

APPENDIX “A” TO BY-LAW 2016-40

TOWN OF MIDLAND



2016 – 2021 Multi-Year Accessibility and Transit Plan

This document is available in accessible formats, upon request.

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Introduction

For many years the Town has maintained a proactive approach to addressing barriers to its buildings, facilities, programs, practices, and services by implementing positive changes geared towards improved accessibility for those with disabilities.

The Provincial government's enactment of *the Ontarians with Disabilities Act (ODA), 2001*, followed by *the Accessibility for Ontarians with Disabilities Act (AODA), 2005*, brought the importance of accessibility to the forefront.

The objective of the ODA is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province.

The AODA expands on that concept through the establishment of mandatory accessibility standards for both public and private businesses and organizations, together with specific compliance timelines. The objective of the regulatory standards established under the authority of the AODA is to make Ontario fully accessible by 2025 in the areas of:

- customer service;
- transportation;
- information and communications;
- employment; and
- design of public spaces.

The Province of Ontario is committed to a universally accessible Ontario. For that reason, organizations that do not comply with the regulatory standards within the timeframes allotted may be required to pay an administrative penalty to a maximum of \$100,000, based on the impact of the contravention.

Under the legislation, the Town is required to submit a bi-annual Compliance Report to the Director. In addition, an inspector may carry out an inspection to determine if the organization has met its compliance requirements. During the inspection, an organization will be required to produce, on demand, any documents or reports requested by the inspector.



Town of Midland's Commitment



The Town of Midland is committed to providing sound governance and accountability through a focus on service excellence. That means ensuring that the goods and services it provides and makes available to its residents and visitors are fully accessible to all and provided in a manner that promotes independence, dignity, integration and equal opportunity.

Objective

In accordance with the ODA and AODA, this Multi-Year Accessibility Plan serves as a mechanism to assist the Town in eliminating obstacles that inhibit full accessibility to its goods, services and facilities.

The aim of this plan is to describe the measures the Town of Midland has taken in previous years and will undertake in the future to identify, remove and prevent barriers to people with disabilities who use municipal facilities and services.

This plan also highlights the efforts the municipality will undertake to achieve full compliance with the standards established under the AODA.

The Town of Midland's Multi-Year Accessibility Plan and Progress Report are available on the Town's website. Copies are also available at Town Hall and at all of our municipal facilities.

Accessible formats are available upon request in consultation with the requester.

Procurement

The Town is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities, and will provide an explanation upon request should this not be feasible or practical. The Town passed a new procurement by-law in 2014 and, in doing so, incorporated an accessibility clause that affirms its pledge to work towards a fully accessible community.

Self-service Kiosks

The Town will incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Customer Service Standards Regulation

The Customer Service Standards Regulation enacted on January 1, 2008, established standards that mandated every provider of goods or services to establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

As required under the Regulation, the Town of Midland established an Accessible Customer Service Policy which was adopted by Council on September 28, 2009. The policy reaffirms the Town's commitment to the provision of exceptional and accessible customer service for everyone.

The Accessible Customer Service Policy is available to the public through the Town's website, or in an accessible format upon request at the Municipal Office.

Customer feedback is strongly encouraged and is a critical component in assisting the Town in identifying and breaking down barriers. A Customer Feedback Form was developed and is available on the Town's website, and at the Town's various municipal facilities.

Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation (IASR) enacted July 1, 2011, established mandatory accessibility standards in three areas: information and communications, employment, and transportation. The Regulation was amended on January 1, 2013 to incorporate the Design of Public Spaces Standard.

Information and Communications

The purpose of the Information and Communications Standard is to facilitate access for people with disabilities to sources of information and communications that those without disabilities depend on daily.

In fulfilling this requirement, the Town will strive to provide information and communications about its goods, services and facilities in an accessible format and in a timely manner, in consultation with person(s) making the request, at a cost no more than the regular cost charged to other persons.

The Town's website provides the phone number and extension to access the TTY (text telephone) phone line under contacts. The Town launched a new website in 2014 that meets current accessibility requirements. As technology progresses, the Town will continue to consider ways to improve the accessibility of its website and web content with the objective of achieving the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 - Level AA by 2021.

The Town's website and web content is monitored by "Site Improve". The Town receives weekly Quality Assurance Reports highlighting the overall accessibility of its website and identifying any issues that require correcting.

Employment

The requirements set out under the Employment Standard apply to paid employees. Through this standard, employers are mandated to provide for accessibility throughout the entire employment lifecycle. Incorporating accessibility into all facets of the employment process benefits everyone by broadening the talent pool and assisting employers in supporting and maintaining a skilled workforce.

In accordance with the IASR, accessibility has been incorporated into all aspects of the Town's recruitment and employment process.

Transportation

Unlike the other mandatory requirements established under the AODA, the Transportation Standard is sector specific and is applicable to transportation modes falling under the jurisdiction of local government, i.e. buses and taxis.

By making public services and vehicles accessible, people with disabilities, whether a resident or visitor, are afforded the convenience of accessible transportation enabling them the opportunity to live, work and participate in communities throughout Ontario.

In accordance with the IASR, the Town will continue to hold an annual public meeting involving persons with disabilities to receive feedback on its accessibility plan.

Design of Public Spaces

The Design of Public Spaces Standard (Accessibility Standards for the Built Environment) is the final standard. The requirements mandated under this standard address a broad range of physical and architectural features designed to eliminate barriers in public spaces and buildings, i.e. recreational trails/beach access, outdoor eating areas, outdoor play spaces, exterior paths of travel, etc.

The Town remains committed to its motto "In pursuit of the quality of life" and believes that incorporating accessibility into public spaces ensures that everyone is afforded the same opportunity for enjoyment of recreational spaces and barrier-free access to public services.

The Town will continue to review and evaluate (in consultation with the MAAC) the physical and architectural attributes of its exterior public spaces to determine modifications, if any, that may be required to enable full accessibility for everyone.



Training

Training on the Accessible Customer Service Policy, the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to the legislation has been provided to all members of Council, committee members, Town staff and volunteers. Training is ongoing and continues to be provided to all new employees, volunteers and Council members during orientation. It is also a condition of employment.

Midland Accessibility Advisory Committee

The Town of Midland's Accessibility Advisory Committee (MAAC), was established on August 26, 2002, in accordance with the Ontarians with Disabilities Act.

The Committee is comprised of seven members with the majority being persons with disabilities. The role of the Committee is to advise and assist the Town of Midland in promoting and facilitating a barrier-free Midland for citizens of all abilities (universal accessibility). The Committee represents the concerns of all persons with disabilities and works collectively for the purpose of developing a common approach to addressing the accessibility needs of the community that is reasonable and practical.

To this end, the MAAC will undertake to:

- review and provide feedback on municipal by-laws, policies, programs and services, and the identification, removal and prevention of barriers faced by persons with disabilities.
- promote awareness and understanding of the needs of people with varying abilities.
- conduct an annual review of the Multi-Year Accessibility Plan and progress report, provide feedback on the Town's progress in achieving AODA compliance, and advise on any amendments to the Plan that may be required as the result of changing circumstances.
- advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters which the council may seek its advice.
- review in a timely manner the site plans and drawings described in Section 41 of the Planning Act.

Barrier Identification Methodology

Input is received from Department Heads with respect to the accessible targets to prepare a draft plan for annual review by the Accessibility Advisory Committee. The existing plan was reviewed to gauge the status of existing barriers, possible changes in target dates, and proposed remedial action required to eliminate any new barriers that have been identified during the past year.

Midland Transit System (MTS)

The Town of Midland offers both a conventional and specialized transportation system.

The Town's conventional transportation service is comprised of 4 buses that are fully accessible and meet the requirements of the IASR. The conventional transportation service operates an hourly north and south route within the Town. Effective February 2016, the Town of Midland, in partnership with the Town of Penetanguishene, established a new bus route linking the communities.

The Town's specialized transportation service implemented in December 2005 consists of three accessible vans. Each van has the capacity to hold two wheelchairs or one scooter. The service is operated by Community Reach via a dedicated line for accessible transit at (705) 526-4321. Council granted permission to extend the accessible transit beyond the Municipality's boundaries, and this service came into use in early June of 2007.

Through this plan, the Town is committed to identifying barriers, and establishing strategies to address local accessibility transportation issues and regulatory requirements by 2017. Consistent with requirements under the *Integrated Accessibility Standards Regulation 191/11* (IASR), annual public consultation will be conducted to discuss and assess progress towards full system accessibility.

2016-2021 Transit Accessibility Work Plan

The Town will ensure that its transit service complies with all IASR requirements by the stated compliance dates. The following provides a summary of the actions planned in the upcoming year that will make MTS more accessible:

- Continue the development of accessible public transit services.
- Identify barriers and establish strategies to address accessibility issues and regulatory requirements.
- Ensure that policies, procedures, protocols, and standards are developed and updated to improve the accessibility of transit services.
- Ensure that our services are delivered in a manner that respects the rights, dignity, and independence of all customers
- Consult with the Midland Accessibility Advisory Committee (MAAC) and people with disabilities in the community on our accessibility plan and related policies.
- Continued infrastructure improvements at bus stops and other related transit infrastructure.
- Continued updating of bus stop accessibility guidelines.
- Reviewing of bus stop sign design and implementation of bus shelter standardization, where possible.
- Review and update the Transportation procedure as part of the Town's policy review process to ensure any accessibility issues are addressed.

Methodology for Plan Review and Update

Consistent with the requirements established under the IASR 191/11, this plan will provide an update on accessibility initiatives that reflect IASR 191/11 compliance as well as forecast initiatives that support the continuous removal of accessibility barriers. Progress will be reported annually and will be used to measure progress and develop subsequent annual work plans.

There are three (3) key inputs to the annual accessibility plan, including:

- Legislative and regulatory requirements and associated compliance timelines
- MAAC consultation
- Annual public consultation
- Department Head/staff feedback

Process for Managing, Evaluating and Taking Action on Customer Feedback

Customer feedback is important as it assists in the identification of barriers to those with disabilities. Identifying obstacles enables improvements to be made to the day to day operation of the MTS which in turn aids in the creation of a long term and successful service. Feedback is usually generated directly by Town staff or by customers.

Town staff gather feedback by:

- Consulting regularly with Midland Transit Bus Drivers
- Consulting with the MAAC
- Through public consultations
- Through annual status reports; and
- Customer Feedback Form.

Town staff also meet with MTS drivers bi-annually in order to receive their feedback on the MTS. All data collected is used by staff to determine potential improvements and/or remedial action required to break down barriers to its transit service.

Feedback is also generated directly from customers who serve as key inputs to MTS delivery and annual service plans, including those elements dealing specifically with accessibility.

Customer feedback with respect to service operations is directed to transit drivers and municipal staff. Planning and administrative related comments are forwarded to municipal staff for review and response. Comments are received from customers and members of the public via telephone, in person, mail, and e-mail.

Procedures to Address Equipment Failures

There are a number of steps taken on a daily basis in an attempt to mitigate in-service break downs, including the following:

- Each day, prior to a departure for service, the Operator completes a “circle check”, ensuring that the vehicle is functioning properly. Should any features be found to not be in working order, the Operator will attempt to have it repaired prior to going into service. If the bus cannot be repaired in time, an alternate bus is assigned to the Operator.
- Every evening when buses are serviced (refueled, fare box emptied, etc), employees also check that features of the bus appear to be in working order. In the event that an issue is discovered, the bus is either repaired that evening, or removed from service the following day until it can be repaired.
- Every three months a “Wheelchair Lift Inspection Worksheet” is completed.

While the aforementioned steps should mitigate in-service breakdowns, they do not eliminate them. When a bus defect disables the bus while in service, the following steps are taken:

- The transit driver contacts the Operations Depot and relays the defect information
- Operations Manager determines the extent of the defect and whether the bus can be repaired in service.
- If the bus defect can be repaired in service, the Operations Manager contacts the mobile mechanic and co-ordinates a timely repair
- If the defect cannot be repaired in service, the Operations Manager contacts maintenance who arrange for a replacement bus
- If the bus cannot remain in service, the bus is taken out of service and a replacement bus is dispatched.

Questions or Comments

Any questions or comments regarding this Multi-Year Accessibility and Transit Plan may be directed to:

Karen Desroches, Deputy Clerk:
Town of Midland
575 Dominion Avenue
Midland ON L4R 1R2
(705)526-4275 ext. 2208
kdesroches@midland.ca.

This Multi-Year Accessibility and Transit Plan was reviewed by the Midland Accessibility Advisory Committee – May 2, 2016.

Accessibility Plan adopted by Midland Council on May 24, 2016.

Accessibility Achievements

2016

- Automatic door installed in the hallway leading to the dressing rooms at the NSSRC.
- Forms displayed on the Town's website are in the process of being converted to a fillable format that allows for completion of the form electronically.
- A refurbished fully accessible bus was put into service in April 2016.
- The Town partnered with the Town of Penetanguishene to establish a new bus route linking the communities.

2014 and 2015

General

- A Scent Sensitivity Policy was established.
- The Midland Accessibility Advisory Committee hosted two information sessions in May 2015 for the public. The sessions were conducted by Independent Living Services and targeted businesses and seniors (although they were open to everyone) Topics were "My Business Welcomes Everyone" and "Make Your House A Home for A Lifetime".
- Two MAAC members attended the Simcoe Muskoka Accessibility Network in September 2015.
- Municipal Elections – Audio-vote systems were used during the 2014 municipal election to accommodate those with visual and mobility impairments.

Parks and Recreation (including the NSSRC)

- New fully accessible playground installed at Harbourview Park.
- Customer Service Counter at the NSSRC lowered to an accessible height.
- Soap Dispensers in some washrooms at the NSSRC were moved for greater accessibility.
- New signage was added at the entrance to the Boys and Girls Club to better identify the automated door.
- Signage installed on the accessible restroom stalls located by the Midland Minor Hockey Association office.
- Lip at emergency exit in the gymnasium was removed.
- New handles on the bathroom stalls in the north hallway washrooms were installed that allow for better gripping.
- Rotary Waterfront Trail connection to Penetanguishene was completed.

Town Office – 575 Dominion Avenue

- The outside stairs were marked for greater visibility.
- Reserved disabled parking spaces were adjusted to meet new accessibility standards - ongoing.

- Based on customer feedback, the automated phone message was modified to reduce the confusion experienced by callers in locating the appropriate department by which to address their queries. This is ongoing.
- A new copier was purchased that enables documents to be scanned into a format that allows for conversion of “text to speech”.

Public Works

- Snow accumulation at bus stops was removed in a timely fashion – ongoing.
- As the steps onto the transit bus are challenging for people with disabilities and elder, the Transit Driver provides hands-on assistance as required – ongoing.
- Hugel and Eighth Street – A concrete apron was installed to provide easier access to the button.
- Audible Signal – Eighth and Yonge – Based on feedback from the MAAC, the signal was adjusted to allow pedestrians additional time to cross the intersection.

Library

- Text to Speech Technology was installed in March 2015 improving the accessibility of the website for persons with visual impairments (Browsealoud).
- Partnered with the Centre for Equitable Library Access (CELA) to ensure patrons of all abilities have access to library materials, even if not housed within the Library’s own collection.
- Browsealoud was added to the Library’s website to enable on-line content to be read aloud.

See By-law 2012-57 for details on accessibility achievements accomplished prior to 2014.

Progress Towards IASR Compliance

2016

- Midland Accessibility Advisory Committee held a public meeting, in accordance with section 41(2) of the IASR, to give the public an opportunity to provide feedback on the Multi-Year Accessibility and Transit Plan.

2015

- Accessibility Compliance Audit Report filed with the Director in December 2015. The Town has fulfilled all IASR requirements to date.
- In consultation with the Town's specialized transportation service provider and local taxicab companies in 2013, it was determined that one accessible on-demand taxicab is required to meet current demand. Through the fundraising efforts of Midland resident Jeff Fillingham and, in cooperation with Central Taxi, the first accessible on-demand taxicab was launched in Midland in May 2015.

2014

General Requirements

- Training sessions on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to the legislation were held in April 2014 to accommodate employees, committee/board members and volunteers not able to participate in the initial training offered in the fall of 2013.
- A training booklet was developed to ensure new staff, committee/board members and volunteers are made aware of the Customer Service, Integrated Accessibility Standards Regulation and Human Rights Act as it relates to the legislation.
- Procurement By-law 2014-48 was adopted by Council in June 2014 that encourages the procurement of goods and services with due regard to the product being accessible to people with disabilities or capable of being made accessible through the use of technology.

Employment Standard

- Employees have been made aware of the process related to the development of individualized workplace emergency response plans should they require same.
- Notification of the availability of accommodation for applicants with disabilities is standard on all internal and external job postings, and provided to candidates when selected for an interview.
- Employees are made aware of policies used to support employees with disabilities during the orientation process, including policies on job accommodations. A copy of the Town's Customer Service Policy is also provided.
- When requested, staff will consult with an employee to provide or arrange for the provision of accessible formats and communication support to enhance an employee's ability to perform their job.

- The Town has established a Return to Modified Work Policy that takes into consideration the accessibility needs of employees. The policy is enacted in consultation with the employee as required.
- A policy has been established that provides for the development of documented individual accommodation plans for employees with disabilities.

Schedule B

Information and Communications Standards

- The Customer Service Feedback Form was modified to make it easier for people with disabilities to complete.
- The Town launched its new website February 2014. The website is fully compliant with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0-Level A.
- Accessible formats and communication supports are available, upon request. Information advising the public of same is available on the Town's website, notice board and reception area.

Transportation

- A policy on the safe use of accessibility equipment and features, acceptable modifications and procedures where temporary barriers exist or equipment fails or emergencies arise has been developed and is in practice.
- Support persons accompanying a person with a disability are not charged a fare. An identification card may be considered in the future.
- Public Meeting to be held April 2015 and May 2016.

Design of Public Spaces

- Rotary Waterfront Trail connecting link to Penetanguishene to be completed including minor connections.

2012 and 2013

General Requirements

- Multi-Year Accessibility Plan established and adopted under By-law 2012-81, November 22, 2012
- Procurement By-law amended by By-law 2012-87 to incorporate accessibility criteria.
- Accessibility Compliance Report filed December 20, 2013.
- Training of employees on the Integrated Accessibility Standards Regulation and the Human Rights Code as it relates to accessibility conducted November 25 and November 27, 2013. Additional training sessions have been scheduled for those not able to participate in the November 2013 training session.
- Integrated Accessibility Standards Regulation (IASR) Policy established and adopted by resolution of Council November 22, 2012
- Agendas are prepared and posted on the Town's website in a format readable by screen reading software.
- Modifications to the report format have been implemented to improve readability for those with visual impairments.

Employment Standard

- Notification of the Town's accommodation options is provided to candidates when selected for an interview.
- Successful applicants are provided with a copy of the Town's Customer Service Accessibility Policy to ensure they are aware of policies accommodating employees with disabilities.
- Policies used to support employees with disabilities have been incorporated into the orientation process.
- Appropriate accessible formats and communication supports are provided to any employees with a disability, upon request. This involves consultation with the employee.

Schedule B

- Documented individual accommodation plans – policy and procedures have been developed and are in place.
- The accessibility needs of employees with disabilities and any individual accommodation plans are taken into consideration during the Performance Management process, when providing career development and advancement, and redeployment.

Information and Communications Standards

- The Midland Public Library incorporates technical requirements, as available, to inform the public in a variety of ways of its services, special events and accessible materials, where they exist.
- A policy for receipt of feedback is in place and posted on the Town's website and at the reception area.
- The customer feedback form has been revised and is available at all municipal facilities, on all transit buses and on the Town's website.
- In 2013, the Town instituted an automated phone system. Staff continue to modify the automated message based on customer feedback to improve accessibility.

Transportation Standard

- Copies of the Customer Service Feedback Form are available on the Town's transit buses. The process for managing, evaluating and taking action on customer feedback is included in the Town's Customer Service Policy and on the Town's website.
- Public meeting to review Multi-Year Accessibility Plan held March 3, 2014.
- Transit operators have been instructed to provide assistance in the event of an accessibility equipment failure. Upon return to the depot, an alternate bus would be used.
- All transit buses meet the requirements of section 53 to 61. Staff review IASR requirements, as well as manufacturer's specifications when contemplating the purchase of new transit vehicles to ensure compliance with the Transportation Standard.
- All bus stops and shelters are fully accessible. As required, the Accessibility Advisory Committee would be consulted on new construction, renovation or replacement of bus stops and shelters.
- Staff review IASR requirements and manufacturer's specifications when considering construction, renovation or replacement of bus stops and shelters to meet accessibility requirements.

- Public Meeting regarding Accessible Taxicabs held November 5, 2012. Accessibility Coordinator also met with representatives from local taxicab companies. It was determined that one accessible on-demand taxicab is required for Midland. The Town continues to encourage taxicab owners to consider the purchase of accessible taxicabs.
- Vehicle registration and identification is displayed on rear bumper of taxicabs as required and would be provided in an accessible format upon request.
- Policy developed and employees have received training on the safe use of accessibility equipment and features, acceptable modifications, emergency preparedness and response procedures specific to those with disabilities.
- Provision in place to ensure that a support person accompanying a person with a disability is not charged a fare.

Schedule B

Design of Public Spaces

- Two-thirds of the Midland-Penetanguishene Link Trail has been paved with the remainder to be paved in 2014.
- The new trail through Bayport is concrete and open for use.

Midland Accessibility Advisory Committee

The Committee reviewed and provided input on the following:

2015

- The Committee hosted two information sessions that were free and open to the public.
- Multi-Year Accessibility and Transit Plan 2016-2021.
- Hosted a public meeting on May 2, 2016 to obtain feedback from the public on the Plan.
- Municipal Election – barriers
- Various Site Plan Applications
- Official Plan
- Hanson Development Guidelines
- Highlights from the Simcoe Muskoka Accessibility Network.

2014

- Pedestrian crosswalk at William Street near the Javelin Coop
- Customer Service Feedback Form
- 2014/2015 Accessibility Plan and Multi-Year Accessibility Plan Progress Report
- Attended the North Simcoe Sports and Recreation Centre to provide input on the accessibility of the facility in anticipation of the 2014 Municipal Election.
- Upon conclusion of the Municipal Election, the Committee provided input on possible improvements for consideration during preparations for the 2018 Municipal Election
- Reviewed and provided feedback on a number of Site Plans.

2013

- Ontario Regulation 413/12 – Design of Public Spaces Standards (Accessibility Standards for the Built Environment)
- Building Code Consultation Paper
- 2013-2014 Accessibility Plan
- Multi-Year Accessibility Plan amendment which incorporated the Design of Public Spaces Standards into the Plan.
- Integrated Accessibility Standards Regulation Policy amendment which incorporated the Design of Public Spaces Standards into the Policy.
- Various Site Plan Control Applications
- Multi-Year Accessibility Plan – Progress Report
- Reviewed ongoing issues associated with the King and Yonge Street intersection which resulted in:
 - an extension of the Pedestrian Audible Signal to allow pedestrians additional time to cross.
 - additional signage to alert drivers to be cautious of pedestrian traffic; and
 - the repainting of pedestrian crossing lines using a ladder or zebra crossing style to increase their visibility.

BARRIERS IDENTIFIED

The following barriers were identified. The Municipality will decide which barriers to address each year, keeping in mind budget restraints and feasibility. Facilities and services that are frequently used by the public, or that significantly affect people with disabilities will be given priority.

BARRIER/LOCATION	STRATEGIES FOR REMOVAL OR PREVENTION
Parks and Recreation	
Bayview Park	
Play structure	Current structure cannot be modified - would require replacing
McAllen Park	
Play structure	Current structure cannot be modified - would require replacing
Harbour Facility	
Stairs leading to Dock area	Not feasible.
NSSRC (North Simcoe Sports & Recreation Centre)	
Change Rooms – not accessible	Automated doors are currently being installed.
Parks Depot	
Security System number pads	Due to the significant cost of resolving the barriers identified and taking into consideration the age of the building, it is not recommended that work to correct these barriers be undertaken. A new Parks/Public Works Depot is to be constructed.
Breezeway entrances	
Doorway at the Boys and Girls Club entrance to too narrow	To be included in future budgets for consideration.

BARRIER/LOCATION	STRATEGIES FOR REMOVAL AND PREVENTION
FIRE DEPARTMENT	
Accessibility of the front door	Due to the entrance set-up and the need for a magnetic lock system, an automated door is not feasible. The public must activate the building intercom system at the main entrance to communicate with staff in the building. If the individual is permitted to enter the building once identified, staff will provide assistance, if required, as has been the past practice.
LIBRARY	
Voice recognition technology.	Research requirements and alternatives
OPERATIONS	
Curbs - Tactile Walking Surface Indicators (new requirement)	Sidewalk curb cutting and installation of tactile surface indicators as part of accessibility program – ongoing.
Intersections	Audible signals – review is ongoing.
PUBLIC WORKS DEPOT	
No disabled parking space and signage at front of building	The barriers identified on the left impact employees who may be assigned to light duty, as well as the public.
No public access to depot offices (elevator)	
Front door not automated for accessibility	Due to the significant cost of resolving the barriers identified and taking into consideration the age of the building, it is not recommended that work to correct these barriers be undertaken. A new joint Parks/Public Works Depot is to be constructed.
Depot washrooms not wheelchair accessible	
Men's washroom – washroom stalls and shower room door and stall not accessible	
Lunchroom emergency exit door not wheelchair access and no outside ramp to driveway	
Rear door by time clock not wheelchair accessible – one side of double door should be wheelchair accessible	
Lead hand office not wheel chair accessible	
Town Office – 575 Dominion Avenue	
Automated phone service difficult to maneuver.	Staff will continue to investigate options for improvement.