



City of
Peterborough

To: Members of the Committee of the Whole

From: Sandra Clancy, Director of Corporate Services

Meeting Date: September 26, 2016

Subject: Report CP16-001
Status Report on the 2012 to 2016 Accessibility Plan

Purpose

A report to present the Status Report regarding the City of Peterborough's 2012 to 2016 Accessibility Plan.

Recommendation

That Council approves the recommendation outlined in Report CP16-001 dated September 26, 2016, of the Director of Corporate Services, as follows:

That the Status Report regarding the City's 2012 to 2016 Accessibility Plan, as set out in Appendix A to Report CP16-001, be approved.

Budget and Financial Implications

There is no budget or financial implication associated with the recommendation.

Background

In January 2013, the City of Peterborough published the 2012 to 2016 Accessibility Plan. The plan outlines the City's strategy to prevent and remove barriers to accessibility. It is a five year road map to help Peterborough become accessible by 2025, contributing to the AODA goal of an accessible Ontario.

The purpose of the Status Report is to provide an update to the public on the 2014 and 2015 progress towards meeting the goals of the City's five year Accessibility Plan.

The previous 2013 status report described two main areas of success: compliance with the AODA and improvements on thinking about accessibility at the start of every process. In 2014 and 2015, the City maintained its compliance obligations and further developed accessibility by thinking-researching-consulting. The City is still working towards removing existing barriers and is now researching and consulting on new projects to prevent new barriers.

The report includes a section on notable 2014 and 2015 accomplishments. Highlights include:

- Provided various accessible voting options in the 2014 municipal election;
- Developed duty to accommodate policy template for City affiliated housing providers;
- Provided website accessibility prior to AODA compliance deadline;
- Provided live-streaming videos for Council meetings;
- Purchased six new conventional buses, increasing accessible fleet to 88%;
- Beavermead Campground: added four accessible sites;
- Increased number of accessible pedestrian signals from 5 locations to 15 locations;
- Implemented installation of tactile attention indicators for all sidewalk projects;
- Planned for accessibility as part of the Peterborough Public Library renovation and addition project, and
- Provided site specific accessibility recommendations for 15 site plan applications.

Submitted by,

Sandra Clancy
Director of Corporate Services

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Attachments:

Appendix A: Status Report on the City's 2012 to 2016 Accessibility Plan

City of Peterborough

Accessibility Status Report

2014 + 2015

An update on the progress towards meeting the
goals of the City's 2012 to 2016 Accessibility Plan

September 26, 2016

**Accessible formats or communication supports
for this document are available upon request.**

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Peterborough is transforming into an **accessible** city.

We are thinking-researching-consulting about accessibility at the start of every process. Existing barriers are being removed and we are preventing new ones.

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A Message from the Accessibility Compliance Coordinator

In 2015, Ontario celebrated the 10th anniversary of the Accessibility for Ontarians with Disabilities Act (AODA). This landmark law has made Ontario a leader in accessibility. Year 2015 also marked the half-way point on our province's journey towards the goal of creating an accessible Ontario for people with disabilities by the year 2025.

Peterborough has made great progress to be more accessible and this is something the City can be proud of. The 2012 to 2016 Accessibility Plan highlighted a five year accessibility work plan with many ambitious goals. Our approach to accessibility planning has effectively identified, removed and prevented barriers.

Accessibility is built into many of our key processes and strategies. This includes budget planning, purchasing of goods and services, facility projects, policy development and strategic planning.

The City is thinking-researching-consulting about accessibility at the start of every process. Existing barriers are being removed and we are preventing new ones.

Everyone is likely to be affected by a disability at some point in their lives. It may be a direct personal experience or an indirect experience through family, friends or coworkers. Accessibility helps everyone. It strengthens our society, our economy and our quality of life. Most important, an accessible Peterborough will demonstrate our shared commitment to each other and reinforce the values of decency, fairness and respect for individual dignity.

With the help of committed staff, thoughtful input from our Accessibility Advisory Committee and support from the community, the City will continue to make accessibility a part of the way it does business every day.



Mark Buffone

Accessibility Compliance Coordinator
City of Peterborough

Introduction to this Status Report

In January 2013, the City of Peterborough published the 2012 to 2016 Accessibility Plan. The plan outlines the City's strategy to prevent and remove barriers to accessibility. It is a five year road map to help Peterborough become accessible by 2025, contributing to the AODA goal of an accessible Ontario.

The purpose of this status report is to provide an update on the 2014 and 2015 progress towards meeting the goals of the City's five year Accessibility Plan. The previous 2013 status report described two main areas of success: compliance with the AODA and improvements on thinking about accessibility at the start of every process. In 2014 and 2015, the City maintained its compliance obligations, but moved from thinking about accessibility to thinking-researching-consulting about accessibility as a way to do business every day. The City is still working towards removing existing barriers and is now providing extensive thought on new projects to prevent new barriers.

The City is committed to demonstrate leadership for accessibility in the community. The goal is to provide inclusive goods, service, information, employment, transportation and public spaces for the diverse needs of all people.

**Access the City's accessibility plan, policies
and compliance reports at:**

City of Peterborough's Accessibility Plans, Policies, Reports
(www.peterborough.ca/Living/Accessibility_News/Plans__Policies__Reports.htm)

Overview of Accessibility Legislation

Three pieces of complementary legislation have a major impact on accessibility in Ontario: Ontario's Human Rights Code (HRC), Ontario's Building Code (OBC) and the Accessibility for Ontarians with Disabilities Act (AODA).

The HRC has primacy and sets out the legal duty to accommodate people with disabilities. The OBC sets minimum accessibility standards for buildings. The AODA came into force in 2005 and sets out a clear goal and timeframe to make Ontario accessible by 2025.

The AODA is no ordinary piece of legislation. It is an ambitious means to ensure the inclusion of people with disabilities. Ontario is the first jurisdiction in the world to enact specific legislation establishing a goal and time-frame for accessibility. Ontario is also the first jurisdiction to make accessibility reporting the law and has established standards so people living with disabilities can enjoy increased participation in their communities.

The following sections highlight notable accomplishments and the actions taken by the City of Peterborough to comply with the requirements of accessibility legislation.



The **AODA is the Accessibility
for Ontarians with Disabilities
Act, passed in 2005**

**This Act is meant to create accessibility for all
Ontarians with disabilities by January 1, 2025.**

2014 +
2015

Notable Accomplishments

Notable 2014 and 2015 Accomplishments

Accessibility is included as part of the planning process for many events and projects that are initiated every year. The work includes **thinking** about the fine details, **researching** best practices and **consulting** with the right people using an accessibility lens. The following list highlights important accomplishments that helped to identify, remove and prevent barriers to accessibility in the City of Peterborough.

Special Events

- Pan-Am Games Torch Relay: provided accessible route
- 10th Anniversary of the AODA Celebration: one of nine host cities selected by the AMCTO
- International Day for Persons with Disabilities celebration: accessibility success stories
- Peterborough Pulse 2015: the City's first open streets event in downtown Peterborough

Partnerships

- Peterborough Public Health: advised on renovations to new location on 185 King Street
- Peterborough Housing Corporation: advised on details of ramp at 526 McDonnell Street
- Ontario Building Officials Association (OBOA): workshop on accessibility changes to the OBC
- Peterborough Downtown Business Improvement Area (DBIA): planned an employer forum
- Sunshine Homes Non-Profit: advised on renovations to accessible units at 572 Crystal Drive
- Trent University: AODA compliance and resource sharing
- Fleming College: AODA compliance and resource sharing
- Ministry of Natural Resources & Forestry: AODA compliance and resource sharing
- Ontario Network of Accessibility Professionals: AODA compliance and resource sharing
- Epilepsy Toronto: adopted an "Epilepsy Simulator" course to train City staff

Visioning Plans

Integrated accessibility into the following plans:

- Vision 2025: strategic plan for recreation, parks, arena and culture
- Age-Friendly Peterborough: a plan to make Peterborough an age-friendly community
- Stewart Street Active Neighbourhood Canada: a plan for the neighbourhood's future

Customer Service

- Provided various accessible voting options in the 2014 municipal election
- Purchased a reclining waterproof wheel chair for the Peterborough Sport & Wellness Centre
- Installed a digital touch screen panel in City Hall elevator to help navigate offset floor levels
- Installed stairway evacuation chairs in various City facilities
- Created a detailed "Accessibility Standards for Customer Service" e-learning course
- Created a short refresher "Focus on the Person, Not the Disability" e-learning course
- Circulated "Guide to Accessible Festivals & Outdoor Events" to local organizations

Human Rights

- Developed duty to accommodate policy template for City affiliated housing providers
- Lobbied Canadian Standards Association (CSA) regarding elevator button size

Employment

- Performed ergonomic assessments and retrofitted workstations to be accessible
- Organized modified work duties for staff with temporary disabilities
- Delivered Mental Health 101 training to staff
- Updated Return to Work/Employment Accommodation procedure
- Strengthened the process on how unions are involved in employee accommodations

Information and Communications

- Provided accessible document workshops to key City staff
- Developed an accessible document video tutorial on how to use MS Word “styles” tool
- Created various fillable PDF forms for the Tax Office, Heritage Office and Holnbeck Award
- Reformatted the City’s Purchasing By-law to be accessible
- Formatted the Peterborough Sport & Wellness Centre program guides to be accessible
- Revised corporate memorandum and fax templates to be accessible
- Provided website accessibility training to key City staff
- Provided website accessibility prior to AODA compliance deadline
- Created a web page to list the City’s accessible washrooms, parking spaces and playgrounds
- Provided closed captions on the 2014 municipal election information videos
- Provided live-streaming videos for Council meetings
- Created an accessible web-based communications system for Waste Management
- Developed accessibility standards for the Electronic Sign by-law
- Installed accessible electronic signage at the Peterborough Memorial Centre
- Purchased accessible automatic banking machines for various City facilities

Peterborough Transit

- Installed 14 new accessible bus stops with concrete pads.
- Purchased six new conventional buses, increasing accessible fleet to 88%
- Implemented new booking system for the Handi-Van service
- Implemented audible pre-boarding announcements on the conventional vehicles
- Implemented the no fare for a support person program for Transit services

Parks and Playgrounds

- Trent University Sports Fields: new accessible parking, walkways, seating, waste bins
- Steve Terry Way & James Stevenson Park: new accessible parking, sidewalks, multi-use trail
- Beavermead Campground: added four accessible sites
- King Edward Park: new accessible washroom building and walkway to George Street
- Ashburnham Memorial Park playground: accessible play components, walkway, seating
- Walker Park playground: accessible play components, walkway, seating, ground surface

Streets, Sidewalks, Trails and Parking

- Updated City of Peterborough Engineering Design Standards to meet AODA
- Increased number of accessible pedestrian signals from 5 locations to 15 locations
- Adjusted the sound level of the locating tone for accessible pedestrian signals
- Implemented installation of tactile attention indicators for all sidewalk projects
- Installed 5.5 kms of new sidewalks along existing streets that did not have sidewalks
- Reconstructed 16.5 kms of existing sidewalks along existing streets that had sidewalks
- Installed 1.2 kms of new multi-use trail (Trans-Canada Trail from Lansdowne to Technology)
- Installed 2.2 kms of new multi-use trails beside streets (Parkway, Brealey and Riverside)
- Located waste/recycling bins so they can be accessed from sidewalk (Lansdowne, Chemong)
- Planned and constructed projects to suit all modes of travel, all ages, and all abilities:
 - ✓ Ashburnham Drive reconstruction (Maria to Lansdowne) - under construction
 - ✓ Brealey Drive reconstruction (Sir Sandford Fleming to Lansdowne) - completed
 - ✓ Parkhill Road West reconstruction (Wallis to Brealey) - under construction
 - ✓ Riverside Drive reconstruction (Monaghan to Cameron) - completed
 - ✓ Donegal Street reconstruction plan (McDonnell to Murray) - planning phase
 - ✓ Bethune Street reconstruction plan (Dublin to Townsend) - planning phase
 - ✓ George Street improvement plan (Sherbrooke to Perry) - planning phase
 - ✓ Otonabee River Trail extension plan around Little Lake - planning phase
 - ✓ McDonnell, George and Water Street cycling lane plan - planning phase
 - ✓ Nassau Mills Road multi-use trail (Pioneer to Faryon bridge) - completed

City Buildings

Planned and constructed projects to be compliant with Ontario's Building code and the AODA:

- Social Services interior renovations
- Art Gallery mechanical upgrades and interior alterations
- Art Gallery temporary space at 420 George Street
- King Street and Simcoe Street Parking Garage rehabilitation project
- Peterborough Transit Terminal interior renovations
- Peterborough Memorial Centre flooring upgrades
- Evinrude Centre flooring upgrades
- City Hall elevator upgrades
- City Hall second floor Doris room and men's washroom renovations
- City Hall second floor Legal Services renovations
- City Hall mechanical room renovations
- City Hall lower level Planning Services, washroom, shower and lunchroom renovations
- City Hall second floor Engineering Services renovations
- Delafosse Library mechanical room renovations
- Police Services mechanical upgrades
- Queen Alexandria Community Centre (Activity Haven) exterior ramp installation
- Peterborough Public Library renovation and addition plan

Site Plan Applications

Proposed developments within the City are subject to the Site Plan Control process. The City's Accessibility Advisory Committee and the Accessibility Office provide site specific accessibility recommendations for all applications. Projects reviewed were:

- 678 Neal Drive (Rolls Royce)
- 0 Chemong Road (Mason Homes, 85 Unit Condo)
- 741 George Street North (57 Unit residential complex)
- 2350 Woodglade Boulevard (French school)
- 900 Water Street (U-Haul)
- 475 George Street (former YMCA)
- 844 Rye Street (commercial buildings at Lansdowne Street and The Parkway)
- 1253 Lansdowne Street West (4 storey, 43 unit residential building)
- 1600 Sherbrooke Street West (3 storey, 29 unit residential building)
- 139 Douro Street (residential four-plex)
- 198 Edinburgh Street (3 storey, 28 unit residential building)
- 1600 West Bank Drive (Trent University, 3 storey student centre)
- 325 London Street (Hospice Peterborough, 3 storey building)
- 345 Aylmer Street (Peterborough Public Library)
- 1875 & 1913 Lansdowne Street West (2 commercial buildings)

The City of Peterborough is committed to demonstrate **leadership for accessibility in the community.**

Our goal is to meet the diverse needs of all people, and follow the principles of dignity, independence, integration and equal opportunity.

We will strive to achieve an inclusive environment for our facilities, goods, services, employment, information and transportation.

Statement of Commitment to Accessibility
City of Peterborough



Accessible bus stop on McDonnel Street at George Street North



Accessible picnic tables under the Hunter Street bridge

Integrated Accessibility Standards Regulation 191/11 (IASR)

The IASR is a very broad regulation. The requirements range from limiting the amount of flashing on a website to standardizing minimum lighting on conventional transit vehicles. It is the regulation that is having a major effect on making information, employment, transportation, public spaces and customer service accessible in Ontario.

Since there are so many requirements, this section of the status report starts off with a summary chart listing the IASR requirements that apply to the City and it details the compliance deadline and compliance status. The summary chart shows that over half of the IASR requirements had a compliance deadline of 2013 or earlier. The chart also includes customer service standards to reflect the current status of the IASR. On July 1, 2016, the Accessibility Standards for Customer Service regulation 429/07 was revoked and the customer service standards were moved to the IASR.

The summary chart is followed by a break down of the specific sections of the IASR that required action in 2014 and 2015 to meet compliance deadlines of January 1, 2014 and beyond. Each section that is broken down in detail will report on compliance status, list new action required and include a background narrative.

All IASR requirements not listed in the break down section fall in the category of having a compliance deadline of 2010 to 2013. The City complies with all of the 2010 to 2013 requirements and continues to maintain compliance.

IASR

Summary of Requirements

Summary of IASR requirements

IASR requirement that applies to the City	Deadline	Status
General Requirements		
IASR s03, Establishment of accessibility policies	2013-01-01	Compliant
IASR s04, Accessibility plans	2013-01-01	Compliant
IASR s05, Procuring/acquiring of goods, services or facilities	2013-01-01	Compliant
IASR s06, Self-service kiosks	2014-01-01	Compliant
IASR s07, Training	2014-01-01	Compliant
Information and Communication Standards		
IASR s11, Feedback	2014-01-01	Compliant
IASR s12, Accessible formats and communication supports	2015-01-01	Compliant
IASR s13, Emergency procedure, plans or public safety info	2012-01-01	Compliant
IASR s14, Accessible websites and web content (Level A)	2014-01-01	In Progress
IASR s14, Accessible websites and web content (Level AA)	2021-01-01	In Progress
IASR s19, Public Libraries	2013-01-01	Compliant
Employment Standards		
IASR s22, Recruitment, general	2014-01-01	Compliant
IASR s23, Recruitment, assessment and selection process	2014-01-01	Compliant
IASR s24, Notice to successful applicants	2014-01-01	Compliant
IASR s25, Informing employees of supports	2014-01-01	Compliant
IASR s26, Accessible formats and supports for employees	2014-01-01	In Progress
IASR s27, Workplace emergency response information	2012-01-01	Compliant
IASR s28, Documented individual accommodation plans	2014-01-01	In Progress
IASR s29, Return to work process	2014-01-01	Compliant
IASR s30, Performance management	2014-01-01	Compliant
IASR s31, Career development and advancement	2014-01-01	Compliant
IASR s32, Redeployment	2014-01-01	Compliant
Transportation Standards		
IASR s34, Availability of info on accessibility equipment, etc.	2012-01-01	Compliant
IASR s35, Non-functioning accessibility equipment	2011-07-01	Compliant
IASR s36, Accessibility training, transportation services	2014-01-01	Compliant
IASR s37, Emergency preparedness and response policies	2012-01-01	Compliant
IASR s38, Fares, support persons	2012-01-01	Compliant
IASR s39, Transition, existing contracts	2011-07-01	Compliant
IASR s40, Transition, existing vehicles	2011-07-01	Compliant
IASR s41, Accessibility plans, conventional transportation	2013-01-01	Compliant
IASR s42, Accessibility plans, specialized transportation	2013-01-01	Compliant
IASR s43, Accessibility plans, transportation services	2013-01-01	Compliant
IASR s44, General responsibilities	2012-01-01	Compliant
IASR s46, Fares	2011-07-01	Compliant
IASR s47, Transit stops	2012-01-01	Compliant
IASR s48, Storage of mobility aids, etc.	2012-01-01	Compliant
IASR s49, Priority Seating	2012-01-01	Compliant
IASR s50, Service disruptions	2013-07-01	Compliant
IASR s51, Pre-boarding announcements (verbal)	2012-07-01	Compliant

Summary of IASR requirements

IASR Requirement that applies to the City	Deadline	Status
IASR s51, Pre-boarding announcements (electronic)	2017-01-01	Compliant
IASR s52, On-board announcements (verbal)	2011-07-01	Compliant
IASR s52, On-board announcements (electronic)	2017-01-01	Compliant
IASR s53, Requirements re grab bars, etc.	2013-01-01	Compliant
IASR s54, Floors and carpeted surfaces	2013-01-01	Compliant
IASR s55, Allocated mobility aid spaces	2013-01-01	Compliant
IASR s56, Stop-requests and emergency response controls	2013-01-01	Compliant
IASR s57, Lighting features	2013-01-01	Compliant
IASR s58, Signage	2013-01-01	Compliant
IASR s59, Lifting devices	2013-01-01	Compliant
IASR s60, Steps	2013-01-01	Compliant
IASR s61, Indicators and alarms	2013-01-01	Compliant
IASR s63, Categories of eligibility	2017-01-01	In Progress
IASR s64, Eligibility application process	2014-01-01	Compliant
IASR s65, Emergency or compassionate grounds	2014-01-01	Compliant
IASR s66, Fare parity	2013-01-01	Compliant
IASR s67, Visitors	2013-01-01	Compliant
IASR s68, Origin to destination services	2011-07-01	Compliant
IASR s69, Co-ordinated service	2013-01-01	Compliant
IASR s70, Hours of service	2013-01-01	Compliant
IASR s71, Booking	2014-01-01	Compliant
IASR s72, Trip restrictions	2014-01-01	Compliant
IASR s73, Service delays	2013-01-01	Compliant
IASR s74, Companions and children	2012-01-01	Compliant
IASR s78, Duties of municipalities, general	2013-01-01	Compliant
IASR s79, Duties of municipalities, accessible taxicabs	2013-01-01	Compliant
IASR s80, Duties of municipalities, taxicabs (fares and fees)	2011-07-01	Compliant
IASR s80, Duties of municipalities, taxicabs (registration & ID)	2012-01-01	Compliant
Design of Public Spaces Standards		
IASR s80.6 to s80.15, Recreational trails and beach access	2016-01-01	Compliant
IASR s80.16 to s80.17, Outdoor public use eating areas	2016-01-01	Compliant
IASR s80.18 to s80.20, Outdoor play spaces	2016-01-01	Compliant
IASR s80.21 to s80.31, Exterior paths of travel	2016-01-01	Compliant
IASR s80.32 to s80.39, Accessible parking	2016-01-01	In Progress
IASR s80.40 to s80.43, Obtaining services	2016-01-01	Compliant
IASR s80.44, Maintenance of accessible elements	2016-01-01	In Progress
Accessibility Standards for Customer Service		
IASR s80.46, Establishment of policies	2010-01-01	Compliant
IASR s80.47, Use of service animals and support persons	2010-01-01	Compliant
IASR s80.48, Notice of temporary service disruptions	2010-01-01	Compliant
IASR s80.49, Training for staff, etc.	2010-01-01	Compliant
IASR s80.50, Feedback process required	2010-01-01	Compliant
IASR s80.51, Format of documents	2010-01-01	Compliant

IASR

2014 + 2015 Action

Self-service Kiosks

AODA reference:	IASR section 6
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Continue to incorporate accessibility into new of kiosks.

Self-service kiosks purchased throughout 2014 and 2015 such as automated banking machines (ABMs), point of sale systems and vending machines incorporated accessible features. For example, ABMs installed in various facilities across the City include a beeping feature to acknowledge when a button is pressed.

Training

AODA reference:	IASR section 7
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Continue to deliver and record training. 2. Update existing training modules as required.

The time spent on developing a custom City of Peterborough accessibility training program in 2013 simplified the delivery and record keeping of IAS training throughout 2014 and 2015. Training was provided to employees, volunteers and organizations the City does business with.

Mandatory AODA courses are automatically assigned to all new employees through the City's learning management system. Additional courses specific to a person's duties are typically delivered in a classroom setting, such as the Transportation Standards module which is delivered to all staff associated with Peterborough Transit.

The City also shared training resources with organizations such as Peterborough Police Services, Peterborough Utilities Group, and Ministry of Natural Resources and Forestry as part of the City's commitment to demonstrate leadership for accessibility in the community.

Feedback

AODA reference:	IASR section 11
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Provide staff with accessibility checker software tools.

The City will make accessible formats and communication supports available for all feedback processes. The City also notifies the public that information in an accessible format is available, upon request. A [Request for Information in an Accessible Format Form](#) is available online.

(peterborough.ca/Living/Accessibility_News/Feedback__Request_Information__Contact.htm)

City business often requires consulting with the public. City staff and project consultants are required to make materials as accessible as possible, following the City's Guide to Accessible Documents.

Accessible Formats and Communication Supports

AODA reference:	IASR section 12
Deadline and status:	January 1, 2015 deadline - Compliant
Action(s) required:	1. Provide staff with accessibility checker software tools.

The City makes accessible formats and communication supports available for people with disabilities. The City does not charge more than the regular cost charged and works with the person to determine the most appropriate accessible format or communication support. The City notifies the public that information is available in an accessible format, upon request.

The City is currently using Microsoft Office 2007 which is 9 years old. Newer versions of Microsoft Office include a tool to check documents for accessibility issues, explain why the document doesn't meet accessibility standards and make recommendations for repairing the document. The City will upgrade software to assist staff in making documents accessible.

Accessible Website and Web Content

AODA reference:	IASR section 14
Deadline and status:	January 1, 2014 deadline (Level A) - In Progress January 1, 2021 deadline (Level AA) - In Progress
Action(s) required:	1. Implement a major website refresh for peterborough.ca . 2. Make all new websites comply with WCAG 2.0. 3. Provide captions for pre-recorded Council meeting videos.

The City has accessibility obligations related to websites and must meet international website standards known as WCAG 2.0.

Over the past year, the City has made great strides towards making websites accessible. Audits are performed weekly to ensure new content added to the websites is accessible. However, there are accessibility issues that exist on most of the City's websites that are out of the City's control, due to limitations of the current content management system.

The City's main website, www.peterborough.ca, is beginning to lag behind current expectations in both function and design. As a key communication tool for the City, an upcoming corporate website refresh will ensure full compliance with the AODA requirements for website accessibility. The refresh will also present an opportunity to make the website mobile and tablet friendly, which greatly enhances access to information for people with disabilities.

What does WCAG 2.0 mean?

The WCAG standard explains how to make web content more accessible. It is divided into three conformance levels: A, AA, and AAA. The more A's, the more accessible the website will be.

Colour contrast example:

Level A – colour must not be used as the only way to make information stand out

Level AA – text and images must have a good mid-range contrast

Level AAA – requires extremely high contrast and limits the choice of colours

Recruitment

AODA reference:	IASR sections 22 and 23
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	No action required.

The City has a Recruitment and Selection procedure that outlines how the City provides accommodations to applicants with disabilities who request them. The City includes “accommodation, upon request” statements on job advertisements and as part of phone call scripts to invite applicants to interviews.

Notice to Successful Applicants

AODA reference:	IASR section 24
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	No action required.

The City notifies successful job applicants of policies for accommodating employees with disabilities when making offers of employment.

Informing Employees of Supports

AODA reference:	IASR sections 25
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	No action required.

New employees are notified by offer letters that the City has policies to support employees with disabilities. Existing employees are notified when new processes are created or there is a change to existing policies and procedures. All documents are available on the City intranet.

Accessible Formats and Supports for Employees

AODA reference:	IASR section 26
Deadline and status:	January 1, 2014 deadline - In Progress
Action(s) required:	1. Formalize the Individual Accommodation Plan (IAP) process to determine when accessible formats and supports are required.

Where an employee with a disability requests it, the City will consult with the employee to provide and arrange for accessible formats and communication supports for information needed to perform the employee’s job and information that is generally available to employees in the workplace.

Human Resources staff will work with managers to consult with the employee making the request and determine the suitability of an accessible format or communication support. This information will be documented in an individual accommodation plan.

Workplace Emergency Response Information

AODA reference:	IASR section 27
Deadline and status:	January 1, 2012 deadline - Compliant
Action(s) required:	1. Formalize the IAP process to determine when emergency response plans are required.

The City provides emergency response plans for employees with disabilities who need it, as soon as the City becomes aware of the need for one. The intent is to prepare for the specific needs that employees with disabilities may have in emergency situations. For example, with consent from the employee with a disability, a co-worker may be designated to provide assistance during an emergency.

The emergency response plan may require updating when the employee with a disability moves to a different location in the organization, when their overall accommodation needs or individual accommodation plan is reviewed or when the City reviews its general emergency response policies. The City is developing a process to enhance emergency response planning by:

- Evaluating the success of emergency response plans after evacuation drills.
- Reviewing emergency response plans when facility Fire Safety Plans are updated.
- Notifying employees annually that they can contact Human Resources to develop a plan.

Documented Individual Accommodation Plans (IAPs)

AODA reference:	IASR section 28
Deadline and status:	January 1, 2014 deadline - In Progress
Action(s) required:	1. Update the Return to Work/Employment Accommodation Procedure

The City is required to have a written process to develop an IAP for employees with disabilities. The process for developing IAPs includes various details, such as how the employee and a representative from their bargaining agent can participate in creating the IAP, how requests for accommodation are denied and the frequency of when the IAP needs to be reviewed.

The City is developing an IAP template that will be incorporated into an updated Return to Work/Employment Accommodation Procedure.

Return to Work Process

AODA reference:	IASR section 29
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Use IAPs as part of the return to work process.

The City developed a Return to Work/Employment Accommodation (RTW/EA) Program for employees who have been absent from work due to a disability and require accommodations in order to return to work. The program outlines the steps to facilitate the employee's successful return to work.

Performance Management, Career Development and Advancement, Redeployment

AODA reference:	IASR sections 30, 31 and 32
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Formalize the IAP process to ensure IAPs are used throughout the employment life-cycle. 2. Update the Annual Performance Review document.

The City takes into account the needs of employees with disabilities, as well as their individual accommodation plans throughout the employment life-cycle, including when completing annual performance reviews for employees, adding responsibilities to a position, or moving an employee to another position in the organization.

Training for Conventional and Handi-Van Service

AODA reference:	IASR section 36
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Continue to deliver training to all new Transit staff.

Peterborough Transit trains all new staff on the safe use of accessibility equipment, how to deal with situations where there are temporary barriers or when accessibility equipment on a vehicle fails and how to assist people with disabilities in emergency situations.

Fares for Support Persons on Transit Service

AODA reference:	IASR section 38
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	No action required.

Peterborough Transit allows a support person to accompany a person with a disability for free. The "Need for Support Person Application" is available on the Peterborough Transit section of the main city website or in person at the main Transit Terminal.

Electronic Pre-Boarding Announcements

AODA reference:	IASR section 51
Deadline and status:	January 1, 2017 deadline - Compliant
Action(s) required:	No action required.

Peterborough Transit's conventional vehicles are equipped with a device that announces the route, direction, destination or next major stop. It helps people determine which bus to ride. Announcements are made through an electronic audible system and visual display system.

With the purchase of six new conventional transit buses in 2015, the fleet is currently 88% accessible. The City targets to have a 100% accessible fleet by 2018.

Electronic On-Board Announcements

AODA reference:	IASR section 52
Deadline and status:	January 1, 2017 deadline - Compliant
Action(s) required:	No action required.

Peterborough Transit's conventional vehicles are all equipped with a device that announces all the available route stops while riding the bus. The announcements are made through an electronic audible system and an electronic visual display system located in the vehicle.

Categories of Eligibility for Handi-Van Service

AODA reference:	IASR sections 63
Deadline and status:	January 1, 2017 deadline - In Progress
Action(s) required:	1. Implement new Handi-Van Eligibility Application Package.

A new Handi-Van Eligibility Application Package will measure a person's ability to use the conventional transit to determine if they are eligible to use the Handi-Van service.

There will be three levels of eligibility:

1. Unconditional - eligible for all trips
2. Conditional - eligible for some trips with barriers that limit ability to use conventional transit
3. Temporary - eligible for unconditional or conditional categories for a limited time

Eligibility Application Process for Handi-Van Service

AODA reference:	IASR section 64
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Update Handi-Van information package.

When implemented, the Handi-Van Eligibility Application Package will formalize the process for handling applications that take longer than 14 days to determine eligibility, make it clear there is no fee for the application, make the application available in an accessible format, establish an appeal process, and outline how personal information collected in the application will be used.

Emergency and Compassionate Grounds for the Handi-Van Service

AODA reference:	IASR section 65
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Implement new Handi-Van Eligibility Application Package.

People with disabilities may use the Handi-Van service because of an emergency or on compassionate grounds, earlier than the standard application timeline of 14 calendar days.

Booking the Handi-Van Service

AODA reference:	IASR section 71
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Develop solutions to improve booking demand issues

There is high demand for the Handi-Van service and the City recognizes it is sometimes difficult to book a trip, particularly during peak travel times. A Transportation committee discusses Handi-Van issues at every meeting and works with the Manager of Transportation to make the system as successful as possible. A new booking system was implemented in 2015 which increased trip capacity by 15%, but the improvements are under pressure by continuous ridership growth. Since 2013, ridership has grown by about 25%. A review of Handi-Van service is underway to investigate ridership capacity and recommend solutions.

Peterborough Transit provides same day Handi-Van service to the extent that it is available. When same day service is not available, a booking can be made on the day before, up to three hours before the Handi-Van stops running. Peterborough Transit also implemented a call-back list for trip requests that can't be booked at time of request. Through the call-back program, Peterborough Transit will notify a customer if a booking opens up due to a cancellation.

Trip Restrictions for Handi-Van Service

AODA reference:	IASR section 72
Deadline and status:	January 1, 2014 deadline - Compliant
Action(s) required:	1. Develop solutions to improve booking demand issues

The trip request process is currently divided into two categories: "subscription" and "first-come first serve". A subscription is a repetitive trip with the same time and destination each week, such as going to work or medical appointments. Requests for first-come first serve trips must be reserved a maximum of two weeks in advance of the travel date.

With high demand for Handi-Van service, the "subscription" and "first-come first serve" practice aims to balance demand with fairness to maximize trips for users.

Recreational Trails and Beach Access Routes

AODA reference:	IASR sections 80.6 to 80.15
Deadline and status:	January 1, 2016 deadline - Compliant
Action(s) required:	1. Continue to incorporate accessibility into projects.

The City has a thorough process to ensure trail projects meet technical requirements such as width and slope of trail, surface material, signage and even location of rest areas. An accessibility lens is used throughout the planning and design stages of all trail projects. The City's Interdepartmental Trails Committee is represented by two staff from the Accessibility Office and the Accessibility Advisory Committee provides feedback on trail projects.

There have not been any beach access projects over the past two years, but the City is reviewing opportunities to make Beavermead and Rogers Cove beaches more accessible.

Outdoor Public Use Eating Areas

AODA reference:	IASR sections 80.16 to 80.17
Deadline and status:	January 1, 2016 deadline - Compliant
Action(s) required:	1. Continue to incorporate accessibility into projects.

The City now incorporates minimum 20% accessible picnic tables for projects that include public use eating areas. The accessible tables are always on a level, firm and stable surface that is connected to an accessible path and coordinated with waste/recycling bin locations.

Accessible tables were recently installed in James Stevenson Park under the Hunter Street bridge, Beavermead campground and at the new splash pad and playground in Kinsmen Park.

Outdoor Play Spaces

AODA reference:	IASR sections 80.18 to 80.20
Deadline and status:	January 1, 2016 deadline - Compliant
Action(s) required:	1. Continue to incorporate accessibility into projects

A big part of making a play space accessible is to provide an accessible path to the space, with easy access to amenities such as parking, washrooms, change rooms, seating, garbage and recycling stations. This strategy was used on new facilities such as Rogers Cove splash pad, Kinsmen Park splash pad, and various new playgrounds in the City.

New and retrofitted playgrounds no longer include a sand surface. The City typically installs engineered wood fibre for main play space areas and enhances accessibility with rubber systems at pathway zones that require fall impact properties. Key staff received certified training to plan for the many details involved in making a playground accessible.

The City's Accessibility Advisory Committee is also involved in the play space planning process and provides advice on details for each project.



Public Works employee installing a tactile attention indicator in a sidewalk

Exterior Paths of Travel

AODA reference:	IASR sections 80.21 to 80.31
Deadline and status:	January 1, 2016 deadline - Compliant
Action(s) required:	1. Consider implementing recommendations outlined in the 2015 Walk Friendly Community feedback report

There are many important details beyond pouring concrete to make a sidewalk user friendly.

For example, new sidewalks are separated from the road by a grassed boulevard and where that is not possible, the sidewalk is built wider than standard. The extra buffer space allows for snow storage and keeps pedestrians at a comfortable distance from vehicular traffic.

All of the City's new signalized intersections include audible and vibro-tactile walk indicators. At intersections, the sidewalk has a smooth transition from road to sidewalk. New sidewalks also include tactile attention indicators in strategic locations to call attention to vehicular traffic for people with vision loss. These features make it easier for all users to travel through an intersection.

The thorough accessibility review process for sidewalk planning has even resulted in the installation of benches in key locations along new sidewalks. A bench placed in a nice setting with shade provides a place to rest, promotes social activity, and makes the City more beautiful. Key City staff work as a team to build safe and inclusive streets that accommodate all modes of transportation.

The City's Accessibility Advisory Committee supports the need for sidewalks on both sides of the street and they help prioritize sidewalk repairs and missing curb cuts.

Peterborough recently received a silver 2015 Walk Friendly Community designation. The feedback report praised the City's progressive sidewalk policy, Active Transportation by-law and the on-going implementation of the Sidewalk Strategic Plan. The report also recommends the following actions to support a safe and comfortable walking environment:

- Apply progressive street and intersection design standards.
- Incorporate elements of "complete communities" into site plan agreements and stop allowing single use, low density residential development.
- Require developers to submit a Transportation Demand Management (TDM) plan as part of site plan agreement.
- Develop a complete streets policy.
- Develop a traffic calming policy.
- Use curb radius of 6m on new neighbourhood streets and collectors and maximum 12m radius on arterial streets.
- Display pedestrian signals with every phase of the light.
- Add countdown signals to pedestrian signals.
- Develop a priority list of locations for mid-block crossings.
- Paint ladder markings at pedestrian crossings.

Accessible Parking

AODA reference:	IASR sections 80.32 to 80.39
Deadline and status:	January 1, 2016 deadline - In Progress
Action(s) required:	<ol style="list-style-type: none">1. Revise Zoning by-law, s4: Parking, Loading, Driveways.2. Coordinate accessible parking space upgrades in existing City parking lots with annual lot surface repainting projects

Ontario legislation now mandates some details for accessible parking spaces that are of a higher standard than the City's current zoning by-law.

New and retrofitted parking lots with more than 25 parking spaces now require two types of accessible parking spaces. The "Type A" space is a larger 3.4m wide space with a 1.5m pedestrian access aisle and is intended to accommodate a person who uses a vehicle equipped with a mechanical lift or wheelchair ramp. The smaller "Type B" space has a similar width as a regular parking space but includes a 1.5m pedestrian access aisle just like the Type A space. It is intended to accommodate people who use assistive devices but don't need the extra space for a vehicle lift or ramp. New and retrofitted City parking lots, such as the new Eastgate parking lot off Ashburnham Drive, meet the new standards for accessible parking.

There is also a need to locate and design accessible on-street parking spaces in a way that makes it easy for people to get from their vehicle to the adjacent sidewalk. The City consults on the need, location and design of accessible on-street parking spaces with the public, people with disabilities and the City's Accessibility Advisory Committee.



Eastgate parking lot with pedestrian access aisles (located off Ashburnham Drive)

Obtaining Services

AODA reference:	IASR sections 80.40 to 80.43
Deadline and status:	January 1, 2016 deadline - Compliant
Action(s) required:	1. Develop learning material for building permit applicants.

As part of a thorough review process to incorporate accessibility into City facilities, new and retrofitted service counters, queuing guides and waiting areas are now designed to accommodate people with various disabilities.

New service counters at Social Services and the Peterborough Transit Terminal have sufficient knee clearance and enough floor space in front of the counter to make them accessible for people who use mobility aids. Queuing guide lines will be wide, cane detectable, and easy to turn where lines change direction. Moving forward, all waiting areas will have at least one accessible seating area.

Maintenance of Accessible Elements

AODA reference:	IASR sections 80.44
Deadline and status:	January 1, 2016 deadline - In Progress
Action(s) required:	1. Update multi-year accessibility plan

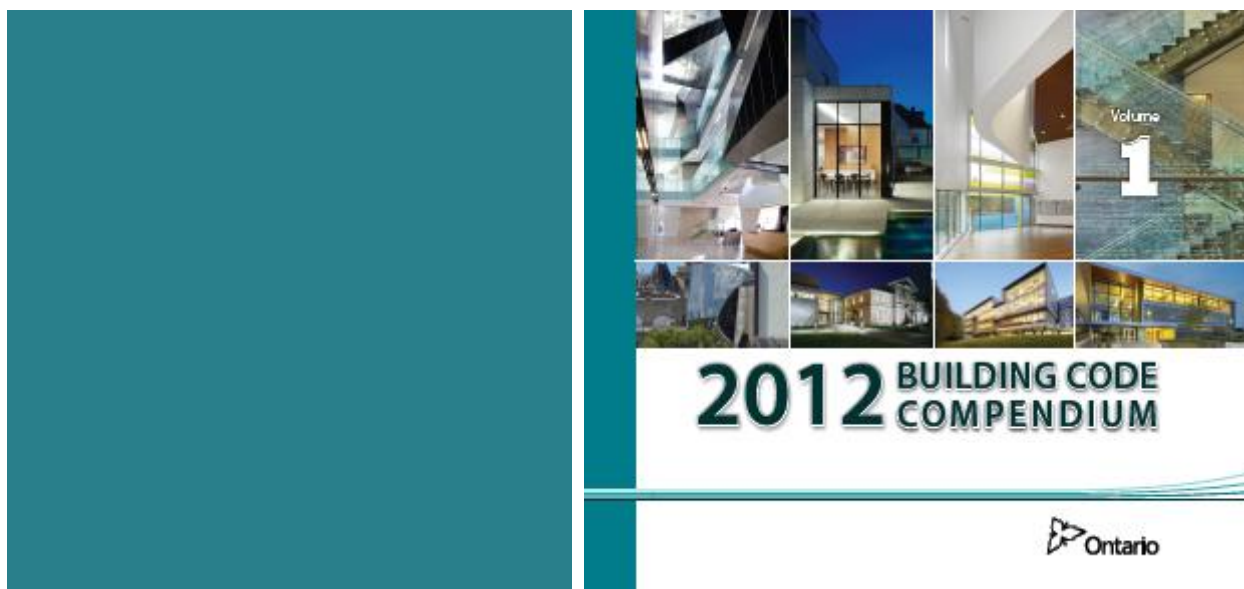
The City's multi-year accessibility plan needs to include procedures for preventative and emergency maintenance of the accessible elements in public spaces. The next update to the accessibility plan will outline how to maintain recreational trails, beach access, outdoor public eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service areas.

The City already has a process in place to deal with temporary disruptions when accessible elements in public spaces are not in working order.

Accessibility Reports

AODA reference:	IASR sections 86.1
Deadline and status:	Every 2 years - Compliant
Action(s) required:	1. File accessibility report by December 31, 2017

The City is required by Ontario law to submit an accessibility report every two years. The latest accessibility report was filed in December 2015 and the next report is due in December 2017.



Ontario's 2012 Building Code was amended on January 1, 2015

Ontario Regulation 332/12 (OBC)

The OBC now substantially enhances accessibility in newly constructed buildings and existing buildings that are extensively renovated, maintaining Ontario's leadership role in barrier-free design.

The new 2015 requirements include better access to all storeys within a building, enhanced barrier-free paths of travel, and requirements that make apartment buildings easier to visit. For more information, refer to the [Ministry of Municipal Affairs and Housing's Ontario Building Code website](http://www.municipalaffairsandhousing.ca/ontario-building-code).

(www.ontario.ca/laws/regulation/110191)

The Accessibility Office and the City's Accessibility Advisory Committee review renovation and new construction projects for City owned facilities with an accessibility lens.

OBC

2015 Amendments

Resources

All resources can be found in the Accessibility section of the City's website at:
www.peterborough.ca/accessibility

Quick Links

[Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](http://www.ontario.ca/laws/statute/05a11)
(www.ontario.ca/laws/statute/05a11)

[Integrated Accessibility Standards \(IAS\), Ontario Regulation 191/11](http://www.ontario.ca/laws/regulation/110191)
(www.ontario.ca/laws/regulation/110191)

[City of Peterborough 2012 to 2016 Accessibility Plan](http://www.peterborough.ca/2012-2016AccessibilityPlan)
(www.peterborough.ca/2012-2016AccessibilityPlan)

[City of Peterborough Guide to Accessible Documents](http://www.peterborough.ca/GuideToAccessibleDocuments)
(www.peterborough.ca/GuideToAccessibleDocuments)

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Accessible campsite at Beavermead Campground

City of Peterborough

Accessibility Status Report

2014 + 2015