

Town of Pelham

2015 Annual Progress Report of the 2013-2017 Multi-Year Accessibility Plan

In Compliance with O. Reg. 191/11
Including the Information and Communications, Employment,
Transportation and Design of Public Spaces Accessibility
Standards

As part of the
**Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold,
Niagara-on-the-Lake and Grimsby**

November 19, 2015

Town of Pelham
2015 Progress Report on Multi-Year Accessibility Plan 2013-2017

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Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) AODA requires the establishment of a Multi-Year Accessibility Plan and for the development of Annual Progress reports. Therefore, the Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake and Grimsby submits this Annual Progress Report on the 2013-2017 Multi-Year Accessibility Plan.

This is the third Progress Report on the Town of Pelham Multi-Year Accessibility Plan. The Town has achieved all legislated deliverables required in 2013, 2014 and 2015 and is committed to implementing enhancements to accessibility beyond the Multi-Year Plan. Details of this commitment is outlined in the following pages.

Although not originally part of Pelham's Multi-Year Accessibility Plan (2012-2017), in 2015 the Town initiated a Pilot Transit service. The service complies with all AODA Transportation Accessibility Standard regulations. Details outlining this compliance is included in this Report.

2015 marks the 10-year anniversary of the enactment of the Accessibility for Ontarians with Disabilities Act (2005). It was a year of celebration and an opportunity to reflect on the remarkable progress made towards creating a more accessible and inclusive community. The JAAC toured a number of facilities within the JAAC partnership and shared our achievements with the media and community at large. JAAC members also took advantage of opportunities to meet with municipal staff and share their experiences assisting staff to deepen their understanding of accessibility issues.

The JAAC wishes to thank its administrative contacts for continuing to provide essential leadership in this process as well as assisting us in meeting our objectives. The JAAC hopes to continue to provide valuable information and resources for the municipalities as they continue complying with the AODA.

Respectfully submitted by:

Mr. Stephen Barker
Chairperson

Ms. Donna L. Herrington, Consultant to the JAAC
The Herrington Group Ltd

**Town of Pelham
2015 Progress Report on Multi-Year Accessibility Plan 2013-2017**

Legislation Deadline:

January 1, 2013

Integrated Accessibility Standard: General Regulations

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11- 3 (1-4)</i> <u>Accessibility Policy</u> Develop Accessibility Policy to address compliance with Integrated Accessibility Standard Regulation. Policy can be one or more documents. Sections have varying compliance Due Dates.</p>	1. <u>Policy:</u> 1.1 Develop Policy	January 1, 2013	Completed	<p>Policy established. Policy updated according to AODA deadlines and redistributed for approval</p> <p>Policy approved by Council – December 3, 2013</p>
	1.2 Approve and adoption of Updated Policy by Council	January 1, 2013	Completed	
	1.3 Communicate policy to staff	January 1, 2013	Completed	
<p><i>O. Reg. 191/11- 4 (1-4)</i> <u>Accessibility Plan</u> To outline compliance plan in regards to Integrated Accessibility Standard Regulation. Must be posted on website upon completion. Annual Progress Report required. Complete Plan update required every 5 years</p>	1. <u>Plan Development:</u> 1.1 Develop Communication Inventory Checklist	June 2012	Completed	<p>Multi-Year Accessibility Plan completed and posted.</p> <p>Progress Report completed and posted.</p>
	1.2 Develop Multi-Year Accessibility Plan	November 8, 2012	Completed	
	1.3 Develop Progress Report Template	January 1, 2013, 2014, 2015	Completed	
<p><i>O. Reg. 191/11- 5 (1-3)</i> <u>Procurement Procedures</u> Procurement Procedures must incorporate accessibility criteria. If not “practicable” organization must provide explanation upon request</p>	1. <u>Review of Procurement Procedures:</u> 1.1 Establish Accessibility criteria/ Policy and/or Procedures and include in purchase agreements	January 1, 2013	Completed	<p>Procurement policies reviewed. Clauses updated. Procurement Accessibility Checklists created to assist staff assess accessibility needs in procurement.</p>

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Legislation Deadline:

January 1, 2014

Integrated Accessibility Standard Regulation: Information and Communication

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training</u> Employers shall provide training regarding Integrated Accessibility Regulation and Ontario Human Rights Code requirements to all employees and volunteers, persons who participate in developing organizational policy and other persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p>1. <u>Training Plan Development:</u> 1.1 Provide training in Integrated Accessibility Regulation 1.2 Update Accessible Customer Service Training – refresher training required</p>	<p>January 1, 2014 January 1, 2014</p>	<p>Completed Completed</p>	<p>Training to be updated again in January 2016 by JAAC to reflect changes to Ontario Building Code, Design of Public Spaces Standard and submitted to Town.</p>
<p><i>O. Reg. 191/11 – 11 (1-4)</i> <u>Feedback Mechanism</u> Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	<p>1. <u>Feedback Mechanism Update</u> 1.1. Update Feedback mechanism. Mechanism/Policy to be expanded to include procedures for dealing with alternate format requests and employment related feedback</p>	<p>January 1, 2014</p>	<p>Completed</p>	<p>Multiple channels of feedback provided. Alternate formats and communication supports available upon request.</p>

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 22</i> <u>Accommodation – Recruitment</u> Notice shall be provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</p>	<p>1. <u>Policy:</u> 1.1 Create Employment Policy and Procedures. Ensure policy includes Accommodation Policy for Recruitment.</p> <p>1.2 Establish procedure for recruitment accommodations including notice in advertisements</p> <p>1.3 Provide procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the recruitment process</p>	<p>January 1, 2014</p> <p>January 1, 2014</p> <p>January 1, 2014</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>Employment Policy, Accommodation Policy, Procedure and Accommodation Plan template created</p> <p>Notice included in advertisements</p>
<p><i>O. Reg. 191/11 – 23(1-2)</i> <u>Accommodation – Selection</u> Accommodation shall be provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation shall be provided in manner that takes applicant’s accessibility needs.</p>	<p>1. <u>Policy:</u> 1.1 Employment Policy and Procedures to include Accommodation Policy for Selection Process.</p> <p>1.2 Establish procedure for selection process accommodations</p> <p>1.3 Provide procedural training regarding providing applicant accommodation for staff responsible for recruiting, selecting and hiring staff as well as staff who would participate in the selection process</p>	<p>January 1, 2014</p> <p>January 1, 2014</p> <p>January 1, 2014</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>Employment Policy, Accommodation Policy, Procedure and Accommodation Plan template created</p>

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><u>O. Reg. 191/11 - 24 Accommodation Notice - New Employees</u> Successful applicant shall be informed of availability of accommodation and shall be provided with accommodation policy when making offer of employment</p>	<p>1. <u>Policy:</u> 1.1 Create procedures/standardized Employment Letter for all Offers of Employment</p> <p>1.2 Develop Employment Offer Checklist to ensure that all successful applicants/new employees are aware of: Municipal Accessibility Policy, Municipal Accommodation Policy and Accommodation Planning Procedures and Municipal Emergency Response and Evacuation Support Procedures.</p> <p>1.3 Add Notice of accommodation availability of this availability to be to all employment letters.</p>	<p>January 1, 2014</p> <p>January 1, 2014</p> <p>January 1, 2014</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>Consultant provided clauses for inclusion in Employment Letters</p> <p>Policies to be given to new employees</p> <p>Consultant provided clauses for inclusion in Employment Letters</p>
<p><u>O. Reg. 191/11 – 25 (1-3) Accommodation Notice - All Employees</u> Accommodation policy shall be provided to all employees and any updates shall be provided whenever changes are made</p>	<p>1. <u>Policy:</u> 1.1 Provide updates employees as needed</p> <p>1.2 Procedural training provided to supervisors regarding any policy updates</p>	<p>January 1, 2014</p> <p>January 1, 2014</p>	<p>Completed</p> <p>Completed</p>	<p>Employees notified of all policy changes</p>

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**Legislation Deadline
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 26 (1-2)</i> Alternate formats shall be provided to employees with disabilities upon request including information needed to perform employee’s job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.</p>	<p>1. <u>Policy and Procedure:</u> 1.1 Inform Municipal staff of availability of alternate format vendor of record</p>	January 1, 2014	Completed	Staff informed of Vendor of Record
	<p>1.2 Establish Process/procedure regarding how to respond to requests for alternate formats from employees to be established. Ensure all relevant material is available to staff in alternate format (e.g. Orientation material, Health and Safety information, job description etc.).</p>	January 1, 2014	Completed	Consultant provided Alternate Format Request Form
<p><i>O. Reg. 191/11 – 28 (1-2)</i> Documented Accommodation Plans shall be provided to employees with disabilities</p>	<p><u>Accommodation Planning Tool:</u> 1.1 Create Accommodation Planning Form</p>	January 1, 2014	Completed	Accommodation Planning template provided by Consultant
	<p>1.2 Create Individualized Accommodation Plans as required</p>	January 1, 2014	As Needed	
<p><i>O. Reg. 191/11 – 29 (1-3)</i> Documented Return-to-Work process shall be established including disability-related accommodations</p>	<p><u>Return-to-Work Accommodation Planning Tool:</u> 1.1 Create Return-to-Work Process and use Accommodation Planning Form</p>	January 1, 2014	Completed	Accommodation Planning template provided by Consultant
	<p>1.2 Complete Individualized Return-to-Work Accommodation Plans as required</p>	January 1, 2014	As Needed	

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 30 (1-2); 31 (1-2); 32 (1-2)</i> <u>Accessibility Throughout Employment Life-Cycle</u> Performance Management, Career Development and advancement and Redeployment processes shall include accessibility accommodation and provided in alternate format</p>	<p><u>Performance Management:</u> 1.1 Communicate requirement to provide accommodation throughout employment life-cycle to all directors, managers, supervisors and staff as appropriate</p>	<p>January 1, 2014</p>	<p>Completed</p>	
	<p>1.2 Provide procedural training for directors, managers, supervisors and staff as appropriate</p>			
	<p><u>Career Development and Advancement:</u> 2.1 Establish procedure of addressing accommodation needs in advance of training participation of employee</p>	<p>January 1, 2014</p>	<p>Completed</p>	
	<p><u>Redeployment:</u> 3.1 Develop process and checklist for accommodation needs for employee transfers and redeployment</p>	<p>January 1, 2014</p>	<p>Completed</p>	
	<p>3.2 Provide procedural training for directors, managers, supervisors and staff as appropriate</p>	<p>January 1, 2014</p>	<p>Completed</p>	

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Employment**

January 1, 2014

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 7 (1-6)</i> <u>Training for Employment Process</u> Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training). Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</p>	<p><u>Training Plan :</u> 1.1 Train municipal staff as appropriate and in relation to their roles and responsibilities</p>	<p>January 1, 2014</p>	<p>Completed</p>	<p>Staff to access training provided by Ontario Human Rights Commission at: http://www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act. All staff trained as of September 2013.</p>

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Legislation Deadline:

January 1, 2015

Integrated Accessibility Regulation Standard: Information and Communication

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 - 12 (1)</i> <u>Organizational Material in Alternate Format:</u> Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: (a) in a timely manner that takes into account the person's accessibility needs and in consultation with the person making the request.</p>	<p>1. <u>Alternate Format Provision:</u> 1.1 Create Accessible Style Guide – including standardized templates for accessible word processing, accessible PDF's and accessible web-based materials.</p>	<p>January 1, 2015</p>	<p>Completed</p>	<p>Accessible Communication Policy and Corporate Style Guide created and distributed to all Town staff</p>
	<p>1.2 Participate in accessible template procedural training and other accessible communication refresher training as needed.</p>	<p>January 1, 2015</p>	<p>Completed</p>	
	<p>1.3 Establish internal procedures for processing requests for alternate formats (i.e. how vendor is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	<p>January 1, 2015</p>	<p>Completed</p>	<p>Tracking form created by Consultant. Process managed by Clerk's Department</p>

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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Transportation**

January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 35(1)</i> <u>Non-functioning accessibility equipment</u> If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the 4transportation service provider shall repair the equipment as soon as is practicable.</p>	<p>1. <u>Procedure Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of procedure is included in transit service purchase/partnership agreement • Availability of procedures relating to accommodating transit riders with accessibility needs in the event of non-functioning equipment • Public communication plan is in place in the event of non-functioning accessibility equipment including making information available in alternate format upon request 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 44 (1-4)</i> <u>Boarding Policy</u> Provider shall deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability; ensure adequate time is provided to safely board, be secured and de-board vehicles and provide assistance to do same upon request; assist with safe and careful storage of mobility aids or assistive devices used by persons with disabilities; allow a person with a disability to travel with a medical aid (i.e. respirators, portable oxygen tanks).</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of policy and procedure is included in transit service purchase/partnership agreement • Availability of boarding policy and related procedures for transit riders with accessibility needs • Public communication of boarding policy is in place including making information available in alternate format upon request 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

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Integrated Accessibility Standard Regulation: Transportation

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 46 (1) & (3)</i> <u>Fare Equity Policy</u> Provider shall ensure no higher fare to be charged to persons with a disability.</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of policy and procedure is included in transit service purchase/partnership agreement • Availability of boarding policy and related procedures for transit riders with accessibility needs • Public communication of boarding policy is in place including making information available in alternate format upon request 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 49 (1-6)</i> <u>Priority/Courtesy Seating</u> Provider shall establish and clearly mark with signage priority/courtesy seating for people with disabilities. seating shall be located as close as practicable to the entrance doors; seating shall be signed to indicate passengers without disabilities must vacate courtesy seating when required by a person with a disability; provider must develop a communication strategy designed to inform the public about the purpose of courtesy seating</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of policy and procedure is included in transit service purchase/partnership agreement • Availability of courtesy seating, installed signage and related procedures for transit riders with accessibility needs • Public communication of courtesy seating policy is in place including making information available in alternate format upon request 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

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January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 44 (1-4)</i> <u>Mobility Aid and Assistive Device Storage Policy</u> Provider shall not charge a fee for storage of mobility assistive device or mobility aid. If safe storage is possible, mobility assistive devices or mobility aid shall be stored in the passenger compartment within reach of the person with a disability who owns it.</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of policy and procedure is included in transit service purchase/partnership agreement • Availability of mobility aid and assistive device storage and related procedures for transit riders with accessibility needs • Public communication of mobility aid and assistive device storage policy is in place including making information available in alternate format upon request 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 53-62</i> <u>Accessible Vehicle Requirements</u> If the provider enters into a contract to purchase new or used vehicles on or after July 1, 2011 then compliance with the Standard is required.</p>	<ul style="list-style-type: none"> • Availability of accessible vehicle requirements is included in transit service purchase/partnership agreement as appropriate 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

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Integrated Accessibility Standard Regulation: Transportation**

January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><u>O. Reg. 191/11 – 51-52 Announcement Procedures</u> Pre-board announcements of route, direction, destination or next major stop shall be provided on request</p> <p>Onboard announcements (audible, verbal announcement) of all destination points or available route stops on vehicles while vehicle is on route or in operation shall be provided</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of policy and procedure is included in transit service purchase/partnership agreement • Announcement procedures are in place and drivers are trained in this requirement 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><u>O. Reg. 191/11 – 34 (1-3) Information about Accessibility Equipment on Transit Vehicles</u> Provider shall make available information on existing accessibility equipment and features of transit vehicles, routes and services. This information</p>	<p>1. <u>Confirmation</u></p> <ul style="list-style-type: none"> • Information regarding accessibility equipment on transit vehicles, routes and services is available. • Information is available in 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	<p>Information is available on the Town of Pelham website, using the following link: http://www.pelham.ca/en/services/Transit.aspx</p>

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must be available in accessible format or accessible communication support upon request	alternate format upon request			
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**Legislation Deadline:
Integrated Accessibility Standard Regulation: Transportation**

January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 47 (1-5)</i> <u>Route Stop Accommodation</u> Passengers with disabilities shall be allowed to board and de-board at closest available location that is not an official stop if the official stop is not accessible and the safe location is along the same transit route. Location is determined by operator but consideration will be given to the preferences of the person with a disability temporary barrier exists</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of policy and procedure is included in transit service purchase/partnership agreement • Availability of route stop accommodation procedure is established and drivers are trained in this requirement 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 47 (3)</i> <u>Transit Stop Accessibility</u> Operators will promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exist</p>	<p>1. <u>Communication Plan:</u></p> <ul style="list-style-type: none"> • Confirm procedure for communication plan relating to inaccessible transit stops between drivers/transit service provider and municipality contracting services. 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

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Integrated Accessibility Standard Regulation: Transportation**

January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 78 (1-4)</i> <u>Transit Stop Accessibility</u> Municipality shall establish plan for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters</p>	<p>1. <u>Transit Stop Accessibility Audit:</u></p> <ul style="list-style-type: none"> • Transit stops chosen for Pilot are accessible. 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 - 43(1-2)</i> <u>Accessibility Plan – Conventional and Specialized Transportation Services</u> Both Conventional and Specialized transportation service providers will outline their procedures for dealing with accessibility equipment failures on vehicles</p>	<ul style="list-style-type: none"> • Process for service demand and strategies for reducing waiting times 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

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**Legislation Deadline:
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January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 46 (2)</i> <u>Fare Equity/Fare Payment Policy:</u> The provider shall make available alternative fare payment options to people with disabilities who cannot, because of their disability, use a fare payment option on conventional transport</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of alternative fare payment option is in place • Alternative fare payment option is included in transit service purchase/partnership agreement 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 66(3)</i> <u>Fare Parity:</u> Where conventional and specialized transportation is provided by separate providers in the same jurisdiction the specialized service shall not will charge more than the highest conventional fee for the same jurisdiction</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Fare Parity Policy 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

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Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 66(5)</i> <u>Fare Parity:</u> Where conventional and specialized transportation is provided by the same provider the provider will ensure they have the same fare structure</p>	<p>1. <u>Policy Confirmation</u></p> <ul style="list-style-type: none"> • Fare Parity Policy 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 66(6-7)</i> <u>Fare Parity:</u> Where conventional and specialized transportation is provided by the same provider the provider will ensure the same fare payment options will be made available if a person cannot use the existing fare payment option due to disability</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Fare Parity Policy 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

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Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 66(6-7)</i> <u>Visitors:</u> Specialized transit providers shall make service available to visitors and will consider as eligible visitors who confirm they are eligible for service where they reside and visitors who meet the eligibility requirements of the provider where they are visiting</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Visitor Policy 	<p>January 1, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 69(1-3)</i> <u>Coordinated Service:</u> Specialized transit services provided in adjacent municipalities will facilitate connections between their respective areas and will determine accessible stops and drop off locations</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Coordinated Service 	<p>January 1, 2015</p>	<p>Completed</p>	

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January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 73(1-4)</i> <u>Service Delays:</u> Where specialized transit services require reservations the provider will provide information on the duration of service delays to affected passengers. A delay is defined by a delay of 30 minutes or more after scheduled pick up time.</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Service Delay Policy 	<p>January 1, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 50 (1-3)</i> <u>Service Disruption Procedure</u> Where route is temporarily changed providers shall: make available alternate accessible arrangements to transfer people with disabilities to their route and ensure information about alternate arrangements is communicated in a manner that considers person’s disability.</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of service disruption procedure and drivers and other transit staff are trained in the procedure • Service disruption procedure is included in transit service purchase/partnership agreement 	<p>January 1, 2015</p>	<p>Completed</p>	

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January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 - 41(2)</i> <u>Accessibility Planning – Public Meeting</u> Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.</p>	<p>1.1. <u>Public Meeting</u></p> <ul style="list-style-type: none"> • Public meetings and extensive public consultation has taken place prior to launch of Pilot Service 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 41 (1)</i> Transportation providers shall create a process for managing, evaluating and taking action on customer feedback</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Feedback mechanism is established and included in transit service purchase/partnership agreement 	<p>January 1, 2015</p>	<p>Completed</p>	<p>Transit website provides phone number and email for transit related inquiries</p>

**Town of Pelham
2015 Progress Report on Multi-Year Accessibility Plan 2013-2017**

**Legislation Deadline:
Integrated Accessibility Standard Regulation: Transportation**

January 1, 2015

Regulation/Requirement	Action Required by Municipality	Due Date	Status	Details
<p><i>O. Reg. 191/11 – 36 (1-4)</i> <u>Training</u> Provider shall conduct transit driver training including: safe use of accessibility equipment and features, acceptable modifications to procedures to address temporary barriers or accessibility equipment failure, emergency preparedness and response procedures. Training records kept: date of training and number of participants</p>	<p>1. <u>Confirmation:</u></p> <ul style="list-style-type: none"> • Training program established to ensure drivers are aware of, and trained in, requirements. Training includes: boarding and de-boarding assistance, driver training, customer service training, emergency procedure training, service disruptions 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	
<p><i>O. Reg. 191/11 – 38 (1-3)</i> <u>Support Person Fare Policy</u> No fare shall be charged to individual accompanying a person with a disability where person with disability has a need for a support person. Person with disability must demonstrate need for support person and to ensure the appropriate designation for a support person is in place</p>	<p>1. <u>Policy Confirmation:</u></p> <ul style="list-style-type: none"> • Availability of support person fare policy and drivers and other transit staff are trained in the policy • Support Person Fare Policy is included in transit service purchase/partnership agreement 	<p>Launch Date: September 8, 2015</p>	<p>Completed</p>	

**Town of Pelham
2015 Progress Report on Multi-Year Accessibility Plan 2013-2017**

Legislation Deadline:

January 1, 2016 - January 1, 2017

Action Plan

**Integrated Accessibility Regulation Standard: Customer Service,
Information and Communication, Employment, Design of Public Spaces**

General Requirements	Action Required by Municipality	Due Date	Status	Details
Refresher training for Senior Management Team in AODA requirements and resources	1. <u>SMT Meetings:</u> 1.1 Review AODA requirements and ensure ongoing compliance. E.g. Notice of Service Disruptions, Accessible Procurement, Employment Standard requirements, Built Environment requirements/Site Plan Review checklist, Accessible documents – requirements in-house production tips; scope of requirements as it relates to all municipal functions AODA impact on other departmental activities; for example, public consultations, studies	January 1, 2016	Pending	Consultant to meet with JAAC Senior Management Teams on a regular basis
Development of new Multi-Year Accessibility Plan (2018-2022)	2. New MYAP 2.1 Organize and facilitate a public consultation process as well as consult the JAAC in preparation of a new Multi-Year Accessibility Plan 2.2 Draft and submit to Council a new Multi-Year Accessibility Plan for 2018 – 2022	January 1, 2017	Pending	Consultant and JAAC to plan, facilitate and information on barriers to people with disabilities/gather data; feedback Draft and submit to Council new Multi-Year Accessibility Plan