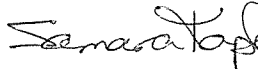



TO: GENERAL COMMITTEE

SUBJECT: CITY OF BARRIE'S 2011 ACCESSIBILITY PLAN

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

SUBMITTED BY: S. KAPLAN, DIRECTOR HUMAN RESOURCES 

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

CHIEF ADMINISTRATIVE OFFICER APPROVAL: JON M. BABULIC, CHIEF ADMINISTRATIVE OFFICER 

RECOMMENDED MOTION

1. That the draft 2011 Accessibility Plan attached as Appendix "A" to Staff Report HRS001-11 be approved.
2. That the staff working group, in consultation with the Accessibility Advisory Committee monitor implementation of the Plan and report back to General Committee with the City's 2012 Accessibility Plan in December, 2011 in accordance with the Accessibility Directorate of Ontario's guidance.
3. That a staff report to General Committee with update memorandums as required, regarding the Integrated Standard (which encompasses Information and Communication, Transportation and Employment) and the Built Environment Standard, when each standard is finalized.

PURPOSE & BACKGROUND

4. On December 14, 2009, City Council adopted motion 09-G-527 which approved 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 2010 Accessibility Plan in December, 2010.
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 that under the Ontarians with Disabilities Act and continued under the Accessibility for Ontarians with Disabilities Act (AODA):
 - a) Prepare an accessibility plan; and
 - b) 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) A report on the steps the municipality has taken to identify, remove and prevent barriers to people with disabilities;
 - b) How the municipality assesses its proposals for by-laws, policies, programs, practices and services;
 - c) A list of by-laws, policies, programs, practices and services the municipality will review in the coming year to identify barriers;
 - d) How the municipality intends to identify, remove and prevent barriers in the coming year; and
 - e) 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 and 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 September 2, 2010, the Ontario government released the final proposed Integrated Standard for public comment. The Integrated Standard includes Employment, Information and Communications, and Transportation, into one regulation. Target dates for compliance of this integrated standard have not been established.

ANALYSIS

13. The City's 2011 Accessibility Plan highlights a number of initiatives that have been undertaken by the City throughout 2010 that have made Barrie a more accessible community. Some of these achievements include:
 - An application for "Enabling Accessibility Funding" was made on September 10, 2010 to enhance accessibility. At the time of this report, the application is still pending; however, the Corporation of the City of Barrie will be notified of the application's success by the end of 2010. Should the funding application be successful, installation of Audible Pedestrian Signals will be made at the following intersections:
 - Mapleview Drive and Bryne Drive
 - St. Vincent Street and Cundles Road
 - Lakeshore Drive (Simcoe Street) and Bayfield Street
 - Burton Avenue and Huronia Road
 - Bayview Drive and Little Avenue
 - The Barrie Transit Bus Fleet is almost completely accessible with only one high floor bus remaining in the fleet.
 - One replacement BACTS vehicle was obtained as a part of the fleet renewal program for 2010 and the fleet will be reviewed in 2011 for additional vehicle requirements.
 - A Communication System for buses was ordered and will be operating by the end of 2011 to provide an automated next stop call system and display all approaching stops for transit riders. Currently, transit operators are verbally calling out approaching stops over the transit PA system.
 - A presentation was provided by members of the Accessibility Advisory Committee to the BIA and Chamber of Commerce regarding the upcoming Accessible Customer Service Standard for Private Businesses.
 - The Accessibility Advisory Committee completed an awareness video on disability and accessibility to be used by the Committee to promote accessibility within the City of Barrie. The video is titled "Barrie - the Inclusive City" and has been professionally edited and includes closed captioning. The video will be made available on the City of Barrie's external website.
14. 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 will occur through Councillor representation on the Accessibility Advisory Committee and through presentations made on behalf of the Committee, to the Corporate Services Committee.

15. 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.
16. Consultation with the City's Accessibility Advisory Committee and the Staff Implementation Group to establish the 2011 Accessibility Plan has been on-going throughout the past year.
17. The Accessibility Advisory Committee has reviewed and approved the draft 2011 Accessibility Plan attached as Appendix "A" to this Staff Report. At its meeting held on November 25, 2010, the Committee endorsed the plan and approved it for presentation to General Committee.
18. It is proposed that the City of Barrie continue to use the staff implementation team, consisting of representatives from across the organization, to oversee and monitor implementation of the Accessibility Plan. This group will work in close co-operation with the Accessibility Advisory Committee. 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 co-ordinator for the staff working group.
19. As required by the AODA, the Accessibility Plan will be up-dated for approval in December 2011. Interim up-dates to the community will be provided by staff and the Accessibility Advisory Committee as required during the coming year.
20. Accessibility planning will be integrated into the City's Workplans 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 Standards and the changing demographics of the marketplace as the population ages.
21. An allocation of \$5,000 was established in the 2009 Business Plan for the Accessibility Advisory Committee. Subject to Council approval, this amount will also be included in the 2011 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.
22. 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.). Funds were utilized in 2010 to provide education awareness regarding accessibility, training courses for committee members and costs associated with an interpreter for committee meetings.
23. The 2011 Accessibility Plan identifies departmental commitment to establishing policies, practices and procedures to address the requirements of each of the upcoming standards as the final standards are introduced.

ENVIRONMENTAL MATTERS

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

ALTERNATIVES

25. There are two alternatives available for consideration by General Committee:

Alternative #1 General Committee could decide not to approve the draft 2011 Accessibility Plan.

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

FINANCIAL

28. 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.

A number of items included in the Accessibility Plan can be accommodated within existing budget allocations as they involve attitudinal, policy/practice or informational barriers that can be addressed with education and the involvement of Committee members in consultation. It is anticipated that the implementation of the Accessibility Legislation will result in a number of capital investments, however, with the exception of the Automated Next Call System for Transit, the Capital Plan does not include any projects directly related to Accessibility initiatives. The Automated Next Call System has an approved budget of \$472, 854; of which \$300k was approved in the 2009 capital budget and a further amount of \$172, 854 was approved in motion 10-G-228 and will be fully implemented in 2011.

29. Many of the items proposed in the 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.
30. Should some special funding become available, it would help offset the staff costs associated with implementing the Plan. 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.
31. 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.
32. The operating allocation of \$5,000 for 2011 is the same allocation made for the Committee in the last two years.

LINKAGE TO COUNCIL STRATEGIC PRIORITIES

33. The recommendation(s) included in this Staff Report support the following City Council's Strategic Priority (ies):
- Ensure Proactive Communications with the public and increased opportunities for Citizen Engagement
 - Enhance Public Spaces throughout the City
34. Adoption of the 2011 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 2011 Accessibility Plan

APPENDIX "B"

Analysis of Changes to 2011 Accessibility Plan

Page No.	Section	Proposed Change/Addition
1	Table of Contents	Update to reflect the 2011 plan
2	Section 1 Municipal Information	Updated population statistics
6	Section 3	Resolution information adopting 2010 plan Message from the Chair on behalf of the Committee Updated staff support - Inclusion or Accessibility Coordinator
12	Section 4 Accessibility Advisory Committee Work plan	Activities carried over from 2010 Added: Fire Station, Downtown Theatre, Surface Water Treatment Plant - work with appropriate department staff for updates and follow-up as required North Shore Trail - Universal Trail Assessment of North Shore Trail to determine best approach for creating increased barrier free access Re-audit of City Facilities by March 31, 2010 Collaboration with Independent Living Services of Simcoe County and Area (Formerly Simcoe County Association for the Physically Disabled) on a common brochure for the Barrie Business Community regarding compliance with Regulation 429/07 Enabling Accessibility Funding Application mid-size project funding in January and small-size as required Provide feedback and assistance to staff regarding the creation of a disability awareness training program for City Staff Video Launch of "Barrie - the Inclusive City" during Accessibility Awareness Week Develop annual program for recognition of UN's International Day of Persons with Disabilities Review City of Barrie's regulations regarding wheelchair and scooter access to sidewalks

Page No.	Section	Proposed Change/Addition
16	Section 5 – AAC Highlights from 2010	<p>A presentation to the BIA and Chamber of Commerce regarding the upcoming Accessible Customer Service Standard for Private Businesses.</p> <p>Completion of awareness video titled "Barrie - the Inclusive City"</p> <p>Enabling Accessibility Funding Opportunity</p> <p>Feedback and Comments on the AODA Integrated Standard, which includes Information and Communications, Employment, Employment, and Transportation</p> <p>Regional Forums</p> <p>City of Barrie Accessibility Coordinator hired</p>
18	Section 6 Staff Accessibility Implementation Group	Updated member list
20	Section 7 Departmental Plans for Barrier Elimination	<p>Activities carried over from 2010</p> <p>Added: Customer Service Regulation 429/07 refresher training for all staff, volunteers and third party agents</p> <p>Disability Awareness Training</p> <p>Training for staff as required, per AODA standards</p> <p>Accessible Emergency Information - including signage</p> <p>Updated AODA Standards: Integrated Standard, including; Information and Communications, Employment and Transportation; and Final Proposed Built Environment Standard to be incorporated into 2011 Building Code updates</p> <p>Traffic Calming Measures report - extended into New Year for Council review</p>
48	Section 8 Barrie Transit	<p>2010 Improvements</p> <p>Update on status of bus replacements by the end of the year</p> <p>Communication System on buses</p> <p>Transit Policy updated to reflect AODA Standards</p>

Page No.	Section	Proposed Change/Addition
		to be in place by end of 2011 New transit policies to reflect AODA standards to be available to public on City of Barrie website Updated Action Plan as per George

The City of
BARRIE

2011 ACCESSIBILITY PLAN

Approved by General Committee:

Ratified by Council: January 10, 2011

Motion:

“One of Ontario’s Leading Communities in Accessibility”

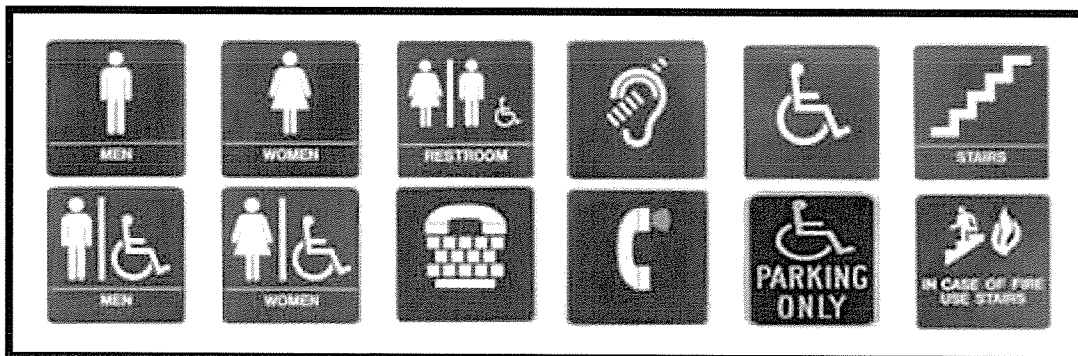


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Section 1: Municipality Participating in this Plan

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, 2010:

<u>Name</u>	<u>Membership</u>	<u>Term</u>
Councillor A. Nuttall	Council Rep.	November 30, 2010
Kim Demberline	Chair	November 30, 2010
Vacant	Vice – Chair	November 30, 2010
Albert Stein	Citizen Rep.	November 30, 2010
Connie Positano	Citizen Rep.	November 30, 2010
Micheline Crocker	Citizen Rep.	November 30, 2010
Louise Pope	Citizen Rep.	November 30, 2010
Kim Demberline	Citizen Rep.	November 30, 2010

<u>Name</u>	<u>Membership</u>	<u>Term</u>
Margaretta Papp-Belayneh	Citizen Rep.	November 30, 2010
Krista Brodeur	Citizen Rep.	November 30, 2010

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 City Council and City Staff for their support and assistance during 2011. We look forward to Council's new Strategic Priorities for 2011 – 2014 and how we can assist in the implementation of this plan

The Accessibility Advisory Committee, in the past few years has had some notable successes; the installation of 10 Audible Pedestrian Signals, accessible change benches in the City's recreation facilities and in raising awareness regarding the need to maintain accessibility in the design of all public buildings and sidewalks. We have hosted information sessions in the business community on the First of the Five Standards of the Accessibility for Ontarians with Disability Act; Customer Service. We look forward to assisting the City of Barrie and its citizens to a successful and smooth transition with the implementation of the remaining standards as they become mandated.

The Accessibility Advisory Committee is looking forward to working with the new City Council, to ensure and enhance the City of Barrie as a barrier free community.

Kim Demberline

Accessibility Advisory Committee Chair

3.2 Terms of Reference

Committee Mandate

It is the mandate of the Accessibility Advisory Committee:

1. To champion issues related to the provision of an accessible community on behalf of all Barrie's citizens; and
2. To research and help create a City of Barrie Draft Accessibility Plan and related reference material as required in the Ontarians with Disabilities Act, 2001 in conjunction with staff from the Planning and Development Department and other departments as required.

Committee Mission

It is the Mission of the Accessibility Advisory Committee to:

1. Create a consumer-friendly community with opportunities for everyone's participation in the life of the City of Barrie.

Community life involves the participation in, and contribution to, a variety of services, programs and activities. Without limiting the generality of the foregoing, this will include access to:

- a. Housing (purchase, lease or subsidized)
- b. Transportation (public or taxi)
- c. Education and Work Skill Training
- d. Employment
- e. Shopping (food, clothing, supplies, furniture, other retail)
- f. Entertainment (arts, cultural, cinemas, sport events)
- g. Health Services
- h. Personal Services (personal care, legal services, support services)
- i. Government Services (municipal, provincial and federal)
- j. Places of Worship
- k. Community Service Clubs
- l. Cultural Associations

- m. Recreation (playgrounds, parks, beaches, sports, health clubs, hobby clubs)

Committee Structure

1. Members of the Accessibility Advisory Committee shall be selected and appointed by City Council.
2. The Accessibility Advisory Committee (the Committee) shall be composed of nine (9) voting members as follows:
 - a. One (1) member of City Council, plus
 - b. Eight (8) residents of the City of Barrie
3. The majority of members of the Committee shall be persons with disabilities.
4. The maximum term of appointment shall be three (3) years.
5. Community members may be appointed for a maximum of two (2) consecutive terms.
6. The term of appointment for Committee members shall be staggered to ensure continuity for the Committee's activities.
7. Neither the Committee nor any member thereof shall pledge the credit of the City in any manner whatsoever, nor shall the Committee or any member thereof authorize any expenditure or expend public monies in any manner unless authorized by Council.
8. The Committee may appoint up to three (3) non-voting members to provide input and assistance to the Committee.

Appointment of Ad-Hoc Committees

1. The Committee may appoint special Ad-Hoc Committees of its members and/or of citizens at large to address any special study or assignment coming within its jurisdiction. Such Ad-Hoc Committees shall address only the issue(s) that are referred to it for consideration and shall be disbanded upon completion of the assignment.

Committee Meetings

1. That a City Council member, chair each Advisory Committee meeting.
2. The Committee chairperson shall be responsible for establishing the date and time of meetings, for establishing the agenda and for conducting the meetings.
3. Committee meetings shall be scheduled monthly or at the call of the chairperson.
4. Committee meetings shall take place at City Hall unless otherwise advised.
5. A majority of the voting members of the Committee constitutes a quorum.
6. Staff from the City Clerk's Office will act as secretary and administrative support to the Committee. Reports of proceedings are to be recorded and kept in accordance with By-law 90-01 and the City's records management practices.

Role of Accessibility Advisory Committee

It shall be the role of the Accessibility Advisory Committee to:

1. Advise City Council each year about the preparation, implementation and effectiveness of its accessibility plan as required by the Ontarians with Disabilities Act.
2. 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.
3. 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.
4. Research and make recommendations to City Council concerning the identification, removal and prevention of barriers to persons with disabilities within the City of Barrie.
5. Educate City Council and the general public of the responsibility, benefits and means of having a consumer-friendly, accessible community.
6. Promote the voluntary provision of barrier-free access to buildings, services and activities within the City of Barrie, and recognize those businesses and services that are consumer-friendly.

Role of Ad-Hoc Committees

It shall be the role of any Ad-Hoc Committee appointed by the Accessibility Advisory Committee to:

1. Research and make recommendations to the Committee concerning the identification, removal and prevention of barriers to persons with disabilities within the City of Barrie with respect to specific issue(s) assigned to the Ad-Hoc Committee by the Accessibility Advisory Committee.
2. The following are examples of Ad-Hoc committees:
 - a. Education/Public Relations
 - b. Transportation
 - c. Facilities and Services
 - d. Policies and Regulations
 - e. Special Projects

Reporting and Communication Structure

The Accessibility Advisory Committee shall provide advice to City Council by reporting through the Corporate Services Committee with recommendations as appropriate.

Staff Support

Staff from the City Clerk's Office and the Human Resources Department shall act as secretary and administrative support to the Committee, respectfully. Minutes of proceedings are to be recorded and kept in accordance with the City's records management practices.

The following City staff shall serve as resources to the Committee:

- City Clerk, or designate;
- City Accessibility Coordinator;
- Director of Building or designate;

Other staff members, as required to facilitate the work of the Committee and as authorized by the appropriate Commissioner or the Chief Administrative Officer.

Section 4: 2010 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	Review previous accessibility facility audits and delete completed items	Audit - Sub Committee	On-going
	Determine Municipal Buildings that need updated accessibility audits	Accessibility Coordinator/ Leisure, Transit and Facilities	On-going
	Sidewalk Audit in the Downtown Core	Audit Sub-Committee, Accessibility Coordinator and City Staff	On-going
	City Park Audit		
	Re-audit of City Facilities		
	Accessibility audit of waterfront		
	Follow up and ask for departmental reports for completion times.	City staff as appropriate	Quarterly or as required
	Meet with department managers or invite them to Committee meetings	Committee review	On-going
North Shore Trail	Follow-up and updates by City Staff	On-going	
South-end Satellite Library	Follow-up and updates by City Staff	On-going	

Goal	Activity	Resource Required	Completion Target Date
To provide consultation on site plans	Review and provide feedback to Planning Department	Minimum of two members	On-going
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 a plan for Access Awareness Week</p> <p>Set up a Speakers Bureau and make presentations to a range of service provider groups</p> <p>Recognize businesses that have exceptional accessible premises</p> <p>Investigate and locate speakers, demonstration groups, service supplier booths, city department participants etc.</p> <p>Determine location for 2012 and commence planning</p>	<p>Committee members</p> <p>Committee members</p> <p>City Staff and Committee Members</p> <p>Committee members</p> <p>Committee Members</p>	<p>January, 2011</p> <p>January, 2011</p> <p>January 2011 and On-going</p> <p>On-going</p> <p>June, 2011</p>
Work with City Staff and Council on the implementation of Customer Service Standards Regulation 429/07	Review the City of Barrie's policies and standards on Customer Service	Committee Members and City Staff	On-going
Raise Awareness within the Business Community on the Accessible Customer Service Regulation	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

Goal	Activity	Resource Required	Completion Target Date
429/07	<p>Work with staff from Independent Living Services of Simcoe County and Area to develop a common brochure to provide the business community regarding Ontario Regulation 429/07</p> <p>Implement an incentive program to recognize businesses in the Downtown Core that are accessible</p>	<p>Committee Members, Ad-hoc Committee Members, Accessibility Coordinator and other City Staff as necessary</p> <p>Committee Members, Accessibility Coordinator, other City Staff as necessary</p>	<p>January 2011-January 2012</p> <p>Ongoing</p>
To identify barriers for person with disabilities that exist within City of Barrie services, programs, policies, procedures and facilities	<p>Research and make recommendations on the removal of barriers such as:</p> <p>Transportation Continue meetings with BACTS and taxi or other providers.</p> <p>Continue to monitor BACTS services.</p> <p>Facilities Conduct audit of all City Facilities to identify outstanding accessibility barriers and determine necessary improvements</p> <p>Parks and Planning Work with City Staff to properly identify barriers to North Shore Trail as well as to help to determine appropriate solutions to these</p>	<p>Committee Members</p> <p>Committee Members</p> <p>Committee Members, Transportation Sub-Committee</p> <p>Committee Members, Audit sub-committee, Accessibility Coordinator</p> <p>Committee Members, Accessibility Coordinator</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p> <p>January/ February 2011</p> <p>On-going 2011</p>

Goal	Activity	Resource Required	Completion Target Date
	barriers		
Continue involvement with RVH Expansion Project	Remain actively involved and receive updates on the site plan application for the RVH expansion project and receive updates from staff	Building Services Department Staff, RVH Sub-committee	On-going
Promote and continue the "Paint the Town Yellow Program"	Receive regular updates from staff regarding progress of the "Paint the Town Yellow Program"	Engineering Department Staff	On-going
Traffic Calming Measures	Receive updates and provide input on the Traffic Calming Measures Policy	Engineering Department Staff	On-going
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	January 2011 and ongoing as required
Work with City Staff and Council on the implementation of the proposed Integrated Standard	Provide advice to City Council and City Staff Assist in the implementation of the Integrated Standard (which includes; Information and Communication, Employment, and Transportation standards)	Committee Members and City Staff	On-going

Goal	Activity	Resource Required	Completion Target Date
Provide input from an accessibility perspective on the new external City Web-site	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 2011
Work with City Staff and Council on the implementation of the proposed final Built Environment Standard and changes made to the 2011 Ontario Building Code to accommodate increased accessibility measures	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 2011

Section 5: Accessibility Achievements and Committee Highlights from 2010

As part of its commitment to creating an exciting, caring and progressive community, the Accessibility Advisory Committee implements initiatives and goals to eliminate barriers and to improve and maintain the City of Barrie as an Accessible Community. The following highlights some of the significant initiatives undertaken by the City during 2010 in co-operation with the Accessibility Advisory Committee to make Barrie a more accessible community.

Often, the biggest barriers people with disabilities encounter are other people. In an effort to raise awareness regarding accessibility and persons with disabilities within the community, the City of Barrie's Accessibility Advisory Committee created a video called "Barrie - the Inclusive City." The video was professionally edited using funding available to the Accessibility Advisory Committee through the 2010 budget, and has closed captioning capability. The Committee initiated this achievement because they recognized that accessibility awareness requires that the appropriate knowledge regarding local accessibility issues is available so Barrie's citizens can become participants in the creation of a barrier free community. The video will be available on the City's external website in 2011.

The Committee supported and helped determine projects which would qualify for the "Enabling Accessibility Funding Opportunity" provided by the Federal Government. The application submitted on September 10, 2010, is pending approval from the Federal Government; however, should the City of Barrie be successful in receiving these funds, they will be used to further support the acceleration of the audible pedestrian signal program. The City will be notified by the end of 2010 if it will receive funding for audible pedestrian signals to be installed at the following intersections:

1. Mapleview Drive and Bryne Drive
2. St. Vincent Street and Cundles Road
3. Lakeshore Drive (Simcoe Street) and Bayfield Street
4. Burton Avenue and Huronia Road
5. Bayview Drive and Little Avenue

Several members of the Committee attended the Simcoe County Accessibility Network (SCAN) Meeting in Barrie. The meeting provided presentations and material regarding accessibility throughout various communities within the Simcoe County region, including impacts of the Accessible Customer Services Regulation 429/07 and anticipated impacts related to the final proposed Integrated Standard and Built Environment Standards. Another topic of interest was the role of Accessibility Advisory Committees within the Community. It was an opportunity for networking and information sharing.

Feedback and comments were compiled by the Committee on the following upcoming AODA Standards:

- The new proposed Integrated Standard, which includes; Information and Communications, Employment, and Transportation. Feedback and comments were provided to the Ontario government by the October 16, 2010 deadline for public comment.

Several significant accomplishments were made towards making Barrie a Barrier-Free Community such as:

- Two presentations were made to the BIA and Greater Barrie Chamber of Commerce regarding the Accessible Customer Service Standard – Regulation 429/07. The first presentation was made by City of Barrie staff, with members of the Accessibility Advisory Committee, in conjunction with the Northern Lights Canada. The Second was held during small business week and was made by members of the Accessibility Advisory Committee in conjunction with Northern Lights Canada.
- The Committee assisted in the development of a park audit tool checklist to be used to assist in determining the accessibility of City of Barrie Parks.
- An ad-hoc Committee was established to work with staff from the Independent Living Society of Simcoe County and Area (formerly called the Simcoe County Association for the Physically Disabled), the BIA and the Greater Barrie Chamber of Commerce to establish a common brochure which outlines the expectations of the AODA Customer Service Standard - Regulation 429-07.
- Consultations have begun regarding the accessibility of the North Shore Trail and the Waterfront Master Plan.
- Improved barrier-free parking at City parks is being investigated.
- Feedback was provided to Royal Victoria Hospital on accessibility within the expansion project
- Advisory Committee members and staff have continued work with local Taxi companies to develop an incentive program for Taxi companies to provide Accessible Transportation within their fleet
- Incentive program for businesses who promote an accessible store environment in the Downtown Core is being established

Section 6: Staff Accessibility Implementation Group

The City has established a staff group who are responsible for assisting in the development of future plans, monitoring departmental barriers identified within the City's annual Accessibility Plans and managing other accessibility-related matters.

The members of the City's Accessibility Implementation Group are:

<u>Staff Members</u>	<u>Department</u>	<u>Contact Information</u>
Lisa Pearson	City Clerk's Office	Ext. 4367 lpearson@barrie.ca
Nancy Archer	Fire and Emergency Services	Ext. 3222 narcher@barrie.ca
Carlissa McLaren	Planning Services Department	Ext. 4719 cmclaren@barrie.ca
George Kaveckas	Leisure, Transit and Facilities	Ext. 4464 gkaveckas@barrie.ca
Ian Bates	Operations Department	Ext. 4832 ibates@barrie.ca
Economic Development Officer	Strategy and Economic Development	Vacant
Stephen Barks	Building Services Department	Ext. 4355 sbarks@barrie.ca
Vacant	Information and Technology	Vacant
Kim Hickling	Human Resources Department	Ext. 5227 khickling@barrie.ca
Kathleen Short	Finance Department	Ext. 4428 kshort@barrie.ca
Kevin Bradley	Leisure, Transit and Facilities	Ext. 4710 kbradley@barrie.ca
Greg Darby	Corporate Asset Management	Ext. 4471, gdarby@barrie.ca

Staff Members

Department

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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
SECTION 7: Departmental Action Plans for Barrier Elimination						
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
Web Site Accessibility www.barrie.ca	Informational and Technological	Physical and Sensory	Add a site map for quick reference Review web sites colour scheme Investigate text coding Re-design web-site	Web-site is being re-designed. Final website will be in accordance with AODA standards as outlined in the Information and Communications portion of the Integrated Standard	Obtain feedback from City's Accessibility Advisory Committee	2011

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 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	Compliance date to be announced
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	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>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
Maintain Accessibility Page on Web-site	Informational	Physical and Sensory	Easier and improved resource information for the public	On-going updates to the page	Availability of updated information on page	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

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 Standards	Attitudinal, Policy/Practice	All	Education on upcoming Standards	Communicate to City Department Heads updates on AODA standards as they are introduced	Communication to Department Heads	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>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	Attitudinal	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 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
AODA Standards	Attitudinal, Policy/Practice	All	Educating staff on upcoming standards	Communicate to Senior Department Head Staff updates on AODA standards as they are introduced; supporting department policy development related to the AODA standards as necessary; developing and maintaining AODA related training as required	On-going communication with Senior Staff regarding AODA Standards; 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 Accessibility Awareness	Information and communication	All	Community Awareness of Accessibility issues faced by persons with disabilities; increased business opportunities and tourism	Connect with community stakeholders through work with the Accessibility Advisory Committee	Regional and provincial recognition that Barrie is an accessible community	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
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

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

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
Phone System	Technology	Physical, vision, hearing	Improved access to City services	Review opportunities to utilize Voice Recognition Software to provide information regarding City programs and services	Implementation of VRS applications as opportunities arise	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
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

<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 to provide methods of communication designed and developed to be accessible to people with disabilities</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
Internal Audit						
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
<p>COMMUNITY OPERATIONS DIVISION</p> <p><u>Barrie Fire and Emergency Service</u></p>						
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>Operations 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
Sidewalks	Physical	Physical and vision	Ability for pedestrians to safely traverse City sidewalks and to travel through all areas of City	Ongoing review of existing sidewalks	Continue sidewalk program and provide updates to the Accessibility Advisory Committee	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; ensure all building code inspectors have appropriate accessibility and disability awareness training as per changes to the OBC	Compliance with all requirements	2011

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
Quarterly Accessibility Facility Audit Updates (or as required to ensure AODA compliance)	Physical, vision, hearing	Physical, architectural, informational etc.	Improved accessibility in City facilities	Provide quarterly updates to the Advisory Committee on City Facility accessibility audits	Quarterly Reports on the Accessibility Audits for City facilities	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
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
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 2011 through to March 2011

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 Transportation Standard	Physical, Attitudinal, Policy/Practice	All	Compliance with legislation and an environment which limits barriers within buildings, facilities, parks, public transit etc...	Ensure policy, procedures and practise are in place and implemented	Compliance with all requirements	Compliancy 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	2011 and 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
Planning Department						
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	2011 and 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
Official Plan	Physical and Policy/Practice	Physical, sensory, etc.	Improved community accessibility	Initiate the review of the City's Official Plan policies designed to ensure accessibility and consider inclusion of new barrier-free provisions	Adoption of new Official Plan	Official Plan has been approved by Council and an appeal has been submitted to the OMB. 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
Comprehensive Zoning By-law	Physical and Policy/Practice	Physical, sensory etc.	Improved community accessibility	Initiate review of the City's Zoning By-law 85-95 and consider inclusion of new barrier-free provisions	Zoning By-law Update	Early 2011 By-law is inclusive of barrier free parking provisions
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	2011 and 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>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
Traffic Calming Measures	Attitudinal, Policy Practice, Physical	All	Traffic Calming Measures that will not impede upon accessibility of persons with disabilities	Receive input from Accessibility Advisory Committee before a Traffic Calming Measure Policy is considered	Meeting with Accessibility Advisory Committee	2011

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	2011 and 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 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	2011 and On-going

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

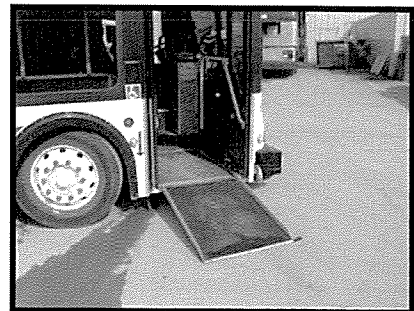
c/o the City of Barrie
70 Collier Street
P.O. Box 400
Barrie, ON L4M 4T5

Key Contact

George Kaveckas, Manager of Transit
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(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 2010

The following improvements were implemented during 2010 to improve Barrie Transit Service and BACTS Service:

<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Public Transportation	All new buses are fully accessible with only one bus that remains a high floor bus
Communication system on buses	An automated next stop call system will be implemented and completed during 2011 This system will call and display all approaching bus stops

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
PA System on buses	Informational	Hearing	Visual alternative for Hearing Impaired	Investigate a visual alternative for stop announcements	Report prepared and given to the Accessibility Advisory Committee	Automated next stop system which will include audible and visual displays will be installed in 2011
Training for bus operators necessary to accommodate passengers with mobility devices on Barrie Transit Accessible Customer Service Training	Attitudinal and Policy/Procedure	Mobility	Improved access and ridership gains	Staff education program	Successful training of drivers and staff Drivers will receive AODA – Accessible Customer Service Training and disability awareness training	On-going Committee Member provides training on an as required basis

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 signage at key bus stop and shelter locations throughout the City	Informational	Visual	Improved public awareness	Implement standards, fabricate and install new signage	Increase to approximately 10% the bus stops in the City with improved signage	2011
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

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
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
Accessibility Audits	Physical, vision, hearing	All	Compliance with legislation and improved Customer Service Quality	Ensure policy is available within Department and practices 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	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 Compliancy date to be announced</p> <p>Built Environment Standard Compliancy 2011</p>