



City of
Peterborough

To: **Members of the Accessibility Advisory Committee**

From: **Mark Buffone, Accessibility Compliance Coordinator**

Meeting Date: **February 3, 2021**

Subject: **Report AAC21-001
Accessibility Staff Report**

Purpose

A report to advise the Accessibility Advisory Committee on the current work of Accessibility staff.

Recommendation

That the Accessibility Advisory Committee (AAC) approve the recommendation outlined in Report AAC21-001 dated February 3, 2021, of the Accessibility Compliance Coordinator as follows:

That Report AAC21-001 with respect to the current work of Accessibility staff be received for information.

Budget and Financial Implications

There are no budgetary or financial implications associated with the recommendation.

Background

AODA Compliance

The City is still working toward compliance with section 14 of the Integrated Accessibility Standards Regulation (IASR), accessible websites and web content. The areas of non-compliance are related to online documents and videos on City websites.

Section 14 of the IASR requires online City websites, web content and web-based applications to meet the international standard for website accessibility called Web Content Accessibility Guidelines (WCAG) 2.0 at Levels A and AA, including all PDF documents.

In December 2019, the City reported non-compliance with IASR section 14 through the City's 2019 accessibility compliance report submitted to Ontario. The City received a non-compliance notice from Ontario in March 2020. Corporations can receive an administrative penalty of up to \$100,000 per day for non-compliance. The City was required to meet IASR section 14 on January 1, 2021. The City responded with an explanation of the compliance challenges and Ontario offered a 1-year extension to December 31, 2021, which is also the date the next accessibility compliance report is due. The City is currently reviewing the offer of extension, drafted an accessible website compliance plan and prepared a project schedule to track the actions needed to meet compliance.

Accessibility Reviews

The best way to remove barriers is to prevent them. Accessibility staff provide formal reviews for various development applications and during the planning and design stages of City projects, including projects related to buildings, public spaces, services, documents, websites, by-laws, plans and policies. Reviews and research completed from March 2020 to December 2020 include:

1. Official Plan and Zoning By-law Amendment applications

- 1597-1633 Lansdowne Street West (up to 187 high density, multi-unit residential units with ground floor commercial)
- 689 Towerhill Road (long-term care facility and residential condominium)
- 1045-1063 Armour Rd and 941, 949, 957 Ashdale Cres. (residential development)
- 385 George Street North (5 storey mixed-use building)
- 2159 Old Norwood Road (temporary sales office and three model homes)
- 265 Edinburgh Street (semi-detached residential with secondary suites)
- 375 Aylmer Street, 243 and 247 Hunter Street West (high density, mixed use development, 3 buildings, 126 residential units)
- 793 Crawford Drive (zoning by-law amendment to recognize existing condition)
- 520, 540 Brealey Drive (2 storey apartment building with 18 units)
- 1107 Clonsilla Avenue (4 storey apartment building with up to 25 units)
- 159 Aylmer Street North (reuse existing building for clinic use)
- 246 Parkhill Road East, 21-33 Leahy's Lane (12 townhouse units)

- 694 Sherbrooke Street (remove clinic use from list of permitted uses)

2. Site Plan Control applications

- 3 Consumers Place (2 storey construction rental equipment facility)
- 540 Brealey Drive (2 storey apartment building with 18 units)
- 2159 Old Norwood Road (temporary sales office and three model homes)
- 637 Lansdowne Street West (Lansdowne Place Mall addition and new building)
- 754 Water Street (YES shelter, 6 residential units)
- 1900 Technology Drive (1 storey warehouse)
- 390 Ashburnham Drive (brewing facility)
- 191-203 Rink Street (6 storey, 64 unit residential apartment building)
- 286 Jameson Drive (cannabis processing facility)
- 280 Jameson Drive (manufacturing and warehouse facility)
- 150 Maria Street (add three residential units to an existing building)

3. Infrastructure

- Bethune Street reconstruction (review contract 2 tender drawings, sidewalk details)
- Urban Park at former Louis Street parking lot (review accessibility details)
- Roper Park multi-use trail (post construction review: entry points, edges, signage)
- Beavermead Campground, new comfort station (advise on washer/dryer height)
- Chemong Road at Broadway Boulevard (new depressed curb site inspection)
- Northcott Avenue, Lily Lake subdivision (review road cross section details)
- COVID Downtown street and sidewalk reconfigurations (site review)
- Olympus and Hamilton parks: water feature upgrades (pre-design site review)
- On-street accessible parking design standards (draft concept for internal review)
- CP Rail trail crossings at Maria Street and at Holiday Inn (review designs).
- Armour Road reconstruction, Hunter to Clifton (review sidewalk details)
- VisionZero webinar: safe streets for vulnerable pedestrians
- Transit stops webinar: access and equity
- Investigate and review pedestrian crossing rules with MTO and legal, as they apply to curb ramp locations at uncontrolled crossings.

4. Websites and documents

Accessibility staff support various City departments every week to remediate PDFs or provide content on the website, either as HTML pages or as online forms. The following list represents a sampling of projects, research and education activities:

- Peterborough Community Housing Guide (accessible document)
- Rent Geared to Income Housing Application (accessible PDF form)
- Transit maps (alternative accessible document version to web mapping system)
- Active Transportation and Health, 2020 Indicators Report (accessible document)
- Cycling Masterplan logo (review graphic accessibility)
- Tree signage in Kawartha Heights and Applewood parks (accessible information)
- Rain Garden Application Guide (accessible document)

- Various Planning Department tax assistance/ grant applications (fillable PDF form)
- MS Teams chat/ virtual meet software (activate captions, advise on link formatting)
- 2021 Reading Challenge, Peterborough Public Library (accessible PDF form)
- Budget in Brief: Draft 2021 City Budget (accessible document)
- Parking in Downtown Peterborough: map (accessible document)
- CommonLook PDF webinar series (accessible PDF research)
- eSolutions AODA compliance webinar
- Articulate Rise webinar (building accessible training courses)
- Equidox webinar (document headings and reading order)

5. Bylaws, plans and policies

- Bylaw to enable electronic meetings during emergencies (accessible information)
- Updates to accessibility policies (drafted new accessibility policy)
- Cycling masterplan (accessibility incorporated into vision, accessible information)
- Sponsorship policy (AODA training, accessible info, buildings and public spaces)

6. Procurement

Accessibility staff provide ongoing reviews of bid solicitation documents to ensure accessibility is incorporated into every major purchase the City makes. Every project requires the organization we do business with to complete accessibility training as it applies the scope of work. The following list represents a sampling of projects that incorporated accessibility beyond the training requirements:

- West Nile mosquito program (accessible documents)
- Ash tree treatments (accessible documents, interacting with people with disabilities)
- Airport wayfinding signage (accessible information)
- Peterborough Library mezzanine washroom doors (accessible buildings)
- GIS strategic plan (accessible websites and documents)
- Community housing building assessments (accessible housing and public spaces)
- Consulting services for NG911 (accessible documents, communication, consultation)
- Meal program and drop-in centre services (accessible websites, documents, eating areas, building access, support persons and service animals)
- Social procurement framework (accessible documents, meetings, presentations)

7. Partnerships

- Rugby Clubhouse walkway upgrades (accessible public spaces)
- Lett Architects accessibility charette (accessible walkways and interior corridors)
- Vision Loss Rehab (site meeting re: COVID downtown sidewalk reconfigurations)

Status of Funding Applications

1. Accessibility upgrades to the Art Gallery

The City received funding to complete accessibility upgrades to the Art Gallery of Peterborough. The project is complete.

2. Accessibility upgrades to Community Services

The City received funding to complete accessibility upgrades to the Community Services Office at 210 Wolfe Street. The project is complete.

Council for Persons with Disabilities (CPD)

The Communication Coordinator has continued to attend board meetings electronically throughout 2020. The CPD was pleased to collaborate with the AAC for International Day of Persons with Disabilities (December 3, 2020) through the distribution of thank you cards to recognize accessibility improvements by local businesses. In fall 2020, the CPD developed a survey for Transit riders and presented the findings to Transit staff.

Accessibility Training

All accessibility training modules available through the [City's AODA training portal](https://peterborough.ca/aodatraining) [peterborough.ca/aodatraining] were updated in 2020 to an accessible and mobile friendly training platform. The courses are available to staff, volunteers, any organizations we do business with and the general public.

Accessible document training continues to evolve to suit the growing skills of staff. In addition to new online courses, 56 key staff are learning how to create accessible PDFs at an intermediate level.

Accessibility courses are built and added to the website, as needed. Accessibility staff prepared the following new courses in 2020:

- IAS-105-E Creating Accessible PDFs
- IAS-105-F Accessible PDF Compliance Check
- IAS-108-A Curb Ramps and Depressed Curbs

Holnbeck Award, Civic Awards

Applications were accepted for the Holnbeck Award, which is now part of the Civic Awards, in March 2020. The pandemic resulted in the process being put on hold throughout 2020. Early this year, Clerk's Office will present a report to City Council to decide how to handle existing pending nominations for the 2019 awards, as well as 2020 nominations.

Transit Working Group

The Transit Working Group has been on hold since the start of the pandemic. Informal consultation is ongoing, in addition to a recent Transit user survey that took place December 2020 to January 2021.

Legislation

The [review of the Information and Communications Standards: 2020 final recommendations report](#) is now available. The Information and Communications Standards Development Committee is a non-governmental committee comprised of industry experts, persons with disabilities, and government representatives established under the Accessibility for Ontarians with Disabilities Act, 2005 to review standards and provide recommendations to the Minister for consideration.

[\[ontario.ca/page/review-information-and-communications-standards-2020-final-recommendations-report\]](https://ontario.ca/page/review-information-and-communications-standards-2020-final-recommendations-report)

Resources

[AODA Toolbox, Ontario's Accessibility Newsletter, December 2020](#)
[mailchi.mp/ontario/aoda-toolbox-december-20-1390248?e=d58b30ac84]

The December 2020 newsletter features articles on:

- International Day of Persons with Disabilities (IDPD)
- Website and web content accessibility: January 1, 2021
- For business and non-profits with 20 or more employees, the deadline to file an accessibility compliance report has been extended to June 30, 2021
- Access Now for COVID
- Resources to help make websites accessible
- Mental health resources for the COVID-19 pandemic
- New grant program which supports the Ontario Government's advancing accessibility framework
- Federal funding program for accessibility hardware and software innovations
- Online training available: Invisible disabilities and use of service animals
- Tech Soup Canada: designing for digital accessibility and inclusion
- Information and Communications final report posting

Submitted by,

Mark Buffone
Accessibility Compliance Coordinator

Contact Name:

Mark Buffone
Accessibility Compliance Coordinator
Phone: 705-742-7777 extension 1630
Toll Free: 1-855-738-3755
Fax: 705-876-4607
E-mail: mbuffone@peterborough.ca