

THE CORPORATION OF THE TOWN OF MIDLAND

BY-LAW 2012-81

A By-law to provide for a Multi-Year Accessibility Plan for the Town of Midland

WHEREAS under the authority of *the Accessibility for Ontarians with Disabilities Act, S.O. 2005, Integrated Accessibility Standards Regulation 191/11* was enacted establishing mandatory accessibility standards for all public and private businesses and organizations throughout Ontario.

AND WHEREAS Section 4 of *the Integrated Accessibility Standards Regulation* provides that a Municipality, as a designated public sector organization, establish, implement, maintain and document a multi-year accessibility plan outlining the municipality's strategy to prevent and remove barriers and meet its requirements under the Regulation;

AND WHEREAS the Midland Accessibility Advisory Committee reviewed the Multi-Year Accessibility Plan for the Town of Midland, at their meeting of November 5, 2012, and recommended that Council adopt the Plan as the Multi-Year Accessibility Plan for The Corporation of the Town of Midland;

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWN OF MIDLAND HEREBY ENACTS AS FOLLOWS:

1. That Appendix "A" attached hereto and forming part of this by-law be adopted as the "Multi-Year Accessibility Plan for The Corporation of the Town of Midland."
2. That this by-law shall come into force and effect on the final passage thereof.

BY-LAW READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS 26TH DAY OF NOVEMBER 2012.

THE CORPORATION OF THE TOWN OF MIDLAND

MAYOR

CLERK

APPENDIX “A” TO BY-LAW 2012-81

TOWN OF MIDLAND



MULTI-YEAR ACCESSIBILITY PLAN

This document is available in alternate formats, upon request.

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A. DESCRIPTION OF THE TOWN OF MIDLAND

The Town of Midland is a small urban community situated at the gateway to Georgian Bay's picturesque 30,000 Islands. As a culturally rich town, Midland has become the nerve center of North Simcoe for economic prosperity, enviable lifestyle in idyllic surroundings and an abundance of recreational pursuits.

Midland is a very safe, clean and hospitable community with a population of over 17,300. It is the central location of the Southern Georgian Bay area and has a population of approximately 47,900 in a 15-mile radius. In summer months, the area population grows to over 100,000 due to over 8,000 cottages, resort hotels, provincial and national parks.

The Town of Midland consists of the following facilities:

- Administrative Building – 575 Dominion Avenue
Houses the Clerk's Department (By-law Enforcement and Parking), Tax and Treasury Departments, Public Works Department (Building and Engineering), and Planning Department.
- Police Services – 250 Second Street (adjacent to the Administrative Office)
- Fire Department – 550 Bayshore Drive
- Public Works Depot – 731 Ontario Street
- Parks Depot – 67 Fourth Street
- Harbour Office – Midland Town Dock (end of King Street)
- Midland Public Library – 320 King Street
- Water/Wastewater Treatment Centre - 200 Bay Street
- North Simcoe Sports and Recreation Centre – 527 Len Self Boulevard
Houses the Community Services Department, two ice surfaces, as well as various community groups.

B. EXECUTIVE SUMMARY

The Town of Midland is committed to ensuring that the goods and services it provides and makes available to its residents and visitors are second to none and accessible to all. Over the years, and before mandated by the Province to do so, 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.

As a result of the Provincial government's enactment of *the Ontarians with Disabilities Act (ODA), 2001*, the Town was obligated to develop an Accessibility Plan which it uses as a mechanism to further assist in the elimination of obstacles that inhibit full accessibility to its goods, services and facilities. The plan describes the measures the Town has taken in the past and will take during the current and subsequent years to identify, remove, and prevent barriers to people with disabilities who use the facilities and services of the Town, including employees and members of the community at large.

This plan is reviewed annually in consultation with the Town's Accessibility Advisory Committee.

In 2005, the Province introduced further legislation - *The Accessibility for Ontarians with Disabilities Act (AODA)*. Unlike the ODA which is specific to government bodies, the AODA established mandatory accessibility standards for both public and private businesses and organizations including 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
- built environment.

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 shall be required to pay an administrative penalty to a maximum of \$100,000, based on the impact of the contravention. Compliance reports will be required annually and must be available to the public. 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.

Although the AODA is in place, until all accessibility standards have been enacted, the ODA will remain in force and municipalities will be obligated to comply with both pieces of legislation.

C. 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's Accessible Customer Service Policy, adopted by Council on September 28, 2009, aims to ensure that service to those with disabilities is provided in a manner that promotes independence, dignity, integration and equal opportunity. Accessible customer service training 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.

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

D. INTEGRATED ACCESSIBILITY STANDARDS REGULATION

The Integrated Accessibility Standards Regulation (IASR) that came into effect July 1, 2011, established mandatory accessibility standards in three areas: information and communications, employment, and transportation.

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. The requirements stipulated under this standard provide the framework necessary to assist both public and private businesses in achieving full accessibility in the areas of Information and Communication by 2025.

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.

While not required to do so, the Town of Midland believes it makes good business sense to apply the requirements of the Standard to unpaid staff and volunteers where applicable.

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.

Built Environment Standard

The Accessible Built Environment Standard is the final standard. It is currently in draft format and will be incorporated into the IASR once it is enacted and becomes law. The requirements proposed under this standard address a broad range of physical and architectural features specific to public spaces and 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 requirements and related compliance timelines mandated under this standard will be incorporated into the Town of Midland's Multi-year Accessibility Plan once the standard has been formally enacted by the Province.

E. AIM

The aim of this Multi-Year Accessibility Plan is to identify the specific requirements applicable to the Town of Midland, as mandated by the Province of Ontario through the Integrated Accessibility Standards Regulation, and the measures that have been taken or will be undertaken from 2011-2021 to ensure compliance with the Regulation.

(Note: Please refer to the Town of Midland's Accessibility Plan for further details on efforts being undertaken by the Town to identify, remove and prevent barriers.)

F. OBJECTIVES

This plan:

1. Identifies the specific regulatory accessibility standards that the Town must eliminate to achieve compliance with the IASR.
2. Describes the process and measures the Town of Midland will undertake to fulfill the requirements within the mandated timelines.
3. Highlights accomplishments.
4. Makes a commitment to prepare an annual status report on the progress of the measures taken to complete the requirements.
5. Makes a commitment to review and update the accessibility plan at least once every five years.
6. Describes how the Plan will be made available to the public.

G. MIDLAND ACCESSIBILITY ADVISORY COMMITTEE

Under the Ontarians with Disabilities Act, 2001, municipalities with a population in excess of 10,000 were mandated to establish an Accessibility Advisory Committee. On August 26, 2012, the Council of the Corporation of the Town of Midland instituted the Midland Accessibility Advisory Committee (MAAC).

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), including persons with disabilities. This objective is achieved through the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities. Each voting member of the Committee is an independent representative to the Committee and represent the concerns of all persons with disabilities. The members of this Committee work collectively for the purpose of developing a common approach that is reasonable and practical.

The Committee is comprised of seven members, with one member being a member of Council and the majority of the remaining six members being persons with disabilities.

The Midland Accessibility Advisory Committee meets bi-monthly on the first Monday of the month at 1:00 p.m., with additional meetings called by the Chair as required for review of particular plans, drawings and any other accessibility related matters that are time sensitive.

H. MONITORING PROCESS

The Municipality is committed to following through with this plan and has established a proactive monitoring process.

The Accessibility Advisory Committee shall meet on a regular basis to monitor this plan to ensure that targets are achieved and to re-evaluate the plan in order to adapt to changing circumstances. The Municipality will continue its endeavour to accommodate people with disabilities wherever possible. The Municipality is required to prepare an annual status report on the progress of measures taken to fulfill the requirements of the Regulation.

I. CONTACT INFORMATION

The Town of Midland is located at 575 Dominion Avenue in Midland. The mailing address is:

575 Dominion Avenue
Midland ON
L4R 1R2

If you have any questions regarding the Accessibility Plan, please feel free to contact Karen Desroches at (705)526-4275 ext. 2208 or by email at kdesroches@midland.ca.

J. COMMUNICATION OF PLAN

The Town of Midland's Multi-Year Accessibility Plan will be available on the Town's web site. Copies of the Plan will also be available at Town Hall and all of our municipal facilities.

The Town of Midland will make every attempt to make this plan available to those with disabilities for their perusal, review and input.

SCHEDULE A – TIMELINES, DELIVERABLES AND STATUS

GENERAL REQUIREMENTS

January 1, 2013	Deliverable	Status
Accessibility Policies s.3	Prepare and make available to the public in an accessible format upon request.	Policy drafted and to be reviewed at upcoming MAAC meeting.
Accessibility Plan s.4	Prepare a multi-year document which outlines the municipality's strategy to prevent and remove barriers and meet its requirements. Prepare an annual status report on the progress of measures taken to implement the strategy. Post on Town's website and provide in accessible format upon request.	Plan is currently in draft format To be reviewed at upcoming MAAC meeting.
Procurement of goods and service or facilities s.5	Incorporate accessibility criteria and features when procuring or acquiring goods, service or facilities, except where not practicable Where not practicable – explanation must be provided upon request.	Procurement by-law to be amended to incorporate accessibility criteria and features specific to procurement.
January 1, 2014	Deliverable	Status
Training s.7	Training of all employees and volunteers, persons who develop policies, and those that provide goods and services on behalf of organization on the requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code.	Current accessibility training to be amended to include training specific to requirements under the IASR. Training to be provided in accordance with that set out in the IASR policy.

January 1, 2015	Deliverable	Status
Service Kiosks s.6	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks	Not applicable at this time.
January 1, 2016	Deliverable	Status
Design of Public Spaces Standards Accessibility Standards for the Built Environments	Not currently in effect – The deadline for comment on this standard was October 1, 2012.	

EMPLOYMENT STANDARD REQUIREMENTS AND TIMELINES

January 1, 2012	Deliverable	Status
Workplace Emergency Response Information s.27	Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. With the employee's consent, provide workplace emergency response information to the person designated to provide assistance to the employee. Review individualized workplace emergency response information when employee moves to different location, when overall accommodations, needs or plans are reviewed, and when reviewing general emergency response policies.	Established and communicated to staff in November 2011. Communication was sent to all staff in November to identify process and appropriate contracts should support be required in the event of an emergency.
January 1, 2014	Deliverable	Status
Recruitment Process s.22	Notify employees and the public about the availability of accommodation for applicants with disabilities.	Notification is standard on all internal and external job postings.

January 1, 2014	Deliverable	Status
Recruitment, Assessment or Selection Process s.23	Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to materials and processes to be used.	Notification is provided to candidates when selected for an interview of Town's accommodation options.
Notice of successful applicants s.24	When making an offer of employment, notify the successful applicant of policies for accommodating employees with disabilities.	Currently staff are provided a copy of the Town's Customer Service Accessibility Policy
Informing employees of supports s.25	Inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability, and provide information required under this section to new employees as soon as practicable after they begin employment.	The Town continues to work on creating and outlining its policy and procedures as it relates to all aspects of employment within the Town of Midland.
Accessible formats and communication supports s.26	Where an employee with a disability so requests, consult with employee to provide or arrange for the provision of accessible formats and communication supports for information needed in order to perform job and information generally available to employees in the workplace.	
Documented individual accommodation plans s.28	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	
Return to work s.29	Develop and have in place return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.	

January 1, 2014	Deliverable	Status
Performance management s.30	Performance Management process shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.	The Town continues to work on creating and outlining its policy and procedures as it relates to all aspects of employment within the Town of Midland.
Career development and advancement s.31	Consider the accessibility needs of employees with disabilities and any individual accommodation plans, when providing career development and advancement to employees with disabilities.	↓
Redeployment s.32	Consider the accessibility needs of employees with disabilities and individual accommodation plans when redeploying employees with disabilities.	

INFORMATION AND COMMUNICATIONS STANDARDS

January 1, 2012	Deliverable	Status
Emergency procedure, plans or public safety information s.13	Ensure information is available to the public in accessible format or provide appropriate communication supports as soon as practicable, upon request.	Established and communicated to staff in November 2011.
January 1, 2013	Deliverable	Status
Public Libraries s.19	Provide access to or arrange for the provision of access to accessible materials where they exist Make information about the availability of accessible materials publicly available and provide information in an accessible format or with appropriate communication supports, upon request.	The Board incorporates technical requirements as available to inform the public in a variety of ways of its services and special events and any changes.

January 1, 2014	Deliverable	Status
Feedback s.11	Where processes for receiving and responding to feedback are in place, ensure that they are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. Must notify the public about the availability of same.	Policies for receipt of feedback are in place.
New Internet websites and web content s.14	Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 - Level A.	Should the Town establish a new website, IASR requirements will be met or exceeded at that time.
January 1, 2015	Deliverable	Status
Accessible formats and communication supports s.12	Upon request, provide or arrange for the provision of accessible formats and communication supports for person with disabilities in a timely manner taking into account person's disability at a cost no more than the regular cost charged to other persons. Consult with person making request to determine suitable format or communication support. Notify public about availability of accessible formats and communication supports.	Currently in practice.
January 1, 2021	Deliverable	Status
All Internet websites and web content s.14	Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 - Level AA	As part of its normal business, the Town will be revamping its website before 2021 and IASR requirements will be met at that time.

TRANSPORTATION STANDARD REQUIREMENTS AND TIMELINES

July 1, 2011	Deliverable	Status
Non-functioning accessibility equipment s.35	Where equivalent service cannot be provided, take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment.	Procedure in place - Transit operator provides assistance if accessibility equipment malfunction occurs while on route.
Fares s.46	Ensure the fare charged to a person with a disability does not exceed that charged to a person without a disability.	Requirement is in practice.
Pre-Boarding Announcements s.51	Ensure on request, pre-boarding verbal announcements of the route, direction, destination or next major stop	Inherent part of transit operator's job responsibilities.
On-Board Announcements s.52	Ensure audible verbal announcements of all destination points or available route stops while the vehicle is on route or being operated.	Inherent part of transit operator's job responsibilities.
Conventional Transportation Vehicles purchased on or after July 1, 2011	Ensure vehicles meet the requirements of sections 53 to 61 unless installation of required aids would impair the structural integrity of the vehicle.	New vehicle purchased in 2011 meets Transportation Standard requirements.
Duties of Municipalities – Taxicabs s.80	Ensure that owners and operators of taxicabs do not charge a higher fare or additional fee for persons with disabilities than for persons without for the same trip, or charge a fee for storage of mobility aid/assistive device.	Requirement is in practice.
January 1, 2012	Deliverable	Status
Availability of information on accessibility equipment, etc. s.34	Make available to the public current information on accessibility equipment features of their vehicles, routes and services and provide in accessible format, upon request.	Should a request be made, staff would consult with the person making the request to ensure the provision of information in an accessible format.

January 1, 2012	Deliverable	Status
Emergency preparedness and response policies s.37	Establish, implement, maintain and document emergency preparedness and response policies that provide for safety of persons with disabilities. Provide in an accessible format, upon request.	Policy has been developed and is in place. Staff have received training specific to same.
General Responsibilities s.44	Deploy lifting devices, ramps or portable bridge plates, upon request, ensuring adequate time for person with disability to safely board, be secured and deboard Provide assistance, upon request. Assist with safe and careful storage of mobility aids or mobility assistive devices Information re. the above must be made available in accessible format upon request.	Inherent part of transit operator's job responsibilities.
Transit Stop s.47	If official stop is not accessible and safe location is along the same route, ensure that persons with disabilities are able to board or deboard at the closest available safe location that is not an official stop, as determined by the operator, and giving consideration to preferences of the person with the disability. Promptly report to appropriate authority where a transit stop is temporarily inaccessible or where temporary barriers exist.	Inherent part of transit operator's job responsibilities.
Storage of mobility aids, etc. s.48	If safe storage is possible, ensure that mobility aids and assistive devices are stored in passenger compartments within reach of person with disability. If storage within passenger compartment is not possible and vehicle is equipped with a baggage compartment, mobility aids and assistive devices must be stored in baggage compartment.	Currently not applicable.

January 1, 2012	Deliverable	Status
Storage of mobility aids, etc. s.48 – continued...	Operators of transportation vehicle must secure and return mobility aids and devices in manner that does not affect safety of other passengers and does not damage aid or device. No fee can be charged for storage of mobility aid or devices.	Currently not applicable.
Courtesy Seating s.49	Must be clearly marked as close as possible to entrance door. Must be signed to indicate that passengers, other than persons with disabilities must vacate the courtesy seating if its use is required by a person with a disability. Develop a communications strategy to inform the public about the purpose of courtesy seating.	Requirement fulfilled through purchase of fully accessible conventional transit bus in 2011. Signage is posted on vehicle to inform the public about the purpose of courtesy seating.
January 1, 2013	Deliverable	Status
Accessibility Plans s.41	Identify the process for managing, evaluating and taking action on customer feedback. Hold annually at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in the review of the accessibility plan and are given opportunity to provide feedback on plan. Describe procedures for dealing with accessibility equipment failures	The process for managing, evaluating and taking action on customer feedback is included in the Town's annual Accessibility Plan and on the Town's website. A public meeting was held November 5, 2012. Should an equipment failure occur while on route, transit operator would provide assistance. Upon return to depot an alternate bus would

January 1, 2013	Deliverable	Status
Alternative accessible method of transportation s.45	Except where not practicable, a conventional transportation service provider that does not provide specialized transportation services must ensure any person with a disability that is unable, because of disability, to use conventional transportation service be provide with an alternative accessible method.	be used. Not applicable as specialized transportation service is provided by an alternate provider.
Fares – Transportation s.46	Conventional transportation service providers without specialized transportation services shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.	Not applicable as specialized transportation service is provided by an alternate provider.
Conventional Transportation Vehicles manufactured on or after January 1, 2013	Vehicles must meet the requirements of sections 53 to 61.	When contemplating the purchase of a new transit vehicle, staff will review IASR requirements as well as manufacturers specifications to ensure compliance with Transportation Standard.
Bus stops and shelters s.78	Consult municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters. Identify planning for accessible bus stops and shelters, including steps that will be taken to meet accessibility. When entering into arrangements with a person respecting the construction of bus stops and shelters, the municipality shall ensure that the person participates	Terms of Reference for the Accessibility Advisory Committee to be amended to reflect additional requirement. Staff to review IASR requirements and manufacturers' specifications when considering construction, renovation or replacement of bus stops and shelters to meet

	in the consultation and planning process.	accessibility requirements.
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January 1, 2013	Deliverable	Status
Duties of municipalities – Accessible Taxicabs s.79	Consult with municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. Progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, must be identified in the municipality’s accessibility plan.	Public Meeting held November 5, 2012. Meeting with taxicab companies to be convened. Progress made towards meeting the need for on-demand accessible taxis will be reviewed and reported on annually.
Duties of municipalities – Taxicabs s.79	Vehicle registration and identification must be displayed on the rear bumper of the taxicab. Vehicle registration and identification information must be made available in an accessible format to persons with disabilities who are passengers.	Currently in practice.
July 1, 2013	Deliverable	Status
Service Disruptions s.50	Where route or scheduled service is temporarily changed and change is known in advance, make available alternate arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible. Must communicate this information in manner that takes into account person’s disability.	The public will be made aware of scheduled service disruptions via the Town’s website, message board, postings at bus stops, and verbally by the transit operator taking into account person’s disability.
January 1, 2014	Deliverable	Status
Accessibility Training s.36	Conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features, acceptable modifications to procedures where temporary barriers exist or equipment fails, emergency preparedness and response procedures specific to those with disabilities.	Policy to be developed. Applicable staff to be provided training on same.

January 1, 2014	Deliverable	Status
Fares, support persons s.38	Must not charge a fare to a support person who is accompanying a person with a disability where person with disability has a need for a support person. (responsibility of person with disability to demonstrate their need for support person)	Currently in practice; however, the requirement of an identification card may be considered in the future.
January 1, 2017	Deliverable	Status
Pre-Boarding Announcements s.51	Ensure electronic pre-boarding announcements of the route, direction, destination or next major stop in accordance with section 58.	To be included in specifications for future purchases.
On-Board Announcements s.52	Ensure that all destination points or available route stops are announced through electronic means and are legibly and visually displayed through electronic means in accordance with section 58.	To be included in specifications for future purchases.