only to organizations that are in the business of providing or licensing passenger transportation services in the public and private sector, e.g. fixed route and public transit services, taxi services and school transportation.

Specific information related to the Transportation Standard and the City's conventional and para-transit services is contained in the 2012-2017 Transit Accessibility Plan (Appendix 5).

In addition to the provisions under the Transportation Standard for the Transit Accessibility Plan municipalities must also:

Conventional Transportation service:

- Consult with the accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation and replacement of bus stops and shelters.
- Identify planning for accessible bus stops and shelters to meet the goal of accessible bus stops and shelters.

Deadline for compliance: January 1, 2013.***Taxicabs:***

- Consult with the accessibility advisory committee on proportion of on-demand accessible taxis.
- Identify process steps to be taken to meet the need of accessible taxis.

Deadline for compliance: January 1, 2013.

- Ensure fares are equal (or less) for people with disabilities than for persons without disabilities for the same trip.
- Prohibit the charging of a fee for the storage of mobility aids or mobility assistive devices.

Deadline for compliance: July 1, 2011.

- Ensure that taxicab owners and operators place vehicle registration and identification information on the rear bumper of the taxi.
- Ensure that taxicab owners and operators make available vehicle registration and identification information in an accessible format.

Deadline for compliance: January 1, 2012.

Built Environment Standard:

The Built Environment Standard will address all elements of the built environment in both indoor and outdoor spaces including access, egress, circulation, parking, signage, and security. This standard is in development. It is expected that it will apply to all new construction or major renovations.

This Standard has not yet been passed.

APPENDIX 2 ACHIEVEMENTS

CUSTOMER SERVICE STANDARD

- Accessible Customer Service Policy and Procedures established and adopted by Council (2009)
- Accessible Customer Service training delivered to all members of council, staff, volunteers and third party contractors (2009 to present)

INFORMATION AND COMMUNICATION

- Implementation of new Railway Tunnel website which is World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A compliant.

TRANSPORTATION

- On a trial basis, increased hours of operation were enacted for both the conventional and para transit systems on Thursday and Friday evenings until 8:00 p.m. Due to lack of ridership in the 2006 trial, both the conventional and the para transit systems resumed their normal hours of operation of 6:45 AM to 6:15 PM Monday to Friday and 8:45 AM to 6:15 PM Saturday. (2006)
- Discussions with all local taxi cab companies respecting the feasibility of accessible taxis. All three companies now have taxi vans. (2007)
- Taxicab owners and operators have equal fares for persons with disabilities and persons without disabilities for the same trips (2011)
- Taxicab owners and operators do not charge for the storage or mobility aids or mobility assistive devices. (2011)
- Taxicab owners and operators have registration and identification information stickers on taxis. (2012)
- Taxicab owners and operators have available vehicle registration and identification information in accessible formats upon request. (2012)

BUILT ENVIRONMENT (Facilities)

- Ongoing review of Site Plans to identify accessibility issues and provide comments and suggestions. (2007 – present)
- Hardy Park:
 - accessible washrooms (2006)
 - asphalt walkways for access to play structure (2010)

- ramp installed at gazebo (2010)
- St. Lawrence Park:
 - installation of power doors on the washrooms (2006)
 - accessible walkway to washroom and canteen (2006)
 - retrofitting of washroom fixtures. (2006)
- Brockville Memorial Centre, including:
 - additional 6 Disabled Persons Parking Spaces (2007)
 - clearer identification of Disabled Persons Parking Spaces (2007)
 - accessible signage on the interior of the building (2007)
 - installation of accessible doors (2007)
 - retrofitting of washroom fixtures (2007)
 - replacement of concrete pads at rear to permit accessible ingress/egress (2010)
- Blockhouse Island:
 - Door openers installed and concrete pad for James Ault Building (2010)
- Isaac Brock Court Yard:
 - Barrier free walkway (2007)
- Curb cuts have taken place at the following intersections:
 - South West corner, North Augusta Rd. @ James St. (2007)
 - North East corner, North Augusta Rd. @ Grenville Cr. (2007)
 - North West corner, North Augusta Rd. @ Byng Ave. (2007)
 - South East, North East and North West corners, North Augusta Rd. @ King St. (2007)
 - South West corner, North Augusta Rd. @ King St. (2008)
 - South East corner, Pearl St. @ Bennett St. (2008)
 - South East corner, Pearl St. @ Buell St. (2008)
- Development of a Patio Policy Brochure with respect to recommendations to assist restaurant owners in creating accessible patios. (2007)
- Ongoing Review of accessible parking spaces in the City as well as providing input for additional parking locations, including:
 - 1 additional accessible parking space on Charles Street (2007)
 - 2 additional accessible parking spaces on King Street (2007)
 - 2 additional accessible parking spaces on Strowger Blvd. (2008)
- City Hall:
 - Installation of a Sound Reinforcement System in the Council Chamber (2008)
- Installation of the first Accessible Playground in Hardy Park (2009)
- Brockville Arts Centre, including:
 - Installation of accessible doors (2005)
 - Installation of barrier free washroom (2005)
 - Installation of accessible seating in the theatre (2008)
 - Installation of lift for access to the stage (2009)

OTHER

- Funding established for accessibility projects with annual commitment (2003).
- Implementation of \$300 fine for illegally parking in a disabled parking space. (2012)

APPENDIX 3 PRIORITIES FOR 2012 - 2017

<i>Description</i>	<i>Priority*</i>	<i>Notes</i>
General		
· Develop accessibility policies documenting how the City will meet the legislated compliance deadlines of the Integrated Accessibility Standards Regulation	A	
· Deliver training programs to appropriate personnel on new policies	A & B	
· Prepare performance report/update to accessibility plan	A	Annually
· Develop accessibility criteria for use when purchasing goods or services	A	
· Review self-service kiosks for accessible features	A	
· Development of scent free environment policy (BMAAC)	A	
· Policy for use of non-scented cleaning products for city facilities (BMAAC)	A	
Customer Service		
· Continue to provide accessible customer service training to new staff, volunteers and third party contractors as required	A	Annually
Information and Communication		
· Develop feedback process and ensure that processes are accessible by the provision of accessible formats/supports upon request	A	
· Develop policy for provision of documents in accessible formats/support and notify the public of the availability	B	
· Ensure that emergency information that is available to the public is available in accessible formats or with communications support upon request	A	
· Website compliance	B & C	New website compliant 2014; all websites compliant by 2021

<i>Description</i>	<i>Priority*</i>	<i>Notes</i>
Employment		
· Policy for notification of public and employees regarding availability of accommodation during recruitment	A	
· Policies and procedures for accommodation of employees	A	
· Workplace emergency response information – individual workplace response information	A	
· Documentation of individual accommodation plans	A	
Build Environment (Facilities)		
· Make all municipal washroom facilities accessible (BMAAC)		
○ Rotary Field House	A	2007 cost estimate \$8,000
· Signage at James Ault building (BMAAC)	A	\$1,000
· Various projects at James Auld building and Blockhouse Island (BMAAC)	B & C	
○ Curb cuts to picnic area and playground area		
· Accessible picnic tables at all city parks (BMAAC)	B & C	
· Create list of all facilities requiring assistive listening devices (BMAAC)	A	
· Accessible drinking fountains in parks (BMAAC)	B	Estimate: \$2,000 per
· Visual alarm systems (BMAAC)	A	Estimate: \$4-5,000
○ Brockville Public Library		Memorial Centre
○ Brockville Arts Centre		
○ Brockville Memorial Centre		
· Audio and timed pedestrian intersection signals (BMAAC)	B & C	BMAAC will create a prioritized list for consideration with the capital budget
· Brockville Museum (BMAAC)		
○ Re-design of east side entrance		
○ Install of railing on front entrance		
○ Accessible pathway around building		
· Accessible playground in north end (BMAAC)	B	

Description	Priority*	Notes
Transportation		
<i>Note: for Priorities related to conventional and para-transit service, please refer to the Transit Accessibility Plan</i>		
· Consult with BMAAC on design criteria for bus stops and shelters	A	
· Consult with BMAAC on proportion of on-demand accessible taxicabs and identify the steps to be taken to meet the need	A	
· Installation of accessible bus stop at Via train station (BMAAC)	A	
· Review islands for access by individuals with disabilities (installation of lifts for boats, docking, pathways) (BMAAC)	B	

*Note: (Priority A – within 12 months; Priority B – 1 to 2 years; Priority C – 3 to 5 years)

**APPENDIX 4
ACCESSIBILITY HIGHLIGHTED**

Brockville Arts Centre
Accessible Doors (2005)



Brockville Memorial Centre
Additional disabled parking spaces installed (2007)



Brockville Memorial Centre
Retrofitting of washrooms and accessible signage (2007)



Hardy Park
Accessible Playground Structure (2008-2009)



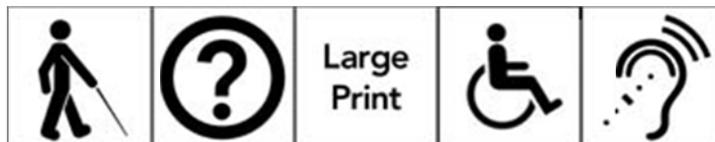


The Corporation of the City of Brockville

2012 – 2017 Transit Accessibility Plan

November 2012
(amended January 8, 2013
(add pgs 12-20, Sections 53-74))

Our Goal: Accessibility A Reality



Note: This document is available in alternate formats upon request

*Although this is a standalone document it is considered an integral part of the
City's Accessibility Plan.*

INTRODUCTION

Brockville Transit expects that demand for transit services will continue to grow in future years as it is estimated that due to our aging population as many as 20% of residents may have disabilities within the next two decades. As a result, reliance upon public transportation will grow as people drive less or require other forms of transportation for their personal mobility. The demand on transit will be driven by the requirement to comply with existing and emerging legislation and customer expectations. Specific transit strategies to meet these demands will be prioritized and implemented based on legislated time frames and the available of municipal funds.

In particular, the standards being developed under the Accessibility for Ontarians with Disabilities Act (AODA) will require that system accessibility be achieved within defined timelines. The Integrated Accessibility Regulation 191/11 combines key areas of Information and Communications, Employment and Transportation. The Transportation portion specifically impacts the transit industry and will guide all future accessible improvements for Brockville's Conventional and Para Transit Systems.

BACKGROUND

The Conventional Transit system began operation in 1982 and the Para Transit system began in 1989. Over the years both systems have been modified to account for ridership changes, municipal development and the introduction and/or discontinuance of federal and provincial funding. Statistics are compiled for each system on an annual basis and below is the 2011 profile for each system.

Conventional Transit - 2011 Service Profile

- type of service – 3 bus fixed routes
- service area - within city limits & service to St. Lawrence Lodge and Sherwood Park Manor
- hours of service - Monday to Friday 6:45 AM to 6:15 PM and Saturday 8:45 AM to 6:15 PM no service on Sundays or statutory holidays
- annual passenger trips - 110,948
- annual passenger boarding (includes transfers) - 134,798
- total number of buses – 4
- accessibility – 100% with lifts on 3 buses and a ramp on 1 bus
- fare structure - cash \$2.00, tickets 10 for \$15.00, 40 ride pass and monthly pass \$55.00
- net cost to the municipal tax base \$1.71 per ride

Para Transit – 2011 Profile

- type of service - 2 bus scheduled trips
- service area - within city limits & service to St. Lawrence Lodge and Sherwood Park Manor
- hours of service - Monday to Friday 6:45 AM to 6:15 PM and Saturdays 8:45 AM to 6:15 PM, no service on Sundays and statutory holidays
- annual passenger trips – 14,077
- total number of buses – 3
- accessibility - 100% with lifts on 3 buses
- fare structure - cash \$2.00, tickets 10 for \$15.00, 40 ride pass and monthly pass \$55.00
- net cost to the municipal tax base \$19.19 per ride
- note Attachment A for specific passenger data

ACCESSIBILITY PLANNING

People with disabilities represent a significant and growing part of our population. According to Statistics Canada, 1.85 million people in Ontario have disabilities which represent 15.5% of Ontario's population. Disability tends to increase with age. In two decades it is estimated that 20% of the population will have disabilities. Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on the future prosperity in Ontario.

Improving accessibility is a shared responsibility. The ODA and the AODA require that the provincial and municipal governments and key public sector organizations review their policies, programs and services through the development of multi-year accessibility plans.

Municipal governments play a crucial role in the planning and development of our communities: in their streets, parks, public transit, libraries, social housing, ambulance services, public buildings and elections. Responsibilities, which include enforcing the barrier-free access requirements of the Ontario Building Code and implementing key accessibility considerations under the ODA and AODA, are crucial to realizing a vision of local communities that improve accessibility and mobility for their residents.

The ODA and AODA builds on relationships and practices which currently exist among councilors, planners, builders and community groups to make municipalities more accessible to people with disabilities.

The new legislative requirements provide standards that all organizations in the private and public sector, including the City of Brockville, must follow to ensure that existing barriers for people with disabilities are removed over time and that no new barriers are created.

Objectives of the Accessibility Plan

The objectives of the Accessibility Plan are to:

1. Review previous efforts to identify, remove and prevent barriers to people with disabilities.
2. Describe the process that the City will use to identify, remove and prevent barriers to people with disabilities in the future.
3. List the facilities, policies, procedures, practices, and services that the City will review in the coming year to identify barriers to people with disabilities.
4. Identify the measures that the City will take in the coming year to identify, remove, and prevent barriers to people with disabilities (listed in priority).
5. Identify the means in which the City will make the accessibility plan available to the public.

Consultation Activities

Input on this plan has been received from municipal staff and the members of the Accessibility Advisory Committee (AAC)

Transit accessibility plans are required by legislation and the plan must be reviewed and updated once every five years. Transportation service providers are required annually to hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.

Each update involves a review of barriers addressed in previous years, identification of remaining barriers, development of a prioritized plan to address these barriers and consultation with primary transit stakeholders including persons with disabilities.

Review and Monitoring Process

Following the approval of the Accessibility Plan, staff will monitor the progress on the actions required in the plan, and a public meeting will be held annually.

The plan will be updated at least once every five years in consultation with the AAC and presented to Council for approval.

Communication of the Plan

Copies of this plan will be made available upon request from the Clerk's Office and on the City's website at www.city.brockville.on.ca. The Plan will be made available in alternate formats upon request.

TRANSPORTATION STANDARDS

Schedule B summarizes each section of the Transportation Standard of the Integrated Accessibility Regulation 191/11 along with the legislative dates of compliance. It also includes the dates of compliance by the City of Brockville. For the purposes of this plan, references to Para Transit is synonymous with references to Specialized Transit in the standard.

Schedule C is a list of sections of the Transportation Standard that have been implemented by the City and are included in the Conventional and Para Transit Driver Operating Manuals.

Schedules D and E, are the updated Para Transit Application Form and the Para Transit Information Brochure that were adopted by the City in July of 2012. Although numerous sections of the standards were already practiced in principal, these documents formally address them in written format.

As of the time of the writing of the plan, all sections of the Transportation Standard that have been addressed by the City have been identified in the documents above. Sections that still need to be addressed by the City are identified below.

Sections 51(b) and 52(b) pertaining to electronic preboarding and onboard announcements with a compliance deadline on of January 2017 will be addressed by the City at a future date.

Section 41(1) pertaining to creating a policy for dealing with customer feedback for both the Conventional and Para Transit Systems will be addressed as follows:

- the city will receive feedback in written format through letter correspondence or e-mail
- feedback dealing with a complaints or a request for information will result in City staff investigating the issue and responding in written format within seven business days
- additional time may be required if the written response is required in an accessible format, however a verbal response will be provided within the seven business days.
- At year end the feedback and responses will be reviewed and a synopsis will be created for discussion at the annual transit public meeting.
- copies of all customer feedback and the responses will be kept in City files for the mandatory 7 year file retention period.

Section 41(2) pertains to holding one annual public meeting to review the 5 year Transit Accessibility Report.

Section 42(1a) & (1b) pertain to identify a process for estimating the demand for Para Transit services and developing steps to reduce wait times for the service. It has been determined that methods for reviewing service will include tracking the number of official complaints received by the City regarding the lack of available service, tracking the annual number of un-accommodated trip requests, tracking the annual number of same day service. This information will be compared year-over-year beginning with the 2011 statistics to determine trends that indicate changes are required to the system. The information will also be compared to the provincial averages of similar size municipalities.

During 2010 there were 46 Para Transit systems operating in Ontario municipalities with populations of less than 50,000 (of which Brockville is one) and a total of 1,528 request for rides which could not be accommodated on the dates requested by these systems. Although the 2011 statistics for other systems are not yet available, during 2011 in Brockville there were 87 requests for rides that could not be accommodated while at the same time there were 242 rides that were same-day service (ride provided on the same day they booked). During 2011 the City received 4 complaints about the Para Transit System of which 1 dealt with the length of time the passenger had to wait to be picked up for an unscheduled return trip which was within the permitted 30 minute window. The other 3 complaints pertained to un-accommodated trip requests. Based on the 2011 statistics, staff conclude that the system does not require any modifications at this time.

Schedule A

2011 Para Transit Statistics

Registered Passengers Rides		Total Passengers Rides	Medical Escorts Rides	Total Rides Passengers & Escorts
wheel chair	ambulatory			
5,946	6,661	12,607	1,470	14,077

Same-day service	Unscheduled return trips	Reservations	Permanent bookings	Escorts	Total
242	1,765	3,244	7,356	1,470	14,077
1.72%	12.54%	23.04%	52.26%	10.44%	100.00%

Unaccommodated rides on the date requested	Cancelations of booked trips	No Shows - where bus was dispatched but the passenger did not meet the bus
87	1679	133

Schedule B

Part IV - Transportation Standards: Conventional and Specialized Providers - General Requirements

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
34	<i>Availability of Information</i>								
	1	Make information regarding accessibility equipment and features upon request available to the public		X					2011
	2	Provide this information in accessible format upon request		X					2011
35	<i>Non-functioning accessibility equipment</i>								
	1	Take reasonable steps to accommodate passengers with disabilities and effect repairs as soon as possible	X						2011
36	<i>Accessibility training</i>								
	1	Conduct employee and volunteer accessibility training regarding:							
	2a	The safe use of accessibility equipment and features				X			2011
	2b	Acceptable modifications to procedures in situations where a temporary barriers exist or accessibility equipment on the vehicle fails				X			2011
	2c	Emergency preparedness and response procedures that provide for the safety of persons with disabilities				X			2011
	3	Keep a record of training provided				X			2011

Section	Sub	Short Description	Legislative Compliance Date					Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	
37	Emergency preparedness and response policies							
	1a	Establish, implement, maintain and document emergency preparedness and response policies		X				2011
	1b	Make those documents available upon request to the public		X				2011
	2	Make the documents available upon request in accessible formats		X				2011
38	Fares - support persons							
		No fare to be charged for attendant		X				2006
		Passengers responsibility to demonstrate need		X				2006
39	Transition existing contracts							
		Existing vehicles purchased prior to July 1, 2011 to be honored						2011
40	Transition existing vehicles							
	1	No vehicle retrofit required						N/A
	2	Retrofit required if vehicle is refurbished						N/A
	3	Vehicle exempt if structural integrity would be affected						N/A
41	Accessibility plans - conventional transportation services							
	1	Identify the process for managing, evaluating and taking action on customer feedback			X			2012
	2	Hold at least one annual public meeting to review accessibility plan			X			January 2013
	3	Applies to conventional and specialized transit			X			2012

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
42	Accessibility plans - specialized transportation services								
	1a	Accessibility plans shall identify the process for estimating the demand for specialized transportation services			X				2012
	1b	Plan shall develop steps to reduce wait times for specialized transportation services			X				2012
43	Accessibility plans conventional and specialized transportation services								
	1	Plans shall describe their procedure for dealing with accessibility equipment failures			X				2011
44	General responsibilities								
	1a	Deploy lifting devices, ramps or portable bridge plates upon request		X					2011
	1b	Ensure that adequate time is provided to persons with disabilities to safely board, be secured and egress		X					2011
	1c	Assist with safe and careful storage of mobility aids		X					2011
	1d	Allow a person with a disability to travel with the medical aid		X					2011
	2	Make information upon request available in accessible formats		X					2011
45	Alternative accessible method of transportation								
	1	Provide accessible alternative if no specialized service			N/A				N/A

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
46	Fares								
	1	Cannot charge higher fare on conventional services	X						2006
	2	Make alternative fares available if no specialized service			N/A				N/A
47	Transit stops								
	1	Ensure passengers can board and exit at safe locations if the stop is not accessible		X					2011
	2	Consider accessibility needs and location		X					2011
	3	Drivers report transit stop issues promptly		X					2011
48	Storage of mobility aids								
	1	Ensure mobility aids are stored in passenger compartment	N/A						N/A
	2	Storage in baggage compartment of same vehicle if subsection 1 is not possible	N/A						N/A
	3	Safe and secure return to passenger	N/A						N/A
	4	No fee for transporting aid	N/A						N/A
49	Courtesy seating								
	1	Provide clearly marked courtesy seating		X					2012
	2	As close as possible to the front door		X					2012
	3	Signed with vacate policy		X					2012
	4	Develop communication plan		X					2012

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
50	Service disruptions								
	1	Where advanced information available							2011
	1a	Make alternative arrangements for travel			X				2011
	1b	Ensure proper communication			X				2011
51	Pre-boarding announcements								
	1	Provide verbal pre-boarding announcements on request	X						2010
	2	Provide electronic pre-boarding announcements						X	
52	Onboard announcements								
	1	Ensure audible verbal onboard announcements	X						2010
	2a	Provide audible electronic announcements						X	
	2b	Provide visual electronic announcements						X	
53	Requirements -space grab bars etc.								
	1	Provide grab bars on vehicles built after January 2013 or purchased after July 2011	X		X				2011
	1a	In a fare area	X		X				2011
		At mobility positions	X		X				2011
		At courtesy seating	X		X				2011
		Onsides of entrance and exits	X		X				2011
	2	Doorway grab bars accessible from ground level	X		X				2011
	3	Various technical requirements	X		X				2011
54	Floors and carpeted surfaces								
	1	Ensure all vehicles built after January 2013 or purchased after July 2011 have	X		X				2011

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
	1a	Nonglare, slip resistant floors	X		X				2011
	1b	Any carpeted surfaces firm, low pile and secure	X		X				2011
55	<i>Allocated mobility aid spaces</i>								
	1	Ensure all vehicles built after January 2013 or purchased after July 2011	X		X				2011
	1a	Two or more mobility aid spaces (1222 mm X 685 mm)	X		X				2011
	1b	Are equipped with securement devices	X		X				2011
56	<i>Stop requests and emergency response controls</i>								
	1	Ensure all vehicles built after January 2013 or purchased after July 2011 have accessible stop requests and emergency response controls	X		X				2011
	2	Meeting various technical standards	X		X				2011
57	<i>Lighting features</i>								
	1	Vehicles built after January 2013 or purchased after July 2011 are equipped with lights above or beside each door	X		X				2011
	2a	Lights must illuminate ground surface when door is open	X		X				2011
	2b	Be shielded to protect eyes of entering and exiting passengers	X		X				2011
58	<i>Signage</i>								
	1	Ensure all vehicles built after January 2013 or purchased after July 2011 display route or direction or destination tab down	X		X				2011

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
	2a	Visible at boarding point	X		X				2011
	2b	Consistently located	X		X				2011
	2c	Have glare free surface	X		X				2011
	2d	Avoid glare	X		X				2011
	3a	Consistently shaped, colored and located	X		X				2011
	3bi	High contrast text	X		X				2011
	3bii	Appearance of solid characters	X		X				2011
59	<i>Lifting devices etc.</i>								
		Ensure that all vehicles built after January 2013 or purchased after July 1, 2011 are equipped with lifting devices, ramps or bridges	X		X				2011
	1a	Bottom-edge high contrast color strip	X		X				2011
	1b	Slip resistant surface	X		X				2011
	1c	Raised edges to prevent mobility aid from slipping off	X		X				2011
60	<i>Steps</i>								
	1	High contrast color strip on edge of each step			X				2011
	2	Slip resistant and non-glare surface			X				2011
	3	Uniform closed risers and treads			X				2011
61	<i>Indicators and alarms</i>								
	1	Ensure all vehicles built after January 2013 and purchased after July 2011 are equipped with lifting device or ramp with visual warning lamp and audible alarm on exterior	X		X				2011

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
	2	Must function with ramp, kneeling or lifting device in motion	X		X				2011
	3	Not required for manual operation	X		X				2011
62	Accessibility, railcars								
	1	At least one accessible car per train	N/A						N/A
	2	Ensure one accessible washroom if washrooms are provided			N/A				N/A
63	Categories of eligibility								
	1	Specialized providers shall have three categories of eligibility							
		Unconditional eligibility (disability prevents use of conventional transit services)						X	1989
		Temporary eligibility (temporary disability preventing use of conventional transit services)						X	1989
		Conditional eligibility (disability where environmental or physical barriers limit ability to consistently use conventional transportation services)						X	2012
	3	May deny request for specialized services to persons with temporary or conditional eligibility if conventional services is accessible and that person has the ability to use it						X	2012
64	Eligibility application process								
	1	Application shall have temporary eligibility after 14 days until a decision is made				X			2012

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
	2	No fee charged to persons with disabilities who apply or who are considered eligible				X			1989
	3	Allow reassessment of persons with temporary eligibility class registrants at reasonable intervals				X			1989
	4	Make available all eligibility applications and decisions information on request in accessible formats				X			2011
	5	Establish an independent appeal process to review decisions				X			2012
	6	Applicant granted temporary eligibility after 30 days				X			2012
	8	Have policies respecting collection, use and disclosure of personal information				X			2000
65	<i>Emergency or compassionate grounds</i>								
	1	Develop procedure respecting provision of temporary specialized services earlier than 14 calendar days on emergency or compassionate rounds				X			2012
	2	Determine how persons apply for service required on emergency or compassionate grounds				X			2012
66	<i>Fare parity</i>								
	1	Where conventional and specialized services are provided by separate providers in the same jurisdiction, the specialized service provider shall not charge more than the highest fare charged			N/A				N/A

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
		for conventional services							
	3	Ensure fare parity between conventional and specialized services when they are provided by the same provider			X				2006
	5	Ensure the same fare structure is applied to conventional and specialized services			X				2008
	6	Ensure the same fare payment options are available for the transportation services; alternative options shall be made available to persons with disability who cannot use a fare payment option due to their disability			X				2008
67	Visitors								
	1a	Make special services available to visitors			X				2006
	b(i)	Considered as eligible visitors who provide confirmation that they are eligible for specialized services in their own jurisdiction			X				2006
	b(ii)	Consider as eligible visitors who meet the eligibility requirements of specialized services provider			X				2006
	2	Develop criteria to determine who falls in the category of visitor			X				2006
	4	Develop policies respecting collection, use and disclosure of personal information collected for purposes of determining eligibility under this section			X				2000
68	Origin to destination services								

Section	Sub	Short Description	Legislative Compliance Date					Date Implemented by Brockville	
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015		Jan 2017
	1	Provide origin to destination services with in the area, taking into account abilities of passengers and accommodating their abilities	X						1989
	2	Origin to destination services may include services on any accessible conventional service	X						2008
69	Coordinated services								
	1	Where specialized services are provided in adjacent municipalities with contiguous urban areas, providers shall facilitate connection between services			X				N/A
	2	If 69 (1) applies, determine accessible stops and drop off location in the contiguous urban areas it in the specialized services							N/A
70	Hours of service								
	1	Ensure a minimum of the same hours and days of service as anyone of the conventional service providers where conventional and specialized services are provided by separate providers in the same jurisdiction						N/A	N/A
	2	Ensure a minimum of the same hours and days of service as the conventional service where conventional and specialized services are provided by the same provider			X				2005
71	Booking								
	1	Were specialized services requires reservations							

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
	a	Provide same day service to the extent that it is available				X			2000
	b	Where same day service is not available, except booking requests up to three hours before end of service. On the day before intended day of travel				X			1989
	2	If 71 (1) applies, provide accessible means to accept reservations				X			
72	Trip restrictions								
	1	Not limit the availability of specialized services to persons with disabilities by							2012
	a	Restricting the number of individual trip requests				X			2012
	b	Implementing any policy or practice that unreasonably limits availability of specialized services				X			2012
73	Service delays								
	1	Were specialized services require reservations, provide information to the passengers about the duration of the service delays to affect that passengers by a method agreed to by the provider and the passenger			X				2012
	2	For the purposes of section 73, a service delay is a delay of 30 min. or more after the scheduled pickup time			X				2012
	3	Section 73 does not apply to delays in service that arise during the trip			X				2012

Section	Sub	Short Description	Legislative Compliance Date						Date Implemented by Brockville
			July 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015	Jan 2017	
74	<i>Companions and children</i>								
	1	Allow companions to travel with persons with disabilities if space is available and it will not result in the denial of service to other persons with disabilities		X					2000
	2	Allow dependents to travel with a person with a disability who is a parent or a guardian of the dependent if appropriate child restraint securement systems and equipment are, if required, available		X					2012

Schedule C

AODA Integrated Regulation 191-11

Transit Compliance Requirements Listed in the Conventional and Para Transit Driver Operating Manuals

The Numerical Numbers correspond with the section in the Transportation Standards of the Integrated Regulation 191-11.

The Description corresponds with the wording in the Conventional and Para Transit Drivers Operating Manuals.

**35 & 43 What must I do prior to leaving the Transit Bay for the AM Shift?
Conventional & Para Systems**

You are required to complete the “circle report” inspection (as trained). This includes: checking exterior of the bus for operating headlights, turn signals, clearance lights, and stop lights, condition of wipers, mirrors, tires and wheels as well as checking for body damage. You must also listen for any air leaks. You must also check the interior of the bus for working dome lights, stop bell and cord, dash lights, horn, defrosters and heaters, destination signs, seat operation, operation of all doors, wipers, washers, signal foot switches, ensure the fare box is working properly. Also check for condition of passenger seats, floor and handrails. Ensure full interior lighting is on in the bus. You are to ensure that all equipment is in proper working order including the wheelchair ramp. You are responsible for obtaining and carrying all supplies and documentation including license, ownership and a copy of the Accident/ Incident report on your bus.

If the accessibility equipment on a bus is not functioning, the bus must be taken out of service and the spare bus put into service. Inform Maintenance.

**35 & 43 What do I do if my bus is not operating properly or breaks down?
Conventional & Para Systems**

In the event of a mechanical problem or breakdown, notify Maintenance staff for instructions.

**44 (1b) Service Stops
Conventional & Para Systems**

Passengers getting onto the bus must be clear of the front doors; some passengers may require assistance getting on or off the bus, including

assistance to the curb. These include the elderly, passengers with disabilities and passengers with small children.

47 Passenger Pick up/Drop-Off and Seating on the Bus Conventional System

Passengers should only be picked up and dropped off at designated bus stops. However, if a bus stop for some reason is not accessible the driver is to pick up/drop off the passenger at the nearest safe available location and the safe location is along the same transit route. Drivers must take into account persons with disabilities and ensure that they are able to board or debark safely. In determining where a safe location may be situated for persons with disabilities the driver shall give consideration to the preferences of the person with a disability.

The driver is to then notify the Senior Driver/Supervisor where a transit stop is temporarily inaccessible or where a temporary barrier exists.

49 & 44 (1d) Priority Seating Conventional System

Each bus has seats designated as PRIORITY SEATING for persons with disabilities and seats designated as COURTESY SEATING for the frail & elderly, pregnant mothers and parents with small children. Passengers on the bus should seat themselves accordingly. In addition to this, medical escorts accompanying persons with disabilities should be seated immediately beside the person they are escorting.

43 & 44 (1a) & 44 (1c) Lift/Ramp Conventional System

The lift/ramp is to be used for passengers with a visible disability that cannot enter/exit the bus by using the stairs. This includes passengers that use a wheelchair, scooter or are walking. Passengers requesting the use of the lift/ramp are to be accommodated without question as they may have an invisible disability. Ensure that adequate time is provided to persons with disabilities to safely board, be secured and debark the vehicles and that assistance be provided, upon request, for these activities. Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities.

Wheelchairs and scooters MUST BE secured by the restraint system to the vehicle floor. The seatbelt of passengers wheelchairs do not provide adequate protections and passengers MUST have the lap and shoulder belt portions of the restraint system connected. Passengers must not sit

on scooters during transport and must transfer themselves to and from the vehicle seat.

In the event that when the bus pulls in to a stop to pick up a disabled passenger and the accessibility equipment will not operate, the driver must not leave the passengers stranded at that location. The driver should notify Operations Dispatch, or if after hours the Fire Department, requesting that they notify the Para Transit Contractor and request that the Para Transit contractor arranges to pick up the disabled person at this location and deliver them to their intended destination.

43 & 44 (1a) & 44 (1c) Lift/Ramp Para System

Service for every passenger is provided from accessible exterior building entrance to accessible exterior holding entrance. The lift/ramp is to be used for passengers with a disability that cannot enter/exit the bus by using the stairs. This includes passengers that use a wheelchair, scooter or are walking. Ensure that adequate time is provided to persons with disabilities to safely board, be secured and debark transportation vehicles and that assistance be provided, upon request, for these activities. Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities.

Wheelchairs and scooters **MUST BE** secured by the restraint system to the vehicle floor. The seatbelt of passengers wheelchairs do not provide adequate protections and passengers **MUST** have the lap and shoulder belt portion of the restraint system connected.

In the event that when the bus pulls in to a stop to pick up a disabled passenger and the accessibility equipment will not operate, the driver must not leave the passengers stranded at that location. The driver should notify Dispatch to arrange an alternate bus/vehicle to pick up the disabled person at this location and deliver them to their intended destination.

51(1) & 52(1) Verbal Pre-Boarding and Stop Announcement Conventional System

Drivers must on request of a passenger, verbally announce the bus the route, direction, destination or next major stop prior to the passenger entering the bus.

Drivers must make verbal announcements in a clear manner at a volume which is discernible to the passengers all destination points or available route stops on the bus while the vehicle is on route or while the vehicle is being operated.

**44 (1c) Assisting Passengers with Walkers
Conventional Systems**

If requested, drivers are to assist passengers requiring assistance to load/unload and/or secure their walker on the bus. If drivers have a concern over their personal health and safety by carrying the walker up and down the stairs, then the wheelchair lift should be utilized.

**36 & 37 Emergency
Conventional & Para Systems**

In case of an emergency and you need to immediately remove a wheelchair passenger from the bus and do not have time to undo the restraint system, a lap/shoulder cutting blade is on the sun visor in front of the driver's seat. Do not remove from this position.

**36 & 37 What do I do if there is a fire on the bus?
Conventional & Para Systems**

1. Evacuate all passengers from the bus by calmly informing them to leave the bus. Direct passengers to a safe distance – insist they remain clear of the bus.
2. At the same time use the lift to remove any disabled passengers. Once clear of the bus do not return to the bus to put up the lift.
3. If possible notify Public Works Dispatch and/or the Fire Department Dispatch of the fire.
4. Each bus is equipped with a fire extinguisher. If it is safe to do so, use the fire extinguisher to put out the fire but **under no circumstance should you put yourself in jeopardy. Remember SAFETY is a priority.**
5. During your post-trip inspection of the bus, fill out the defect card advising the garage staff that a charged fire extinguisher is required before the bus is used again.
6. You must also complete an **Incident Report** at the end of your shift and provide it to the Senior Driver.

**36 & 37 What do I do if a passenger gets injured or is ill while riding on my bus?
Conventional & Para Transit Systems**

Any accident/illness, regardless of extent must be reported. The following is the procedure for handling sick/injured passengers:

1. The driver should immediately stop the bus and go to assist the passenger. Find out how serious the situation is.

- a) If the injury is serious **DO NOT** attempt to move the person or provide first aid;
 - b) Radio Public Works Dispatch and/or the Fire Department Dispatch and request a **911** call
 - c) If possible obtain the passenger's personal information – name and address along with names and addresses of any witnesses;
 - d) Notify Public Works Dispatch and/or the Fire Department Dispatch as soon as Emergency Personnel arrive on the scene to evacuate the passenger. Obtain names, address and phone numbers of any witness. At this time ask for instructions regarding the continuation of the run;
 - e) Submit the appropriate incident /accident report or **PRIOR TO THE DRIVER LEAVING FOR THE DAY and handed in to or left for the Senior Driver**
2. Even if a passenger claims their illness or injury is not serious you must make every possible effort to get their name and address along with any witness' name and address. The Driver must complete the appropriate incident/accident form.

GENERAL: Slips or falls when boarding, on board or exiting the bus are considered serious. Notify the Senior Driver/Supervisor; check the condition of the steps. Note the condition of the passenger, the footwear they are wearing at the time of the incident, if they were carrying parcels, were they holding the handrail, etc.

Complete the **Incident Report** form **PRIOR TO THE DRIVER LEAVING FOR THE DAY and handed in to or left for the Senior Driver**

36 & 37

What do I do if I receive a bomb threat? Conventional & Para Transit Systems

While a large number of bomb threats are unfounded, any threat will be treated seriously and considered real until proven otherwise. **DO NOT USE THE BUS RADIO AT ANY TIME TO CONTACT DISPATCH.** The activation of the radio could trigger the bomb. Should a device or suspected device be discovered, **DO NOT TOUCH OR MOVE** the object. You should follow these procedures:

1. Pull the bus to the curb leaving the door and windows open. Engage parking brake and turn on hazard lights.

2. Calmly advise passengers to gather their belongings and to leave the bus. Direct passengers to what you feel is a safe distance away from the bus – insist they remain clear of the bus.
3. At the same time use the lift to remove any disabled passengers. Once clear of the bus do not return to the bus to put up the lift.
4. Once the bus is secure, contact Public Works Dispatch and/or the Fire Department Dispatch and advise them of the situation.
5. **STAY CALM** – do not alarm the passengers.
6. Dispatch will inform the proper officials and send staff to assist.
7. **Under no circumstance should you put yourself in jeopardy. Remember SAFETY is a priority.**

38 Driver Fare Collection Responsibilities Conventional System

Upon boarding, passengers are required to deposit the exact fare (cash, ticket or pass). Drivers are not allowed to handle the fare. The only exception to this is if the driver is assisting a person with a disability place their fare in the fare box because the person with the disability cannot place the fare in the box themselves. Drivers are not required to make change for those passengers who do not have the exact fare. Para Transit tickets and passes are not eligible to be used on the Conventional Transit system. It is the driver's responsibility to visually inspect all fares for eligibility. Medical escorts ride for free.

Passengers using Monthly passes may be required to show proper identification at the driver's request if the Driver thinks that someone other than the pass holder is using the pass.

Up to 2 dependent children under the age of six ride for free if accompanying a paying passenger.

38 Driver Fare Collection Responsibilities Para Transit

Upon boarding, passengers are required to provide the driver the exact fare (cash, ticket or pass). In order to assist passengers Drivers are allowed to handle the fare and place it into the collection container. Drivers are not required to make change for those passengers who do not have the exact fare. Conventional Transit tickets and passes are not eligible to be used on the Para Transit system. It is the driver's responsibility to visually inspect all fares for eligibility. Medical escorts ride for free.

Passengers using Monthly passes may be required to show proper identification at the driver's request if the Driver thinks that someone other than the pass holder is using the pass.

Social Companions are eligible to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities. Social Companions are required to pay the appropriate fare.

Dependent children are eligible to travel with persons with disabilities who is the parent or guardian of the dependant if appropriate child restraint systems and equipment are, if required, available. Up to 2 dependent children under the age of six ride for free if accompanying a paying passenger with a disability.

Schedule D



**PARA TRANSIT
APPLICATION FORM
(September 14, 2012 Version)**

Please complete and return to:

City of Brockville
1 King Street West
P.O. Box 5000
Brockville, Ontario
K6V 7A5

Valerie Harvey, Supervisor of Transportation Services
Fax # 613-342-5035
vharvey@brockville.com

A. Eligibility Guideline

Para Transit services are intended for persons with disabilities that prevent them from using the Conventional Transit System.

B. Personal Information (section B to be filled out by the applicant)

Applicant's Name: _____

Address: _____

Apt. #/Suite/Unit: _____ City: _____

Postal Code: _____

Telephone # Home: _____ Business: _____

Applicant's emergency contact information:

Name: _____ Telephone #: _____

Applicant's Signature: _____ Date: _____

C. Medical Information (section C to be filed out by the attending physician, physiotherapist, chiropractor or occupational therapist)

The City requests that the person completing this form considers the applicant's mobility and cognitive skills when responding to each question. The number of passengers utilizing Para Transit has increased substantially and in order to maintain the quality of service that our community currently receives, it is imperative that only those in need of this service be authorized to use it.

C 1. Is the applicant physically able to climb and/or descend stairs?

Yes No

C 2. Is the applicant physically able to walk a distance of 175 metres?

Yes No

C 3. Does the applicant have the cognitive ability to use Conventional Transit alone?

Yes No

C 4. Does the applicant have the cognitive ability to use Para Transit alone?

Yes No

C 5. Does the applicant require a medical escort to accompany him/her on the Para Transit vehicle? A medical escort is a person required to assist the applicant for mobility or cognitive reasons as the applicant cannot ride on the vehicle alone or function without assistance. Social companions are eligible to travel with approved passengers if space is available and will not result in the denial of service to other persons with disabilities. Social companions are required to pay the appropriate fare.

Yes No

C 6. Describe the applicant's disability, its severity and its impact on the applicant's mobility:

C 7. Does the applicant use mobility aids? Yes No

If yes please identify: Wheelchair Scooter Walker

Cane(s) Crutches Leg Braces Service Dog Other

C 8. For what time period will the applicant require Para Transit services?

Permanent

Temporary ♦ If temporary, please indicate the length of time:

Start Date: _____ End Date: _____

Conditional ♦ This is when environmental or physical barriers limit the applicant’s ability to consistently use the Conventional Transit system.

I hereby certify that the applicant meets the Para Transit eligibility criteria by answering “no” to question # 1 or # 2 or # 3.

(Please print clearly and complete every section)

Name: _____

Address: _____

* Personal information contained in this form is collected pursuant to the “Municipal Transit Manual for Specialized Services” issued by the Ministry of Transportation. It will only be used for the purpose of processing this application and will be stored accordingly. All personal information is protected under the Municipal Freedom of Information and Protection Act 1989.



BROCKVILLE PARA TRANSIT

September 14, 2012 version

Our service is available to residents residing in the City that have mobility or cognitive disabilities that prevent them from using the Conventional Transit System. Service is provided within the municipal boundary and to St. Lawrence Lodge and Sherwood Park Manor. Only registered passengers may use the system.

Application Process

Only registered passengers are eligible to use the Para Transit System. For an application form call the City of Brockville at 613-342-8772, extension 8225 Monday-Friday 7:30 a.m. to 4 p.m. or go to the city web site at www.brockville.city.on.ca

Applicants who are approved to use the system will be classified as permanent, temporary (specific time frame) or conditional (environmental or physical barriers prevent the use of the Conventional Transit system).

At any time passengers with temporary or conditional classifications may submit updated application forms for review to be approved as a permanent classification.

Applications that are complete will be processed within 14 days of receipt and if not processed within that time frame the applicant will be provided temporary service for up to 30 days. If a resident requires access to the system for emergency or compassionate reasons they should contact City staff directly who will determine their eligibility to immediately use the system based on their situation. If any application is not approved, the applicant can request a review of the decision by an independent review panel comprised of the Director of Operations and the Chair of the Brockville Municipal Accessibility Advisory Committee.

How to Use the Service

1. To book rides contact the dispatcher during the hours of operation at 613-345-PARA (7272).

Monday to Friday: 6:45 a.m. to 6:15 p.m.
Saturday: 8:45 a.m. to 6:15 p.m.

2. Bookings are not limited and are based on a first-come, first-serve basis based on available vehicles and times. Passengers are encouraged to book their trips as soon as possible.
3. Based on availability, trips must be booked a minimum of 24 hours in advance. Same day service will be provided based on availability.
4. To cancel rides phone the dispatcher at 613-345-PARA (7272).

Cost of Service per One Way Trip

Cash Fare:	\$ 2.25
Book of 10 tickets:	\$17.00
40-ride Pass:	\$62.00
Monthly Pass:	\$62.00
Rosedale Residents:	\$14.00 cash only
Medical Escort	no charge

Tickets/passes are sold on the Para Transit bus. Drivers will not make change. Please have exact fare.

A medical escort is a person required to assist the passenger for medical reasons. The requirement for the medical escort is identified at the time that the passenger is approved to use the Para Transit System. A medical escort is not a social companion.

Social Companions are eligible to travel with passengers if space is available and will not result in the denial of service to other persons with disabilities. Social Companions are required to pay the appropriate fare.

Hours of Service

Monday to Friday: 6:45 a.m. to 6:15 p.m.
Saturday: 8:45 a.m. to 6:15 p.m.

NO service on Sundays or statutory holidays.

Accessible transportation services can also be arranged privately with Synfast Corporation at 613-345-7272. The subsidized City fare does not apply.

Policy

1. Service is provided from accessible exterior building entrance to accessible exterior building entrance. Passengers requiring assistance beyond the doorway must make their own appropriate arrangements.
2. Passengers requiring a medical escort must have the escort accompany them on the vehicle. Service without an escort will be denied.
3. Dependents are permitted to travel with a registered passenger who is a parent or a guardian of the dependent if the appropriate child restraint securement systems and equipment that are required are supplied by the passenger and can be accommodated in the Para Transit vehicle.
4. Children under 7 years of age require an escort to accompany them at all times on the bus.
5. Based on scheduled trips, passengers could be picked up anytime up to 30 minutes past their scheduled pick up time. If a delay of more than 30 minutes is known in advance the passenger will be notified, however this does not apply to delays in service that occur during the trip or for unscheduled return trips.
6. Passengers are to be ready and at the door when the bus arrives.

7. Passengers could be traveling on the bus up to 30 minutes per one way trip.
8. The seatbelt on passenger wheelchairs do not provide adequate protection and passengers must have the shoulder and lap belt portion of the wheelchair restraint system connected.
9. Passengers using scooters must transfer off of the scooter onto the bus seat.
10. It is the responsibility of the passenger to carry his or her own parcels and/or to cooperate if the driver is assisting them.
11. Fees still apply for failure to cancel or not show up for a booked trip. Repeat offenders could be suspended from service.
12. Service is available to persons with disabilities that are visiting the City, provided they can provide verification that they are registered passengers with the Para Transit system in the community that they live in.
13. Due to safety issues Broda and Geri chairs are not permitted on the bus.
14. Due to safety issues if the brakes on wheelchairs/walkers or other safety features are not working properly they will not be permitted on the bus until repairs have been completed.
15. The Para transit platform lift measures 33" X 54" so wheelchairs/scooters that do not fit within these dimensions will not be permitted on the bus.
16. Due to the Para transit platform lift specifications if the combined weight of the passenger and wheelchair/scooter exceed 600 pounds they will not be permitted on the bus.

For more information contact:

The City of Brockville at 613-342-8772 extension 8225

or

The Para Transit Contractor at 613-345-PARA (7272)