
TO: GENERAL COMMITTEE

SUBJECT: CITY OF BARRIE'S 2012 ACCESSIBILITY PLAN

PREPARED BY AND KEY CONTACT: C. DILLON, ACCESSIBILITY COORDINATOR, HUMAN RESOURCES, EXT. 5237

SUBMITTED BY: A.M. LANLGOIS, DIRECTOR HUMAN RESOURCES *Stevan Kullback for*

GENERAL MANAGER APPROVAL: E. ARCHER, CMA, GENERAL MANAGER OF CORPORATE SERVICES *EA*

CHIEF ADMINISTRATIVE OFFICER APPROVAL: Richard Forward, MBA, M.Sc., P. Eng., ACTING CHIEF ADMINISTRATIVE OFFICER *R Forward*

RECOMMENDED MOTION

1. That the draft 2012 Accessibility Plan attached as Appendix "A" to Staff Report HR001-12 be approved.
2. That staff, in consultation with the Accessibility Advisory Committee monitor implementation of the Plan and report back to General Committee with the City's 2013 Accessibility Plan in December, 2012 in accordance with the Accessibility Directorate of Ontario's guidance.
3. That update memorandums or a staff report, regarding compliance of the Integrated Standard (which encompasses Information and Communication, Transportation and Employment) be provided to General Committee as required.

PURPOSE & BACKGROUND

4. On January 10, 2011, City Council adopted motion 11-G-004 which approved the 2011 Accessibility Plan authorizing the Staff Working Group in consultation with the Accessibility Advisory Committee to monitor implementation of the Plan and report back to General Committee with the City's 2012 Accessibility Plan in December, 2011.
5. Like all Ontario municipalities, the City of Barrie is meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) by preparing and implementing its annual Accessibility Plan. Through on-going monitoring of accessibility issues, the City will proactively identify and remove barriers that may exist in its by-laws, services, policies, procedures, programs and facilities.
6. There are a number of specific duties established for municipalities under the Ontarians with Disabilities Act and continued under the Accessibility for Ontarians with Disabilities Act (AODA):
 - Prepare an accessibility plan; and
 - Either:
 - i. Get advice from its accessibility advisory committee; or
 - ii. Consult with people with disabilities and others if the council doesn't have an accessibility advisory committee.

7. In accordance with the Ontarians with Disabilities Act, the annual accessibility plan has to be made available to the public and must include:
 - A report on the steps the municipality has taken to identify, remove and prevent barriers to people with disabilities;
 - How the municipality assesses its proposals for by-laws, policies, programs, practices and services;
 - A list of by-laws, policies, programs, practices and services the municipality will review in the coming year to identify barriers;
 - How the municipality intends to identify, remove and prevent barriers in the coming year; and
 - All other information required by the regulations.
8. All municipalities are required to prepare accessibility plans and make them public, and to consult with people with disabilities in preparing their plans. A copy of the City's current Accessibility Plan is available on the City's web-site for viewing.
9. As of January 1, 2008, Ontario Regulation 429/07, the Accessible Customer Service Standard made under the Accessibility for Ontarians with Disabilities Act, 2005 came into effect. The Standard pertains to how services are delivered in addition to accessibility training requirements. This regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods and services to members of the public or third parties and that has at least one employee in Ontario. All public sector organizations had to be compliant with the legislation by January 1, 2010.
10. The City of Barrie Accessible Customer Service Policy was approved by the Executive Management Team on October 7, 2009. The policy establishes procedures in the following areas:
 - Providing Goods and Service to People with Disabilities;
 - Communication; Use of Service Animals; Support Persons and Assistive Devices;
 - Notice of Temporary Disruptions;
 - Staff Training on Customer Service;
 - Accessibility of Meetings;
 - Feedback Process;
 - Format of City Documents; and
 - Notice of Availability of documents.

11. All City Employees, volunteers and third party agents were provided with either on-line, in-class or booklet Accessible Customer Service Training in order to be compliant with the legislation before January 1, 2010. On an on-going basis, all new employees, volunteers and third party agents are provided with booklet Accessible Customer Service Training, to meet continued AODA Accessible Customer Service compliance.
12. On June 3, 2011, the Ontario government released the final Integrated Accessibility Standards regulation. The Final Regulation combines accessibility standards in three areas – information and communication, employment, and transportation – and came into force July 1, 2011.
13. IASR Compliance requirements for July 1, 2011 impacting City of Barrie Transit, consisted of amendments made to Ontario Regulation 629/90, *the Ontario Highway Traffic Act*, pertaining to Vehicles for the Transportation of Physically Disabled Passengers. These included amendments to technical requirements for conventional transportation vehicles such as transit buses; requiring all conventional transportation vehicles to adhere to stringent manufacturing standards for:
 - grab bars,
 - handholds,
 - handrails,
 - stanchions,
 - floors and carpeted services,
 - lighting features,
 - stop requests and emergency response controls,
 - signage,
 - lifting devices,
 - steps,
 - indicators, and
 - alarms

14. In addition to requirements pertaining to Regulation 629/90, the IASR also required conventional transit service providers comply with requirements pertaining to: fares on conventional transit vehicles, storage of mobility aids, pre-boarding announcements, and on-board announcements.
15. The July 1, 2011 IASR compliance requirements for Transportation, required service providers to transition existing contracts or contractual obligations for the purchase of non-accessible vehicles, as well as to transition existing vehicles that are non-accessible, in order to ensure transit vehicles meet accessibility requirements.

The City of Barrie Transit Department has worked hard to meet these requirements, and now possesses a transit fleet that is 99% accessible, with one bus that is not accessible used only for emergency situations.

16. The IASR also required specialized transit service providers to comply with requirements pertaining to origin-to-destination services. The City of Barrie provides both Conventional and Specialized Transit Services and staff have worked to ensure that compliance requirements impacting both streams of service, have been met. The City of Barrie Transit Department has therefore achieved compliance of all applicable July 1, 2011 IASR requirements and is well positioned to meet IASR compliance requirements for 2012 and beyond.
17. Under 'Duties of Municipalities, taxicabs', the IASR requires that;

"any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited, (a) from charging a higher fare or an additional fee for persons

with disabilities than for persons without disabilities for the same trip; and (b) from charging a fee for the storage of mobility aids or mobility assistive devices."

18. The City of Barrie licensing by-law (2006-265) stipulates the fees in which a taxicab can charge and prohibits anyone from charging a fee other than those approved in the by-law. As such, the City met the July 1, 2011 IASR compliance requirements pertaining to municipal taxicabs.
19. The IASR compliance requirements are to be phased in over ten years, with the last compliance requirements being met in 2021. The City of Barrie has already achieved compliance of a number of the IASR requirements ahead of schedule. Staff from impacted departments is working diligently to ensure that compliance is effectively and efficiently met as required.

ANALYSIS

20. The City's 2012 Accessibility Plan highlights a number of initiatives that have been undertaken by the City throughout 2011 that have made Barrie a more accessible community. Some of these achievements include:
 - Accessibility improvements to the Barrie Transit Bus Fleet
 - A Communication System for buses was ordered and was operating by mid-2011 to provide an Automated Next Stop Call System and display all approaching stops for transit riders. Previously, transit operators verbally called out approaching stops over the transit PA system
 - New Accessibility Advisory Committee (AAC)
 - City established Fare Parity in advance of AODA compliance obligations
 - A presentation was provided by members of the Accessibility Advisory Committee to the Chamber of Commerce regarding the Accessible Customer Service Standard for Private Businesses coming into affect January 1, 2012
 - Accessibility Advisory Committee consulted with Municipal Law Enforcement Staff regarding clarification of definitions used in City's Nuisance by-law, to help ensure community understands that individuals using wheelchairs and scooters as mobility devices are entitled to access downtown sidewalks
 - Accessibility improvements to the Downtown Public Library
 - Accessibility improvements to City Hall, including automated accessible doors
 - Accessibility Awareness Day Open House
 - Rick Hansen 25th Anniversary Celebration
21. City Council is required under the Ontarians with Disabilities Act to obtain advice from the Committee on the accessibility of buildings, structures or premises that City Council purchases, builds, leases or significantly renovates. This occurs through Councillor representation on the Accessibility Advisory Committee, and through presentations made on behalf of the Committee to the Corporate Services Committee.
22. Although the importance of creating an accessible community is recognized, it is acknowledged that the City's plans must reflect a balance between the goals, objectives and priorities identified by stakeholders and the City's ability to achieve those goals within the framework of Council's Priorities, the City's Strategic Plan, and the resources made available through the City's Annual Business Plan.

23. Consultation with the City's Accessibility Advisory Committee and staff from various departments within the Corporation has been on-going throughout the year. The 2012 Accessibility Plan was established as a result of this consultation.
24. The Accessibility Advisory Committee reviewed and approved the draft 2012 Accessibility Plan attached as Appendix "A" to this Staff Report, at its meeting held on November 24, 2011.
25. It is proposed that the City of Barrie continue to use staff representatives from across the organization, to oversee and monitor implementation of the Accessibility Plan. Each department will be directly responsible for utilizing the Plan to help meet the City's objective of identifying, removing and preventing barriers. The Accessibility Coordinator will continue to serve as coordinator and liaison for staff representatives and the Accessibility Advisory Committee.
26. As required by the AODA, the Accessibility Plan will be updated for approval annually. Interim up-dates to the community will be provided by staff via the Accessibility Advisory Committee as required during 2012.
27. Accessibility planning will continue to be integrated into the City's Work Plans to ensure a thoughtful, effective and efficient process and meaningful outcomes. Effective accessibility planning will allow the City to tap into the talents, experience and expertise of all Ontarians and to prepare for the upcoming AODA Built Environment Standard and the changing demographics of the marketplace as the population ages.
28. An allocation of \$5,000 was established in the 2009 Business Plan for the Accessibility Advisory Committee, and in subsequent years, this amount was also included in the 2012 Business Plan. The Accessibility Advisory Committee has an important and on-going role in maintaining the City's Accessibility Plan and facilitating the elimination of barriers within the community. It is anticipated that this allocation will be used to facilitate participation by members of the Committee in seminars, training courses and other educational programs and to support the Committee in other activities related to promoting accessibility in the City of Barrie.
29. The funds could be used, at the discretion of the City Clerk and the City Treasurer, to cover program registration costs, transportation and accommodation costs or to offset the special costs that may be incurred by a member of the Committee to participate in Committee related activities (e.g. attendant care, etc).
30. In 2011, funds were utilized to cover the costs of training courses for committee members and costs associated with ASL Interpreter services for committee meetings, as well as several community meetings where interpreter services were required.
31. The 2012 Accessibility Plan identifies departmental commitment to establishing policies, practices and procedures to address the requirements of each of the standards.

Environmental Matters

32. There are no environmental matters related to the recommendation.

Alternatives

33. There is an alternative available for consideration by General Committee:

Alternative #1

General Committee could decide not to approve the draft 2012 Accessibility Plan.

This alternative is not recommended as the City is legislatively required to adopt an Accessibility Plan annually and the Plan has received the approval of the Accessibility Advisory Committee.

Financial

34. Although the Provincial Government has indicated that the Act is to be implemented with existing staff and budget resources, the implementation of the City's Accessibility Plan does have a financial impact on the Municipality.

Department staff has effectively forecasted necessary renovations, and acquisitions; budgeting efficiently for legislated accessibility changes within the 2012 Business Plan.

35. Currently staff resources are assigned to assist with implementation of the Accessibility Plan from within the existing staff complement. The Human Resources Department has assumed responsibility for co-ordinating the Accessibility Plan and this task is accomplished through the use of existing staff resources.

36. In 2012 municipal compliance with the accessibility legislation will result in a number of capital investments, including the following initiatives, which were included in the approved 2012 Capital Plan:

Project	Gross Cost	Tax Capital Reserve	Provincial Gas Tax
City Hall – Interim Accessibility Renovations	\$270,000	\$270,000	
OPS CTR – Ground Floor Accessibility Renovations	\$305,000	\$305,000	
BACTS Bus (replacement)	\$95,000	\$35,650	\$59,350
Total	\$670,000	\$610,650	\$59,350

37. Many of the items proposed in the Accessibility Plan are policy or process changes that do not have a direct impact on the City's budgets. Other items, such as recommending changes in City facilities to promote increased accessibility, have a more substantial cost. The Accessibility Plan serves only as a reference guide for departments in planning for capital expenditures to be considered by City Council.
38. Staff will continue to take advantage of calls for submission from the Federal Government's Enabling Accessibility Fund (EAF) grant to access additional funds for small and mid-size municipal accessibility projects, in addition to researching other accessibility funding vehicles.
39. The operating allocation of \$5,000 for 2012 is the same allocation made for the Committee in the last two years.

Linkage to Council Strategic Priorities

38. The recommendation(s) included in this Staff Report support the following City Council's Strategic Goals:

- Improve and Expand Community Involvement and City Interaction
- Create a Vibrant and Healthy City Centre

Manage Growth and Protect the Environment

39. Adoption of the 2012 Accessibility Plan allows for effective accessibility planning for the citizens of Barrie and enhances the quality of life for its citizens and increases equality of life for the community. The process used to develop the plan promotes community involvement and valuable input for the development of each annual plan.

APPENDIX "A"

Draft 2012 Accessibility Plan

APPENDIX "B"

Analysis of Changes to 2012 Accessibility Plan

Page No.	Section	Proposed Change/Addition
1	Table of Contents	Update to reflect the 2012 plan
2	Section 1 Municipal Information	Updated population statistics
5	Section 2	Resolution information adopting 2011 plan
6	Section 3	Message from the Chair on behalf of the Committee
12	Section 4 Accessibility Advisory Committee Work plan	<p>Activities carried over from 2011</p> <p>Added: Feedback to staff regarding AODA communication guidelines - ensuring City communication materials (posters, brochures, etc.) adhere to AODA standards</p> <p>Provide feedback on development of Design Guidelines based on upcoming AODA Built Environment Standard</p> <p>Work with Emergency Management staff to develop an awareness event regarding accessible emergency management procedures</p> <p>Work with Facility Planning Department and other staff as required to provide feedback on accessible renovations to the City of Barrie's facilities, for example, City Hall, Operation's Centre</p> <p>Assist Inclusion Services staff to broaden community awareness of accessible recreation programs and services throughout the community</p> <p>Develop annual program for Accessibility Week, collaborating with Simcoe County and surrounding communities, as well as programming or events being held by other departments</p>
14	Section 5 – AAC Highlights from 2011	<p>New Accessibility Advisory Committee formed</p> <p>2011 Bob Kerr Accessibility Award presented to long-time Accessibility Advisory Committee member, Margaretta Papp-Belayneh</p> <p>Fire Station and Downtown Theatre (Mady Centre) finished - accessibility applauded by Accessibility Advisory Committee members</p>

Page No.	Section	Proposed Change/Addition
		<p>Accessibility Advisory Committee Chair, Kim Demberline, collaborated with Barrie Chamber of Commerce to bring awareness to Barrie Business Community regarding January 2012 Accessible Customer Service requirement for private sector</p> <p>City Establishes Fare Parity in advance of AODA compliance obligations</p> <p>Interview on Roger's Channel 10 by Councilor Jennifer Robinson with Accessibility Advisory Committee members Margaretta Papp-Belayneh, Kim Demberline, and Micheline Crocker - promoting Accessibility Awareness Week</p> <p>Accessibility Advisory Committee hosted an Open House in City Hall Rotunda, in celebration of Accessibility Awareness Week</p> <p>Accessibility Advisory Committee member Margaretta Papp-Belayneh participated with Mayor Lehman in a +55 conference addressing accessibility and seniors issues</p> <p>AODA Integrated Accessibility Standard - Ontario Regulation 191/11 becomes law</p> <p>City of Barrie meets compliance of July 1, 2011 IASR requirements</p> <p>Accessibility Advisory Committee Chair, Kim Demberline, Accessibility Coordinator C. Dillon and staff Drew Rigden, collaborate with Georgian College Recreation and Leisure Services program students regarding accessibility of City of Barrie arenas</p> <p>Accessibility Advisory Committee attendance at Regional Forums and Simcoe County Accessibility Network meetings</p>
15	Section 6 Staff Accessibility Implementation Group	Updated to reflect that Staff Accessibility Implementation Group requested more direct contact with the Accessibility Advisory Committee (AAC) in order to provide department specific accessibility updates to the AAC as required.
16-44	Section 7 Departmental Plans for Barrier Elimination	<p>Activities carried over from 2011</p> <p>Added: Training for staff as required, per the IASR Standards - Ontario Regulation 191/11</p>

Page No.	Section	Proposed Change/Addition
		<p>Development of disability awareness training and training on Ontario Human Rights Code (to be implemented by 2014)</p> <p>Customer Service Regulation 429/07 refresher training for all staff, volunteers and third party agents</p> <p>Review of Human Resources policy regarding return to work and employee accommodation</p> <p>Research on accessible communication supports</p> <p>Design guidelines/standards</p> <p>Guidelines for production accessible communication materials</p> <p>Scheduled facilities renovations (City Hall, OPS)</p> <p>Individualized Emergency Accommodation Plan development for all staff as required</p> <p>Emergency Information available in accessible formats upon request - including employee emergency information, and community emergency information</p>
48	Section 8 Barrie Transit	<p>2011 Improvements</p> <p>Update on status of bus replacements by the end of the year</p> <p>Transit Policy updated to reflect AODA Standards to be in place in 2012</p> <p>New transit policies to reflect AODA standards to be available to public on City of Barrie website</p>

The City of
BARRIE

2012 ACCESSIBILITY PLAN

Approved by General Committee:

Ratified by Council:

Motion:

“One of Ontario’s Leading Communities in Accessibility”



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Section 1: Municipality Participating in this Plan

1.1 Municipality

This plan has been prepared for the Corporation of the City of Barrie.

1.2 Address

70 Collier Street P.O. Box 400
Barrie, ON L4M 4T5

<http://www.city.barrie.ca>

1.3 Key Contact

Dawn McAlpine, City Clerk
(705) 739-4220 Ext. 4421 – Phone
(705) 739-4243 – Fax
dmcalpine@barrie.ca

1.4 Population

140,000 ¹

1.5 Municipal Highlights – Barrie’s History

The City of Barrie, Southern Ontario’s premier waterfront community, is one of Canada’s fastest growing and most prosperous municipalities. Its sense of community has been preserved despite its rapid growth.

Barrie is a vibrant and rapidly growing community of close to 140 000 with rich and dynamic cultural pursuits. Population projections indicate that approximately 160,000 people will reside in Barrie by the year 2021. Regionally, a population of approximately 330,000 grows at a rate of nearly 2% per year. A safe and friendly community, the City of Barrie is in one of the fastest growing regions in Canada – all on beautiful Kempenfelt Bay.

The tremendous advantages associated with the City’s location have been the primary reasons behind the City’s rapid growth and economic development. Strategically located in the midst of Ontario’s recreational heartland and less than an hour’s drive from Toronto, Barrie offers the best of both worlds. The City is far enough away from the metropolitan area to enjoy a high level of economic aggregation; yet close enough to realize the benefits of the economic growth of the Greater Toronto Area.

¹ Planning and Development Department Intensification Study 2009.

1.6 Organization of the Corporation of the City of Barrie

The City of Barrie is organized into four (4) divisions and fifteen (15) functional departments.

The corporate structure of the City of Barrie is comprised of four functional divisions, each headed by a General Manager.

1.7 Chief Administrative Officer's Department

The Chief Administrative Officer is appointed by City Council. The Chief Administrative Officer directs and coordinates the general management of business affairs of the Corporation, in accordance with the by-laws, policies and plans established and approved by City Council, to ensure the delivery of high quality services and facilities which preserve or enhance the social, economic and physical well-being of the community at best value for the citizens of Barrie.

It is the responsibility of the Chief Administrative Officer to ensure that innovative programs and services are developed and implemented to meet the ever-changing needs of the community, while ensuring fiscal responsibility, and the added responsibilities municipalities are faced with.

The Chief Administrative Officer is also responsible for ensuring that Council directives are coordinated between departments and relevant agencies while ensuring that the operations within the organization are conducted within the framework of the values and goals of the Corporation.

The Chief Administrative Officer's Department's responsibilities also include the Strategy and Economic Development Department and the Communications and Intergovernmental Affairs Department.

In addition, the Chief Administrative Officer links with other government agencies, federal, provincial and municipal; to provide Council with the necessary comprehensive information they require for developing plans and policies.

Under the direction of the Chief Administrative Officer, each General Manager is responsible for managing their respective area:

1.8 Corporate Services Division

The General Manager of Corporate Services responsibilities include the Internal Audit Department, the Information & Communications Technology Department; the City Clerk's Office (Council secretariat, municipal election, corporate records management, vital statistics, assessment rolls, provincial offences, room bookings); the Finance Department (property taxes, supply and services, purchasing, insurance claims, payroll, insurance); the Legal Services Department (Real Estate transactions, by-law enforcement and legal services) and the Human Resources Department.

1.9 Infrastructure, Development and Culture Division

The General Manager of Infrastructure, Development and Culture responsibilities include the Engineering Department (Design and Construction Services, Infrastructure Planning and Policy and Development Services), Planning Department (development control and policy planning), Building Services Department (building permits, inspections, zoning and property standards), Department of Culture Department and Corporate Asset Management.

1.10 Community Operations Division

The General Manager of Operations responsibilities include Leisure, Transit and Facilities (developing and operation of community recreation programs and special events/facilities maintenance, arena

operations/transit terminal operations); Operations (water treatment and supply/sewage pump stations/waste collection, disposal, recycling/landfill site management/parks maintenance and operations/parking operations/winter control); the Barrie Fire and Emergency Service (community protection through education, prevention, investigation, training, fire suppression, community rescue and dangerous goods containment); and Community Emergency Planning.

1.11 Services Not Delivered by the City of Barrie

Although the City of Barrie is a single-tier municipality, there are certain services for which the Corporation of the County of Simcoe is responsible. The County of Simcoe delivers these services on behalf of the City of Barrie. Specifically, the County of Simcoe is responsible for:

- Ontario Works
- Social Housing
- Children's Services
- Land Ambulance and Emergency Planning
- Homes for the Aged
- Health Unit Services is offered by the Simcoe Muskoka District Health Unit

As required under the Accessibility for Ontarians with Disabilities Act, the County of Simcoe will prepare its own Accessibility Plan covering those services delivered by the County.

Section 2: City Of Barrie's Response to the Accessibility for Ontarians with Disabilities Act, 2005

In September, 2001, City Council adopted Resolution 01-G-343 approving the creation of an Accessibility Advisory Committee composed of six members from the Barrie disabled community and one member of City Council.

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA 2005) received Royal Assent and is now law. The AODA requires the provincial government to work with the disabled community and the private and public sectors to jointly develop standards to be achieved in 5 years or less leading to an accessible Ontario in 20 years.

On December 14, 2009 City Council adopted resolution 09-G-527 approving the 2010 Accessibility Plan authorizing the City Clerk's Office in consultation with the Accessibility Advisory Committee to monitor implementation of the Plan and report back to General Committee with the City's 2011 Accessibility Plan in December, 2010.

Section 3: City of Barrie Accessibility Advisory Committee Background Information

3.1 Committee Membership

On December 2, 2002 City Council adopted resolution 02-G-707 adopting the terms of reference for the City's Accessibility Advisory Committee.

The following members have been appointed by Council for a term ending November 30, 2014:

<u>Name</u>	<u>Membership</u>	<u>Term</u>
Councillor J. Robinson	Council Rep.	November 30, 2014
Kim Demberline	Past Chair	November 30, 2014
Margaretta Papp-Belayneh	Citizen Rep.	November 30, 2014
Debbie Kerr	Citizen Rep.	November 30, 2014
Micheline Crocker	Citizen Rep.	November 30, 2014
Dee-Anne Benson	Citizen Rep.	November 30, 2014
Colin Wilson	Citizen Rep.	November 30, 2014

Like all Ontario municipalities, the City of Barrie will meet the requirements of the AODA by preparing and implementing its annual Accessibility Plan. Through on-going monitoring of accessibility issues, the City will proactively identify and remove barriers that may exist in its by-laws, services, policies, procedures, programs and facilities.

Message from the City of Barrie Accessibility Advisory Committee

Mayor and Members of Council,

The Accessibility Advisory Committee for the City of Barrie would like to take this opportunity in advance to convey its appreciation to Mayor Lehman, Council and City Staff for their support and assistance during 2012. We look forward to assisting Council in the implementation of the new Strategic Priorities for 2011 – 2014.

The Accessibility Advisory Committee, in the past years has had some notable successes; the installation of 10 Audible Pedestrian Signals, accessible change benches in the City's recreation facilities. We have also had the pleasure of working closely with Mayor Lehman, Council and City Staff in raising awareness regarding the need to maintain accessibility in the design of all public buildings and sidewalks and look forward to this continued collaboration.

With the implementation of the Accessibility for Ontarians with Disability Act; we look forward to supporting the City of Barrie and its citizens to a successful and smooth transition

The Accessibility Advisory Committee is excited to be moving forward into a new year working with the Mayor Lehman, Council and City Departments to ensure and enhance the City of Barrie as a barrier free community.

Kim Demberline

Accessibility Advisory Committee Chair

3.2 Terms of Reference

1. Reporting Structure:

In accordance with the City of Barrie's Procedural By-law, the Accessibility Advisory Committee is an advisory Committee authorized by City Council. The Committee has been established by City Council in accordance with these Terms of Reference. The Committee shall report to City Council through the Finance and Corporate Services Committee. Decisions of the Committee are not final until approved by City Council unless delegated authority is granted by Council.

2. Mandate

The goal of the Accessibility Advisory Committee is to champion issues related to the provision of an accessible community on behalf of all of Barrie's citizens.

3. Objectives

The objectives of the Accessibility Advisory Committee will be established by the Committee at the beginning of the term. The objectives for the 2010 to 2014 term are as follows:

- Advise City Council each year about the preparation, implementation and effectiveness of its accessibility plan as required by the Ontarians with Disabilities Act.
- Advise City Council on the accessibility for persons with disabilities to a building structure or premises, or part of a building, structure or premises that Council intends to purchase, construct, significantly renovate or lease.
- Advise City Council on the accessibility of new developments for which site plans are being reviewed by the municipality pursuant to section 41 of the Planning Act.
- Research and make recommendations to City Council concerning the identification, removal and prevention of barriers to persons with disabilities within the City of Barrie.
- Educate City Council and the general public of the responsibility, benefits and means of having a consumer-friendly community inclusive to age and ability.
- Promote the voluntary provision of inclusive access to buildings, services, communications and activities within the City of Barrie, and recognize those businesses and services that are consumer-friendly.

4. Composition

The Accessibility Advisory Committee shall be composed of one member of Council and 6 citizen representatives. Pursuant to the Ontarians with Disabilities Act a majority of the members of the committee shall include persons with disabilities.

All Committee members shall be selected by City Council. If a Committee member is unable to complete the term as set out in Section 5 below, a new Committee member will be selected by City Council.

5. Term

Council members shall be appointed for two years. Citizen members shall be appointed for a term that coincides with the term of Council, expiring on November 30 of the year in which a municipal election is held unless provided by a resolution of City Council.

A member may resign from the Committee at any time by advising of this intention in writing to the Chair of the Committee.

A Committee member may be re-appointed by City Council for an additional term(s).

6. Frequency of Meetings

Committee meetings shall generally be scheduled once per month or may be scheduled at the call of the chair.

All meetings shall be open to the public in accordance with the City of Barrie's Procedural By-law and the Municipal Act. A meeting of the Committee may only be closed to the public, if the subject matter being considered meets the criteria established in Section 239 of the Municipal Act. The following are currently included as subject matters in Section 239 that may be discussed during a closed meeting:

- a) The security of the property of the City;
- b) Personal matters about an identifiable individual, including City employees;
- c) A proposed or pending acquisition or disposal of land by the City;
- d) Labour relations or employee negotiations;
- e) Litigations or potential litigation, including matters before administrative tribunals affecting the City;
- f) Advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- g) A matter in respect of which the Committee or Council may hold a closed meeting under another Act.

7. Selection of the Chair and Vice-Chair

The Chair and Vice-Chair (if necessary) shall be selected by the Committee at the first meeting.

8. Role of the Chair and Vice-Chair

The Chair shall preside over the meetings of the Committee and assist the Committee in reaching consensus on fundamental policy issues of concern to the Committee.

The Vice-Chair shall assume the authority and perform all the duties of the Chair in the absence of the Chair.

9. Roles and Responsibilities of Members

Committee Members shall:

- a) Attend and actively participate in all meetings;
- b) Work with other members to attempt to reach consensus on decisions before the Committee; and
- c) Adhere to these terms of reference, the City of Barrie's Procedural By-law, Purchasing By-law, the Council/Committee Code of Conduct and any other by-laws, policies or procedures that apply to Committee members.

10. Rules Governing the Proceedings of Committees

The business of advisory committees shall be conducted in accordance with the City of Barrie's Procedural By-law.

11. Quorum

In accordance with the City of Barrie's Procedural By-law a quorum shall be a majority of the Committee Members.

If the quorum for a Committee is not present within thirty (30) minutes of the time appointed for the meeting, the Committee Secretary shall record the names present and the meeting shall stand adjourned until the next scheduled meeting.

12. Voting

In accordance with the City of Barrie's Procedural By-law, when an issue arises, the Committee will attempt to reach a consensus on how the Committee should resolve the issue.

A question before the Committee will be put to a vote and each Committee Member will be entitled to one vote.

A motion shall be deemed to be carried when a majority of the members present and voting have expressed agreement with the question. Consequently, on a tie vote, the motion is lost.

13. Resources

Primary Staff

The staff resource for the Committee is the Accessibility Co-ordinator.

A Committee Secretary is provided by the City Clerk's Office. The Committee Secretary works with the Committee to co-ordinate the proceedings of the Committee, including the taking of minutes, the distribution of minutes and agendas and the general administrative coordination of meetings.

Advisory Staff

Staff shall provide advisory support to the Committee, including background information, resources and advice to Committee members to assist them in their role.

From time to time, the Committee may request the advice or participation (non-voting) of individuals or organizations/City Committees with a particular area of expertise. The Committee Secretary will coordinate, through consultation with the Chair, the request made by the Committee.

14. Application of the Code of Conduct

The Committee shall, at all times follow the policies and procedures set out in the City of Barrie's Council/Committee Code of Conduct.

15. Budget

The Committee is authorized to expend funds within its budget allocation approved by City Council, where such expenditure is in accordance with the City of Barrie's Purchasing By-law. The committee must authorize any expenditure through a majority vote and such approval of an expenditure and the name of the individual and/or company receiving payment shall be recorded in the minutes of the meeting.

The Committee at no time may exceed its annual budget without formal application to, and authorization by City Council. Neither the Committee nor any member thereof shall pledge the credit of the City in any matter whatsoever.

16. Other

From time to time members of the Accessibility Advisory Committee may be requested to provide assistance or offer advice regarding city projects, park audits, facility audits, site plan reviews, transportation matters and education for community groups and events. Committee members must keep in mind that while the committee on which they serve has specific goals and objectives, the Committee's function is advisory in nature and the final decision on recommendations made by the Committee rests with City Council. Council's responsibility is to the broad public good and, as such, Council may take into account other matters beyond those considered by the Committee when making its final decision on the matter.

Section 4: 2012 Accessibility Committee Work Plan

Goal	Activity	Resource Required	Completion Target Date
To provide advice to City Council on the Annual Plan	Review and provide suggestions	Committee members	On-going
To provide advice to City Council about accessibility of municipal buildings and services	<p>Review previous accessibility facility audits and delete completed items</p> <p>Determine Municipal Buildings that need updated accessibility audits</p> <p>Meet with department managers or invite them to Committee meetings</p> <p>Feedback to staff regarding AODA communication guidelines - ensuring city communication materials adhere to AODA standards</p>	<p>Audit - Sub Committee</p> <p>Accessibility Coordinator/ Leisure, Transit and Facilities</p> <p>City staff as appropriate</p> <p>Accessibility Coordinator and City staff as appropriate</p>	<p>On-going</p> <p>On-going to March 2012</p> <p>Quarterly or as required</p> <p>On-going 2012</p>

Goal	Activity	Resource Required	Completion Target Date
To provide consultation on site plans	<p>Review and provide feedback to Planning Department on Site Plans</p> <p>Provide feedback on development of Design Guidelines based on upcoming Built Environment Standard</p>	<p>Minimum of two members</p> <p>Accessibility Coordinator, committee members, Planning Department Staff, other staff as required</p>	<p>On-going</p> <p>Ongoing 2012</p>
To educate City Council and the general public on having an accessible community and promote the provision of barrier free access within the city	<p>Develop annual plan for Access Awareness Week - look to collaborate with Simcoe County and other local municipalities</p> <p>Collaborate with cultural events and community organizations to establish consistent accessibility presence or focus at community activities/events</p> <p>Work with Emergency Management staff to develop an awareness event regarding accessible emergency management procedures</p>	<p>Committee members, staff as required</p> <p>Committee members, Accessibility Coordinator</p> <p>Community Emergency Planner, committee members, other staff as required</p>	<p>January - May 2012</p> <p>On-going 2012</p> <p>May 2012</p>
Work with City Staff and Council on the implementation of the Integrated Accessibility Standard Regulation 191/11	Review the City of Barrie's policies impacting Information and Communication, Transportation and Employment	Accessibility Coordinator, Committee Members and City Staff as required	On-going 2012
Raise Awareness within the Business Community on the Accessible Customer Service Regulation 429/07	Provide presentations to the Business Community regarding the Accessible Customer Services Standard Regulation 429/07	Committee, Accessibility Coordinator and staff from Strategy and Economic Development Department	On-going 2012
To identify barriers	Research and make recommendations on	Committee	On-going

Goal	Activity	Resource Required	Completion Target Date
for person with disabilities that exist within City of Barrie services, programs, policies, procedures and facilities	<p>the removal of barriers such as:</p> <p><u>Transportation</u> Continue meetings with BACTS and taxi or other providers.</p> <p><u>Facilities</u> Conduct audit of all City Facilities to identify outstanding accessibility barriers and determine necessary improvements</p> <p><u>Parks and Planning</u> Work with City Staff to properly identify barriers to City Parks and Trails as well as to help to determine appropriate solutions to these barriers</p>	<p>Members, Accessibility Coordinator</p> <p>Committee Members, Accessibility Coordinator, Transit Staff, MLEO Staff</p> <p>Committee Members, Transportation Sub-Committee</p> <p>Committee Members, Audit sub-committee, Accessibility Coordinator</p>	<p>On-going</p> <p>Ongoing to March 2012</p> <p>On-going 2012</p>
Provide input on projects for the Enabling Accessibility Funding Application	Identify projects that would qualify for the Enabling Accessibility Fund	Committee Members, Accessibility Coordinator, and other City Staff as required	Ongoing as required
Work with City Staff and Council on the implementation of the proposed final Built Environment Standard and expected changes made to the Ontario Building Code	Provide advice, direction, and feedback regarding accessibility measures included in the City of Barrie's new external website	Committee Members and City Staff	On-going 2012

Section 5: Accessibility Achievements and Committee Highlights from 2011

As part of its commitment to creating an exciting, caring and progressive community, the Accessibility Advisory Committee implements initiatives and goals to eliminate barriers to improve and maintain the City of Barrie as an Accessible Community. The following are highlights of some of the initiatives undertaken by the City during 2011, often with assistance or feedback from the Accessibility Advisory Committee, to make Barrie a more accessible community.

- In 2011, a long-time member of the Accessibility Advisory Committee, Margaretta Papp-Belayneh, was awarded the Bob Kerr Accessibility Award.
- Fire Station and Downtown Theatre (Mady Centre) completed - both facilities are accessible and initial accessibility audits are positive.
- City Web-site was re-designed in accordance with AODA standards as outlined in the Information and Communications portion of the Integrated Standard.
- Chair of Accessibility Advisory Committee collaborated with Barrie Chamber of Commerce to bring awareness to Barrie business community regarding January 1, 2012 Accessible Customer Service compliance requirement for private sector.
- City established Fare Parity in advance of AODA compliance obligations.
- Accessibility Awareness Committee members Margaretta Papp-Belayneh, Micheline Crocker, and Kim Demberline were interviewed on Roger's Channel 10 by Councilor Jennifer Robinson, also an Accessibility Advisory Committee member, to raise awareness around accessibility.
- The Accessibility Advisory Committee hosted an Open House on May 31, 2011 in the City Hall Rotunda to celebrate and bring awareness to Accessibility Awareness Week. Various community organizations were in attendance with displays regarding accessibility, as well as programs, and services assisting individuals in Barrie with disabilities or impairments. The Accessibility Advisory Committee is looking to build on the success of this Open House in 2012 by inviting other communities in and around Simcoe County to collaborate in the development of an annual celebration of Accessibility in the region.
- Accessibility Advisory Committee member Margaretta Papp-Belayneh participated with Mayor Lehman in a +55 conference addressing accessibility and seniors issues
- City of Barrie met compliance of July 1, 2011 Integrated Accessibility Standard Regulations requirements.
- Accessibility Advisory committee members and City Staff assisted Georgian College Recreation and Leisure Services program students, on their program project examining the accessibility of City of Barrie arenas.

Section 6: Staff Accessibility Implementation Group

The City's Staff Accessibility Implementation Group met in February 2011. The Group decided to defer quarterly meetings in favour of department staff meeting directly with the Accessibility Advisory Committee. Department staff has continued to make themselves available to the Accessibility Advisory Committee, to: provide updates on department projects impacting accessibility, provide assistance in the development of future accessibility plans, and monitoring departmental barriers identified within the City's annual Accessibility Plans.

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing/ Status
<u>SECTION 7: Departmental Action Plans for Barrier Elimination</u>						
Mayor's Office, The Chief Administrative Officer's Department and Communications and Intergovernmental Affairs						
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
AODA Integrated Standard Information and Communications	Informational and Technological, Attitudinal, Policy/Practice	All	Compliance with legislation to provide methods of communication designed and developed to be accessible to people with disabilities	Ensure policies, procedures and practises are in place Educate Staff	Compliance with all requirements	Ongoing to 2015

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing/ Status
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Strategy and Economic Development Department</u>						
Promotion of Barrie as an “Accessible Community”	Attitudinal, Policy/Practice, Informational etc.	All	Promoting Barrie as an “Accessible Community”	Advertise Barrie as an Accessible Community, (where possible) in promotional brochures and documents Add a file tab within Investment Profiles which is labelled “Accessibility”	Inclusion of Barrie as an “Accessible Community” in promotional material	On-going
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going
Integrated Standard (Information and Communications Standard)	Information and Communication, Attitudinal, Policy/Practice	All	Compliance with legislation to ensure promotional brochures and documents are designed and developed to be accessible to people with disabilities	Ensure practises and procedures for designing and producing brochures and documents reflect accessibility requirements, and are appropriately implemented	Compliance with all requirements	Ongoing

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>CORPORATE SERVICES DIVISION</u>						
<u>City Clerk's Office</u>						
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
No Wheel Chair Access to Service Counter	Architectural	Physical	Improved access for clients when obtaining services	Design service counter that is accessible	Provide wheel chair accessible service counter	Budget Consideration
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Finance Department</u>						
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
No Wheel Chair Access to Service Counter	Architectural	Physical	Improved access for clients when obtaining services	Design service counter that is accessible	Provide wheel chair accessible service counter	Budget consideration
Ontario Regulation 429/07 Accessible Customer Services Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure contract and RFP process includes a compliancy requirement for accessible customer service training	Compliance with all requirements	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Human Resources Department</u>						
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Maintain Accessible Customer Service policy	Compliance with all requirements	On-going
Accessible Customer Service Training	Attitudinal	All	Training of all new staff; refresher training for staff as required	Provide an ongoing training mechanism for Accessible Customer Services Training to ensure compliancy with legislation	On-going training process in place	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
AODA Integrated Standard Employment Standard, and Information and Communication	Attitudinal, Policy/Practice, Informational etc.	All	Compliance with the Employment Standards as outlined in the AODA Integrated Standard, by ensuring equal opportunities and access for persons with disabilities	Develop and implement policies, practices, and procedures in compliance with Employment Standards; including workplace safety and emergency information	Implementation of Policy and Practices and Procedures	Compliance in 2012 for: Individualized Employee Accommodation Plans, and Provision of staff Emergency information in alternate formats upon request

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
Collaboratively with ICT, Maintain Accessibility Information on Website	Informational	All	Improved resource dissemination about accessibility to internal and external stakeholders	On-going updated to the webpage	Availability of updated information on webpage	On-going
No Wheel Chair Access to Service Counter	Architectural	Physical	Improved access for staff and interviewees when obtaining information and services from HR	Design service counter that is accessible	Provide wheel chair accessible service counter	Future budget consideration

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
Legal Services Department						
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

AODA Integrated Standard	Attitudinal, Policy/Practice, Informational etc.	All	Compliance with the Integrated Standard will ensure AODA and Human Rights practices are respected and adhered to.	Assist in the development of staff training on Ontario Human Rights Code as it pertains to the AODA IASR.	Compliance with all requirements	Working towards compliance in 2013
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Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Information and Technology Department</u>						
Availability of TTY Equipment for non-emergency services	Technological and Practice/Policy	Hearing	Improved access to services for hearing impaired	Increase the availability of TTY equipment throughout City departments	Implementation of TTY equipment	On-going
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

<p>AODA Integrated Standard</p> <p>Information and Communications Standard</p>	<p>Informational and Technological, Attitudinal, Policy/Practice</p>	<p>All</p>	<p>Compliance with legislation</p>	<p>Ensure policies, procedures and practises are in place</p> <p>Educate Staff</p>	<p>Compliance with all requirements</p>	<p>Compliance date to be announced</p>
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Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Internal Audit</u>						
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
COMMUNITY OPERATIONS DIVISION						
<u>Barrie Fire and Emergency Service</u>						
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

AODA Integrated Standard	Informational and Communication, Policy/Practice	All	Compliance with legislation	Ensure policies, procedures and practises are in place Educate Staff	Compliance with all requirements	Compliance in 2012 for the provision of Emergency Information in alternate format upon request
Information and Communications Standard						

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
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Operations Department

Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
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<p>AODA Built Environment Standard and Updated Ontario Building Code</p>	<p>Physical, Attitudinal, Policy/Practice</p>	<p>All</p>	<p>Compliance with legislation, an environment which limits barriers within buildings, facilities, parks etc...</p>	<p>Ensure policy, procedures and practise are in place and implemented; ensure all building code inspectors have appropriate accessibility and disability awareness training as per changes to the OBC</p>	<p>Compliance with all requirements</p>	<p>Not yet determined - Built Environment Standard yet to be finalized</p>
<p>Ontario Regulation 429/07 Accessible Customer Service Standards</p>	<p>Attitudinal, Policy/Practice, Informational Etc.</p>	<p>All</p>	<p>Compliance with legislation and improved Customer Service Quality</p>	<p>Ensure policy is available within Department and practises and procedures are implemented</p>	<p>Compliance with all requirements</p>	<p>On-going</p>

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Leisure, Transit and Facilities Department</u>						
Accessibility to Recreational Programs	Availability of Recreational Programs to all members of the public	All	Option of enrolling in Recreational Programs to all members of the community	Investigate the feasibility of providing interpreter services and offering assistance to persons with a disability who wish to participate in Recreation Programs	Report to Accessibility Committee on feasibility	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

Accessibility Audits	Physical, vision, hearing	Physical architectural, informational etc.	Improved accessibility in City facilities	Prepare summary report from accessibility audits to help establish baseline information regarding accessibility of current City facilities and to help plan capital works program to address deficiencies	Preparation of Accessibility Audit Summary Report	January 2012 through to March 2012
AODA Built Environment Standard	Physical, Attitudinal, Policy/Practice	All	Compliance with legislation and an environment which limits barriers within buildings, facilities, parks, etc...	Ensure policy, procedures and practise are in place and implemented	Compliance with all requirements	Compliance date to be announced

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>INFRASTRUCTURE, DEVELOPMENT AND CULTURE DIVISION</u>						
Building Department						
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
AODA Built Environment Standard and Updated Ontario Building Code	Physical, Attitudinal, Policy/Practice	All	Compliance with legislation and an environment which limits barriers within buildings, facilities, parks etc...	Ensure policy, procedures and practise are in place and implemented	Compliance with all requirements	Compliance date to be announced

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Planning Department</u>						
Façade and Streetscape program does not address accessibility needs within its requirements	Policy/Practice	Physical	Ensuring that Façade and Streetscape applications that are submitted include plans for entrances that are accessible	Amendment to Façade and Streetscape application requirements	Implementation of amended requirements	Compliance date to be announced
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going
AODA Built Environment Standard and Updated Ontario Building Code	Physical, Attitudinal, Policy/Practice	All	Compliance with legislation and an environment which limits barriers within buildings, facilities, parks etc...	Ensure policy, procedures and practise are in place and implemented	Compliance with all requirements	Compliance date to be announced

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Engineering Department</u>						
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
Pedestrian Signals	Communication	Vision	Pedestrian Safety for visually impaired as per Council Resolution 09-G-032	Continuation of the installation of Audible Pedestrian Signals	Audible Pedestrian Signal Installed	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
Park Audits	Physical	All	Trails and Parks without Barriers	Provide assistance to Accessibility Advisory Committee to perform Audits	Audits Performed	ongoing
AODA Built Environment Standard and Updated Ontario Building Code	Physical, Attitudinal, Policy/Practice	All	Compliance with legislation and an environment which limits barriers within buildings, facilities, parks etc...	Ensure policy, procedures and practise are in place and implemented	Compliance with all requirements	Compliance date to be announced

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Department of Culture</u>						
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
<u>Department of Asset Management</u>						
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	On-going
Ontario Regulation 429/07 Accessible Customer Service Standards	Attitudinal, Policy/Practice, Informational Etc.	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practises and procedures are implemented	Compliance with all requirements	On-going

Barrier	Type of Barrier	Disability Type	What will be gained by removing or preventing barrier	Means to prevent or remove barrier	Success indicator	Timing/Status
AODA Built Environment Standard and Updated Ontario Building Code	Physical, Attitudinal, Policy/Practice	All	Compliance with legislation and an environment which limits barriers within buildings, facilities, parks etc...	Ensure policy, procedures and practise are in place and implemented	Compliance with all requirements	Compliance date to be announced

SECTION 8: BARRIE TRANSIT AND BARRIE ACCESSIBLE COMMUNITY TRANSPORTATION SYSTEM (BACTS)



To meet the needs of the community, the City of Barrie provides both conventional transit services and specialized accessible transit services for persons with disabilities. The City's conventional transit service operates as Barrie Transit. The City's accessible transit service operates as the Barrie Accessible Community Transportation Service (BACTS). BACTS is a specialized bus transportation service operated to assist persons with mobility difficulties. This service provides door-to-door accessible transportation service and is available on a temporary or permanent basis, depending on the user's eligibility.

Address

c/o the City of Barrie
70 Collier Street
P.O. Box 400
Barrie, ON L4M 4T5

Key Contact

George Kaveckas, Manager of Transit
(705) 739-4220 Ext. 4464 – Phone
(705) 739-4238 – Fax
gkaveckas@city.barrie.on.ca

Barrie Transit is committed to:

- Continuous 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 access plans
- The provision of quality services to all passengers and employees
- Proactively acting upon its obligations relating to accessibility planning and the AODA standards. It is the intention of Barrie Transit to be proactive in creating an inclusive, accessible community and to support the intent of the Province's accessibility legislation.
- The maximization of investment in accessible conventional transit to encourage a shift from specialized to conventional public transit. Barrie Accessible Community Transportation Service (BACTS) was created by the City of Barrie in 1980. BACTS is a specialized transit service intended for people, who due to functional mobility problems, are physically unable to climb or descend steps used in conventional transit facilities or walk a distance of 175 metres (approximately 600 feet). Riders must meet eligibility guidelines and be pre-registered to use the system.



- The 3 C's Courtesy, Co-operation and Consideration

BACTS Service

BACTS service provides transportation from accessible door to accessible door and is available on a temporary or permanent basis. Trips must be booked in advance.

BACTS currently operates 10 specialized buses and 2 mini-vans bringing the fleet number to 12.

The City introduced a Voice Recognition system to assist BACTS clients with some of their trip booking needs. BACTS provides service seven days a week. The service is delivered through a Private Operator who is contracted by the City of Barrie.

8.3 Transportation and Transit-Related Accessibility Improvements during 2011

The following improvements were implemented during 2011 to improve Barrie Transit Service and BACTS Service:

<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Public Transportation	<p>All new buses are fully accessible with only one bus that remains a high floor bus</p> <p>Five new accessible conventional transit buses were ordered in 2011 - will be delivered in 2012</p>
Communication system on buses	<p>An automated next stop call system was implemented during 2011</p> <p>This system will call and display all approaching bus stops</p> <p>Mobile Data Terminals (MDT) were installed on both specialized and conventional transit buses</p>

8.2 Transit Related Action Plans for Barrier Elimination

Barrie Transit plans to identify, remove and prevent the following barriers in the coming year:

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Status Timing
<p>Training for bus operators necessary to accommodate passengers with mobility devices on Barrie Transit</p> <p>Accessible Customer Service Training, and training per the Integrated Standard</p>	Attitudinal and Policy/Procedure	Mobility	Improved access and ridership gains	Staff education program	<p>Successful training of drivers and staff</p> <p>Drivers will receive AODA – Accessible Customer Service Training, disability awareness training, and training per Integrated Standard</p>	On-going

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Status Timing
Information for those with mobility devices on how to use Barrie Transit	Informational	Mobility	Better education provided to users result in ridership gains	Public education program on how to use Barrie Transit	Ridership gain	On-going
Transit access to new public and private facilities	Architectural and Physical	Mobility	Barrier free Access to facilities	Implementation of building standards	No new barriers created	On-going
Accessible Customer Service Standards 429/07	Accessibility Standards for Customers	Attitudinal, Policy, Practice, Informational	Compliance with legislation and improved Customer Service and Transportation Standards	Ensure policies are in place and staff are trained	Compliance with all requirements	On-going

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Status Timing
<p>AODA Integrated Standard - Transportation</p> <p>Built Environment Standard and Updated Ontario Building Code</p>	<p>Physical, Attitudinal, Policy/Practice</p>	<p>All</p>	<p>Compliance with legislation and an environment which limits barriers within buildings, facilities, parks public transit etc.</p>	<p>Ensure policy, procedures and practice are in place and implemented</p>	<p>Compliance with all requirements</p>	<p>Integrated Standard Compliance for 2012</p> <p>Built Environment Standard Compliancy date not yet announced</p>