

# peterborough

## Accessibility Plan

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

Not your ordinary accessibility plan.



**Accessible formats or communication supports  
for this document are available upon request.**

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## Legend:

- 1 - motorist
- 2 - motorist
- 3 - motorist
- 4 - cyclist
- 5 - person with a disability
- 6 - cyclist
- 7 - cyclist

# 1 in 7 people in Ontario have a disability. That is almost 2 million people.

It is estimated that by year 2036, 1 in 5 Ontarians will have a disability and people with disabilities will represent **40 per cent of the total income in Ontario (\$536 billion).**<sup>1</sup>

Peterborough currently has a population of 82,094 and has one of the highest populations of people aged 65 and over in Canada. 22.3 per cent of Peterborough's residents (18,345 people) are aged 65 and over. In contrast, the provincial average of people aged 65 and over is 16.7 per cent.<sup>2</sup>

Accessibility is a growing priority that Peterborough cannot afford to overlook.

<sup>1</sup> Government of Ontario, [How to make customer service accessible](http://www.ontario.ca/page/how-make-customer-service-accessible). Accessed on February 8, 2018 from [www.ontario.ca/page/how-make-customer-service-accessible](http://www.ontario.ca/page/how-make-customer-service-accessible)

<sup>2</sup> Statistics Canada, [Census Profile, 2016 Census](http://www12.statcan.gc.ca/). Accessed on February 8, 2018 from [www12.statcan.gc.ca/](http://www12.statcan.gc.ca/)

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## Purpose of the Plan

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The 2018 to 2022 Accessibility Plan is a five year road map to help Peterborough become accessible by 2025, contributing to the AODA goal of an accessible Ontario.

The plan outlines strategies and actions approved in principal by City Council to identify, remove and prevent barriers for people with disabilities. The plan also details a strategy for meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The City is required to provide annual updates on the actions taken to improve accessibility and actions taken to implement the AODA requirements. This plan acts as a 2016 and 2017 status report and also serves as an update to the 2012 to 2016 Accessibility Plan approved by Council in early 2013.

**Note: The 'Planned Initiatives' listed in this plan are subject to annual budget allocations.**

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## Statement of Commitment

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**The City of Peterborough is committed to demonstrate leadership for accessibility in the community.**

Our goal is to meet the diverse needs of all people, and follow the principles of dignity, independence, integration and equal opportunity.

We will strive to achieve an inclusive environment for our facilities, goods, services, employment, information and transportation.

Adopted by Council on September 10, 2018



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## Accessible Peterborough

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An accessible Peterborough is coming!

Transforming Peterborough to be a place where every person can participate is important for people, businesses and community life. The City of Peterborough continues to plan for the future so that programs, services and facilities are accessible and welcoming for everyone.

The City's 2013 status report on the accessibility plan described two main areas of success: compliance with the AODA and improvements on **thinking about accessibility** at the start of every process.

The 2014 and 2015 status report described a move from thinking about accessibility to **thinking-researching-consulting about accessibility**.

2016 and 2017 were milestone years where the City fully incorporated an **accessibility lens** into how the City does business every day. Designing a program, service or facility for people with disabilities, makes a better overall product for everyone.

The 2018 to 2022 Accessibility Plan focuses on strategies and actions to ensure all new and updated policies, strategic plans, programs, services and facilities fully incorporate an accessibility lens to make Peterborough more accessible.

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## Ontario Laws on Accessibility

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Three pieces of complementary legislation have a major impact on accessibility in Ontario: Accessibility for Ontarians with Disabilities Act, Ontario's Human Rights Code and Ontario's Building Code.

### **Accessibility for Ontarians with Disabilities Act (AODA)**

The AODA is no ordinary piece of legislation. It is an ambitious means to ensure the inclusion of people with disabilities. Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation establishing a goal and time-frame for accessibility. Ontario is also the first jurisdiction to make accessibility reporting the law and has established standards so people living with disabilities can enjoy increased participation in their communities. This is how the Government of Ontario is making Ontario more accessible by 2025.<sup>3</sup>

### **Ontario's Human Rights Code (HRC)**

The HRC has primacy and sets out the legal duty to accommodate people with disabilities.

### **Ontario's Building Code (OBC)**

The OBC sets minimum accessibility standards for buildings.

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<sup>3</sup> Government of Ontario, **About accessibility laws**. Accessed on February 8, 2018 from [www.ontario.ca/page/about-accessibility-laws](http://www.ontario.ca/page/about-accessibility-laws)

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## Notable 2016 and 2017 Accomplishments

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Accessibility is included as part of the planning process for programs, services and facilities that are initiated every year. The work includes **thinking** about the fine details, **researching** best practices and **consulting** with the right people using an **accessibility lens**. The following list highlights some important accomplishments that helped to ensure Peterborough is welcoming and accessible to everyone.

### Special Events, Programs, Partnerships and Funding Initiatives

- Holnbeck Award: celebrated people who enhanced quality of life for people with disabilities
- Participatory Budgeting 2016 Pilot: provided accessible meetings, voting methods and forms
- Muse International Fine Films: provided accessible venue, box office, parking and seating
- Toronto International Film Festival: provided accessible venue and many films with subtitles
- Fleming College: provided accessible spaces at the museum for Arts & Heritage programs
- Doors Open Peterborough: provided accessible tours for visitors where possible
- Peterborough Pulse: created a fun and accessible way to volunteer and enjoy downtown
- Riverview Park & Zoo: provided advice on accessible change room, snack bar, playgrounds
- Vision Loss Rehab: partnered on an accessibility audit at the Riverview Park & Zoo
- Canadian Canoe Museum: provided accessibility audit at existing Monaghan Road site
- CP Rail: coordinated sidewalk repairs to the railway crossing on George Street at Dalhousie
- Sunshine Homes Accessible Housing Unit: advised on parking and walkway improvements
- AOTS Community Homes, Chemong Village: advised on accessible housing unit conversion
- Peterborough Public Health: advised on logo contrast and an evidence review on playspaces
- Age-friendly Peterborough: advised on action plan, business guide, walkability audits
- Alternatives Peterborough: advised on millwork details for their new community kitchen
- Workforce Development Board: advised on funding, AODA compliance, general resources
- Lions Club of Peterborough: donated two wheelchairs suitable for temporary use at City Hall
- Trent University & Fleming College: Universal Transit Pass (U-Pass) for students
- Government of Canada Accessibility Consultation: enhanced Handi-Van service for meetings
- Ontario 150 grant: \$300,000 for Barnardo Park rehabilitation & accessibility improvements
- EnAbling Accessibility Fund: \$33,600 for assisted listening device kits
- EnAbling Accessibility Fund: \$50,000 for walkway, bench and playground upgrades at 9 parks
- Public Transit Infrastructure Fund: \$864,000 for transit stop and shelter upgrades
- Public Transit Infrastructure Fund: \$2,087,000 for 5 buses, 5 Handi-Vans, 1 Community Bus

### Strategy and Visioning Plans

- 'Shaping our City for the Future' Strategic Framework: included accessibility into the themes
- Vision 2025: integrated accessibility into vision for recreation, parks, arena and culture
- Museum Accessibility Plan: created a five year plan to improve accessibility at the museum
- Community Wellbeing: initiated a plan related to quality of life and community engagement

## 2016 and 2017 Notable Partnerships



*The CANADIAN CANOE MUSEUM*  
*Le MUSÉE CANADIEN du CANOT*



## **Customer Service**

- Community Consultation: advised on meeting locations and document formatting
- Talk PDI Community Consultation: enhanced the Handi-Van service for the public meetings
- Text to 911: launched a new 911 emergency service for people with hearing disabilities
- Social Media Campaign: provided a one year twitter campaign to promote accessibility
- Scent Free Campaign: installed 'Striving to be Scent Free' signage in various facilities
- Art Gallery of Peterborough: adopted use of scent and dye free cleaning products
- How to Ride Peterborough Transit video: showcased accessibility in an informational video
- Peterborough Transit New Years Eve Service: free conventional and Handi-Van service
- Peterborough Transit Canada Day 150 Service: free conventional and Handi-Van service
- Public Art: advised and created a checklist on how to make public art accessible
- Special Events: launched a new manual and application package that outlines how to make events accessible (ie/ accessible washrooms, parking, permitting service animals)

## **Employment**

- Workplace Ergonomics: performed 110 assessments and adjusted workstations to suit
- Employment Accommodations: provided accommodation plans to 70 employees
- Emergency Response Plans: provided emergency response plans to 6 employees
- Recruitment Firm of Record: integrated accessibility requirements into contract with firm
- Recruitment and Selection Procedure: updated accommodation process for job candidates
- General Employment Accommodation Program: created a procedure to outline process
- Return to Work/ Accommodation Program: created a procedure to outline process
- Job Shadowing Procedure: integrated employment accommodation needs into process
- Mental Illness Awareness Week: launched Discovery to Recovery website with resources
- Balance Employee Newsletter: highlighted mental health in October 2017 newsletter
- Accommodation training: webinar on accommodating employees with mental illness
- Hearing Loss Protection Program: created procedure to help prevent employee hearing loss
- 2017 Working Together Forum: promoted employment for people with disabilities

## **Information and Communications**

- Accessible Document and Website Training: participated in various webinars and workshops
- Accessible Infographics: researched best practices and provided information to IT Services
- Accessible Websites: monthly audits of websites for accessibility errors and made repairs
- Museum Wayfinding: created a plan to show accessible parking for Heritage Pavilion renters
- Art Gallery of Peterborough: increased font size on all gallery labels and signage
- Peterborough Renovates Program Guidelines: formatted guideline to be accessible
- Peterborough Sport and Wellness Centre: formatted program guides to be accessible
- Vision 2025 Strategic Plan: formatted presentations and reports to be accessible
- Fillable Application Forms: Property Tax Assistance Program, Youth Council, Heritage Permit
- Interpretive Panel for a Tree in Del Cray Park: formatted panel design to be accessible
- Tree Pruning and Tree Removal Door Hangers: formatted information to be accessible
- Election 2018: created an accessible ward map with enhanced contrast and font size
- CAO 2017 Year in Review: formatted slideshow presentation and document to be accessible

## Peterborough Transit

- Implemented a 100 per cent fully accessible conventional transit fleet
- Improved volume of audible stop announcements in conventional transit vehicles
- Initiated program to upgrade 143 transit stops with concrete pads and sidewalk connections
- Upgraded 50 conventional transit stops with transit shelters
- Replaced 10 conventional transit vehicles with fully accessible vehicles
- Completed a full review of the Handi-Van service
- Replaced 5 vehicles in the Handi-Van service
- Added one vehicle to the Handi-Van service
- Added one full time transit operator for the Handi-Van Service
- Added one part-time reservationist for the Handi-Van service
- Reinstated a late cancellation/no show policy for the Handi-Van service
- Updated content in auto generated calls to customers using the Handi-Van service
- Updated the Handi-Van Eligibility Package
- Engaged with the public to develop the City's first Community Bus route
- Purchased one low floor accessible Community Bus
- Added two full time transit operators for the Community Bus service
- Renovated the Transit Terminal offices, waiting area, customer service desk and washrooms
- Replaced tiles in walkway to parking garage with a non-slip concrete finish



## City Owned Buildings

Planned and constructed projects to be compliant with Ontario's Building Code and the AODA:

- Peterborough Public Library expansion and renovation - completed
- City Hall, Clerks Office renovation - completed
- City Hall, Second Floor Washroom and City Boardroom renovation - completed
- City Hall, Building Division accessible customer service desk and waiting area - completed
- City Hall, East Wing Elevator - completed
- Pearson Child Care relocation and renovations - completed
- Evinrude Centre front door replacement, rear emergency exit stair – completed
- Nicholls Oval Washroom Pavilion - completed
- Public Works Operations Centre - under construction
- Library Commons - under construction
- Peterborough Arena and Pool Complex - planning phase

## City Streets and Parking

Planned and constructed projects to suit all modes of travel, all ages, and all abilities:

- Parkhill Road West road reconstruction - under construction (partially complete)
- Donegal, McDonnell and Gilchrist Street road reconstruction - under construction
- Hilliard and Marina Boulevard reconstruction - under construction
- Pioneer Road reconstruction - under construction
- Bethune Street reconstruction (Townsend Street to Dublin Street) - planning phase
- Charlotte Street reconstruction (Park Street to Water Street) - planning phase
- Crawford Drive and Harper Road extension and reconstruction - final design phase
- George Street improvement project: new pedestrian friendly details - under construction
- Utility Services Standard Details: tactile walking surface indicators
- Utility Services Engineering Design Standards: align standards with AODA requirements
- Downtown Parking Management Study: updated accessible parking strategy

## City Sidewalks, Trails and Street Crossings

- Installed 2.3 kms of new sidewalks along existing streets that did not have sidewalks
- Installed 7.1 kms of new sidewalks along new streets in new developments
- Reconstructed 21.9 kms of existing sidewalks along existing streets
- Installed 1.6 kms of new trails beside streets (Airport, Lansdowne, Parkhill, Maria, Riverside)
- Added 57 curb cuts at existing stepped curb street corners in 2016
- Added 54 curb cuts with tactile indicators at existing stepped curb street corners in 2017
- Increased total number of intersections with accessible pedestrian signals to 17.
- Bench Mapping: input GPS location and details of existing benches on trails and in parks
- Peterborough Trails and Bikeways Signs: incorporated accessibility into updated signs
- Standard Bench Pad Detail: developed a standard accessible bench detail for trails
- Trans Canada Trail at Ackison Road: replaced entrance gate with wider accessible gate
- Crawford Trail Access to Lansdowne Place: added a trail connection to mall rear entrance
- Rotary Greenway Trail at Parkhill Road West & Benson Avenue: added a pedestrian crossing
- Brealey Sidewalk Pilot: tested a construction method to minimize bumpy sidewalk joints

## City Parks and Playgrounds

- Ashburnham Memorial Park: added a walkway to connect museum driveway to playground
- Beavermead Park Outdoor Exercise Equipment: added fitness stations connected to trails
- Beavermead Park Beach Access Mat: added new waterfront trail and beach access route

## Site Plan Applications

Proposed developments within the City are subject to the Site Plan Control process. The City's Accessibility Advisory Committee and the Accessibility Office provide site specific accessibility recommendations for all applications. Projects reviewed were:

- 545 The Queensway (two commercial buildings)
- 791 Webber Avenue (Public Works Operations Centre)
- 3530 Nassau Mills Road and 2475 Pioneer Road (Peterborough Arena and Aquatic Complex)
- 1757 Sherbrooke Street (convert existing building to a medical clinic)
- 1307, 1313 and 1321 Kawartha Crescent (5 storey retirement building and 10 townhomes)
- 217 Murray Street (Brock Mission)
- 340 Florence Drive (62 unit residential condo)
- 1999 Technology Drive (Ontario SPCA and Humane Society)
- 2026 Bensford Road (Averton Homes sales office)
- 1119 Clonsilla Avenue (Dental Office and a residential unit)
- 475 George Street (conversion of former YMCA site to 147 dwelling units)
- 1951, 1987 and 1991 Fisher Drive (one storey industrial warehouse)
- 110 Chandler Crescent (two commercial buildings)
- 1400 Crawford Drive (Shorelines Casino Peterborough)
- 1821 Fisher Drive (industrial warehouse for Havelock Metals)
- 1230 Lansdowne Street West (convert existing building for Mark's Work Warehouse)
- 175 Hunter Street East (convert former Peterborough Hospital into 33 dwelling units)
- 59 Leahy's Lane (two residential buildings with 5 units each)
- 540 Brealey Drive (19 unit apartment building and 14 townhomes)
- 1341 Water Street (three 5 storey apartment buildings with a total of 96 dwelling units)

## Accessibility Advisory Committee

- Reviewed 20 site plan applications, various park improvement projects and building projects
- Partnered with Youth Council and Youth Commission to create a Transit video
- Organized a photo contest highlighting accessible places, spaces and experiences
- Provided funding through the Access Fund for:
  - Library: exterior walkway ice melt system (\$53,302), audible elevator features (\$3,600)
  - Peterborough Memorial Centre: lighting for seating aisles in the arena bowl (\$31,060)
  - Peterborough Child Care: automatic door operators (\$7,286)
  - Human Resources: mental health first aid training (\$3,500)
  - City Hall: audible features for new elevator serving central core of the building (\$3,600)
  - 70 Simcoe Street, Superior Court of Justice building: automatic door operators (\$7,854)
  - Pearson Child Care: upgrades to playground features (\$18,450)
  - Beavermead Beach: beach access route (\$22,685)
  - Social Services: Ubi-Duo two way communication device (\$2,767)
  - Evinrude Centre: automatic door operators, various signage upgrades (\$12,965)

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## 2017 Accessibility Plan Consultation Survey

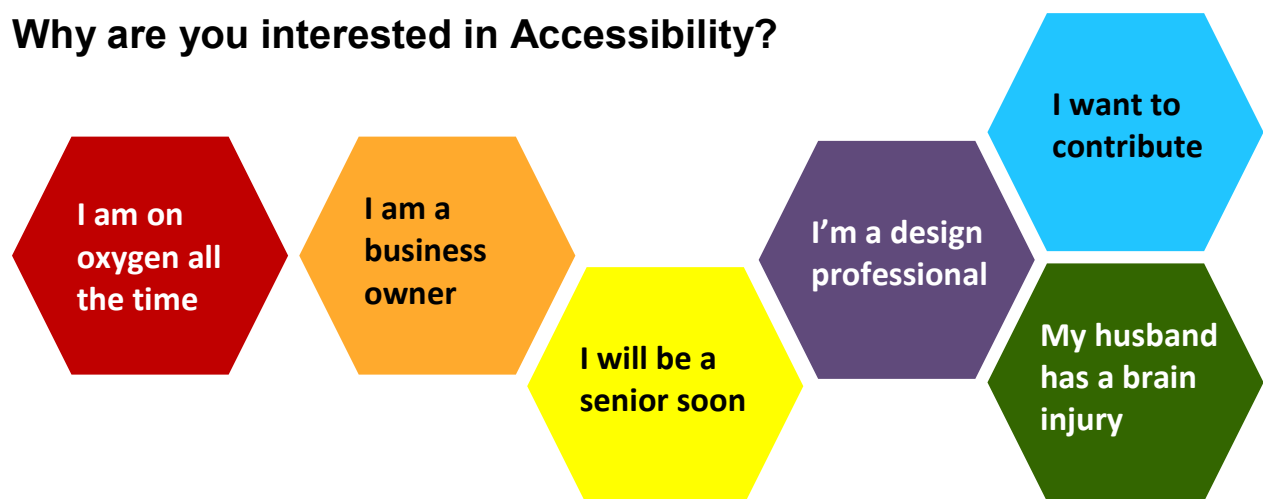
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In August 2017, the City consulted with the public to better understand the experiences of people with disabilities. The survey was not your ordinary 7 minute survey. It included 53 questions with many opportunities to allow people to provide detailed feedback on transportation, employment, information and communication, City owned buildings and public spaces, and City services. 298 people completed the survey and provided 1898 comments. On average, people took 22 minutes to complete the survey.

The feedback from people who know about the issues from experience is valuable information to help make decisions on what is needed to make Peterborough more accessible. The 'Planned Initiatives' listed in this plan used feedback from the consultation survey to help set priorities and clear goals for the next five years in Peterborough.

Thank you for helping us to better understand the experiences of people with disabilities.

### Why are you interested in Accessibility?



Sample responses from the public survey

**Sampling of the 1,898 responses from people who completed the public survey:**

“I would like to have the app that tells when and where buses are”.

“We avoid downtown. Even though there are accessible parking spaces, they have no access to the sidewalks unless we go through traffic to the nearest corner. NOT a safe situation”.

“Advertise upcoming jobs in more places so accessible to more people”.

“Provide texting numbers along with voice phone numbers”.

“Update the bus stop signs. They are not visually accessible and can be difficult to locate without having strong knowledge of the Peterborough transit system”.

“The parking kiosks are a real problem for my patients with mobility issues”.

“I do not even attempt to walk on Hunter street (between Aylmer and Water) during the summer months due to the number of patios, planters, fences, chairs, tables, etc. that are in the way. As someone who navigates with a white cane, this is incredibly frustrating, and often dangerous”.

“I’m deaf and cannot contact Handi-Van or taxis without asking a hearing person to call on my behalf”.

**Thank you for helping us to better understand the experiences of people with disabilities.**



# IASR

## Integrated Accessibility Standards Regulation

The IASR is a broad regulation. The requirements range from limiting the amount of flashing on a website to requiring organizations to consult with people with disabilities on the design and placement of benches along walkways. It is the IASR regulation that is having a major impact on making information, employment, transportation, public spaces and customer service accessible in Ontario.

In 2010, when the first accessibility standard for customer service was phased in, it seemed that we had a long road ahead of us to raise awareness about accessibility. Today, there is real progress being made on our accessibility journey.

As of January 1, 2018, requirements for each of the five standards are now in effect for organizations of all sizes and there are tangible results across Ontario. Businesses are posting their accessibility policies on their websites, more inclusive children's play spaces are being constructed, and more accessible transit means that it's easier for people with disabilities to get to school, social events and work.<sup>4</sup>

### How to Understand Compliance Status and Actions Required

#### IASR Summary Chart

With so many requirements in the IASR, this part of the Accessibility Plan starts off with a summary chart listing the requirements that apply to the City. The compliance deadline and compliance status for each requirement is noted in the summary chart.

Note, the chart also includes customer service standards to reflect the current status of the IASR. On July 1, 2016, the Accessibility Standards for Customer Service regulation 429/07 was revoked and the customer service standards were moved to the IASR.

#### Detailed Breakdown of IASR

The summary chart is followed by a more detailed break down of the IASR requirements that apply to the City, listing new actions required and background information to help people understand the requirement in more detail.

#### Age-friendly Peterborough

The Accessibility Plan shares many similar goals as the Age-friendly Peterborough Community Action Plan. The Age-friendly logo is placed next to IASR requirements that share a similar goal.



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<sup>4</sup> Government of Ontario, On the Path to an Accessible Ontario: Spring 2018. Received email on April 12, 2018.

## Summary Report of IASR Requirements

IASR requirement that applies to the City	Deadline	Status
<b>General Requirements</b>		
IASR s03, Establishment of accessibility policies	2013-01-01	Compliant
IASR s04, Accessibility plans	2013-01-01	Compliant
IASR s05, Procuring/acquiring of goods, services or facilities	2013-01-01	Compliant
IASR s06, Self-service kiosks	2014-01-01	Compliant
IASR s07, Training	2014-01-01	Compliant
<b>Information and Communication Standards</b>		
IASR s11, Feedback	2014-01-01	Compliant
IASR s12, Accessible formats and communication supports	2015-01-01	Compliant
IASR s13, Emergency procedure, plans or public safety info	2012-01-01	Compliant
IASR s14, Accessible websites and web content (Level A)	2014-01-01	In Progress
IASR s14, Accessible websites and web content (Level AA)	2021-01-01	In Progress
IASR s19, Public Libraries	2013-01-01	Compliant
<b>Employment Standards</b>		
IASR s22, Recruitment, general	2014-01-01	Compliant
IASR s23, Recruitment, assessment and selection process	2014-01-01	Compliant
IASR s24, Notice to successful applicants	2014-01-01	Compliant
IASR s25, Informing employees of supports	2014-01-01	Compliant
IASR s26, Accessible formats and supports for employees	2014-01-01	Compliant
IASR s27, Workplace emergency response information	2012-01-01	Compliant
IASR s28, Documented individual accommodation plans	2014-01-01	Compliant
IASR s29, Return to work process	2014-01-01	Compliant
IASR s30, Performance management	2014-01-01	Compliant
IASR s31, Career development and advancement	2014-01-01	Compliant
IASR s32, Redeployment	2014-01-01	Compliant
<b>Transportation Standards</b>		
IASR s34, Availability of info on accessibility equipment, etc.	2012-01-01	Compliant
IASR s35, Non-functioning accessibility equipment	2011-07-01	Compliant
IASR s36, Accessibility training, transportation services	2014-01-01	Compliant
IASR s37, Emergency preparedness and response policies	2012-01-01	Compliant
IASR s38, Fares, support persons	2012-01-01	Compliant
IASR s39, Transition, existing contracts	2011-07-01	Compliant
IASR s40, Transition, existing vehicles	2011-07-01	Compliant
IASR s41, Accessibility plans, conventional transportation	2013-01-01	Compliant
IASR s42, Accessibility plans, specialized transportation	2013-01-01	Compliant
IASR s43, Accessibility plans, transportation services	2013-01-01	Compliant
IASR s44, General responsibilities	2012-01-01	Compliant
IASR s46, Fares	2011-07-01	Compliant
IASR s47, Transit stops	2012-01-01	Compliant
IASR s48, Storage of mobility aids, etc.	2012-01-01	Compliant
IASR s49, Priority Seating	2012-01-01	Compliant
IASR s50, Service disruptions	2013-07-01	Compliant
IASR s51, Pre-boarding announcements (verbal)	2012-07-01	Compliant

## Summary Report of IASR Requirements

IASR Requirement that applies to the City	Deadline	Status
IASR s51, Pre-boarding announcements (electronic)	2017-01-01	Compliant
IASR s52, On-board announcements (verbal)	2011-07-01	Compliant
IASR s52, On-board announcements (electronic)	2017-01-01	Compliant
IASR s53, Requirements re grab bars, etc.	2013-01-01	Compliant
IASR s54, Floors and carpeted surfaces	2013-01-01	Compliant
IASR s55, Allocated mobility aid spaces	2013-01-01	Compliant
IASR s56, Stop-requests and emergency response controls	2013-01-01	Compliant
IASR s57, Lighting features	2013-01-01	Compliant
IASR s58, Signage	2013-01-01	Compliant
IASR s59, Lifting devices	2013-01-01	Compliant
IASR s60, Steps	2013-01-01	Compliant
IASR s61, Indicators and alarms	2013-01-01	Compliant
IASR s63, Categories of eligibility	2017-01-01	Compliant
IASR s64, Eligibility application process	2014-01-01	Compliant
IASR s65, Emergency or compassionate grounds	2014-01-01	Compliant
IASR s66, Fare parity	2013-01-01	Compliant
IASR s67, Visitors	2013-01-01	Compliant
IASR s68, Origin to destination services	2011-07-01	Compliant
IASR s69, Co-ordinated service	2013-01-01	Compliant
IASR s70, Hours of service	2013-01-01	Compliant
IASR s71, Booking	2014-01-01	Compliant
IASR s72, Trip restrictions	2014-01-01	Compliant
IASR s73, Service delays	2013-01-01	Compliant
IASR s74, Companions and children	2012-01-01	Compliant
IASR s78, Duties of municipalities, general (bus stops/shelters)	2013-01-01	Compliant
IASR s79, Duties of municipalities, accessible taxicabs	2013-01-01	Compliant
IASR s80, Duties of municipalities, taxicabs (fares and fees)	2011-07-01	Compliant
IASR s80, Duties of municipalities, taxicabs (registration & ID)	2012-01-01	Compliant
<b>Design of Public Spaces Standards</b>		
IASR s80.6 to s80.15, Recreational trails and beach access	2016-01-01	Compliant
IASR s80.16 to s80.17, Outdoor public use eating areas	2016-01-01	Compliant
IASR s80.18 to s80.20, Outdoor play spaces	2016-01-01	Compliant
IASR s80.21 to s80.31, Exterior paths of travel (sidewalks)	2016-01-01	Compliant
IASR s80.32 to s80.39, Accessible parking	2016-01-01	Compliant
IASR s80.40 to s80.43, Obtaining services	2016-01-01	Compliant
IASR s80.44, Maintenance of accessible elements	2016-01-01	Compliant
<b>Accessibility Standards for Customer Service</b>		
IASR s80.46, Establishment of policies	2010-01-01	Compliant
IASR s80.47, Use of service animals and support persons	2010-01-01	Compliant
IASR s80.48, Notice of temporary service disruptions	2010-01-01	Compliant
IASR s80.49, Training for staff, etc.	2010-01-01	Compliant
IASR s80.50, Feedback process required	2010-01-01	Compliant
IASR s80.51, Format of documents	2010-01-01	Compliant

# IASR General Requirements

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Establishment of Accessibility Policies

AODA reference:	<b>IASR section 3</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City of Peterborough has accessibility policies and procedures on Customer Service, Employment, Information and Communication, and Transportation Standards. These documents facilitate compliance with accessibility legislation in Ontario. The City will continue to apply the policies to identify, remove and prevent barriers for people with disabilities.

### Planned Initiatives:

- a. Upgrade accessibility policies and procedures as regulations changes.

## Accessibility Plans

AODA reference:	<b>IASR section 4</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City's first ever 5 year Accessibility Plan covered years 2012 to 2016. The inclusive lens used to shape the plan has significantly helped to identify, remove and prevent barriers. This updated Accessibility Plan serves as the full launch of using an accessibility lens on how the City does business everyday. Accessibility will be incorporated into all programs, services and facilities to ensure they are welcoming for everyone.



### Planned Initiatives:

- a. Offer accessibility support, where possible, to organizations funded by the City

#### The Accessibility Plan applies to:

- City of Peterborough departments and divisions, such as:
  - ☐ Peterborough Sport & Wellness Centre
  - ☐ Peterborough Museum & Archives
  - ☐ Peterborough Social Services
  - ☐ Peterborough Transit
  - ☐ Peterborough Fire Services
  - ☐ Peterborough Airport
  - ☐ Peterborough Marina
  - ☐ Provincial Offences Office
  - ☐ Waste Water Treatment Plant
- Advisory Committees of Council
- Peterborough Public Library
- Peterborough Art Gallery

#### The Accessibility Plan does not apply to:

- Peterborough Police Service
- Peterborough Housing Corporation
- Peterborough Public Health
- Fairhaven
- Business Improvement Area Boards
- City of Peterborough Holdings Inc.:
  - ☐ Peterborough Utility Services Inc.,
  - ☐ Peterborough Distribution Inc.
  - ☐ Peterborough Utilities Inc. & its subsidiaries
- Peterborough Utilities Commission, including the Riverview Park and Zoo
- Peterborough & the Kawarthas Economic Development

# IASR General Requirements

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Procuring/Acquiring of Goods, Services or Facilities

AODA reference:	<b>IASR section 5</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City of Peterborough applies a corporate procedure on how to incorporate accessibility into all purchases. The bid solicitation process clearly outlines the accessibility scope of work for organizations we do business with, including accessibility training requirements and the specific accessibility features required to remove existing barriers or prevent new barriers. City staff are required to consider accessibility and consult with the Accessibility Office as required, when preparing bid solicitation documents.



## Self-service Kiosks

AODA reference:	<b>IASR section 6</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** There are many accessible features that can be incorporated into self-service kiosks. For example, automated banking machines installed in various facilities across the City include a beeping feature to acknowledge when a button is pressed. The City will incorporate accessibility into any new self-serve kiosk purchases, which may include exhibit kiosks, point of sale systems or vending machines.

## Training

AODA reference:	<b>IASR section 7</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Training is provided to all City employees and volunteers. Mandatory courses are automatically assigned to all new employees and some employees take additional accessibility courses specific to their job duties.

Accessibility training requirements for organizations that the City does business with is typically outlined in formal bid solicitation documents. Organizations awarded a project must typically submit a signed form to certify they have completed training prior to starting a project.

### Planned Initiatives:

- Deliver in-depth accessible document training to staff
- Create a digital storytelling program featuring stories from City employees and volunteers

# IASR Information & Communication Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Feedback

AODA reference:	<b>IASR section 11</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City welcomes feedback from the community on our programs, services and facilities. Accessible formats and communication supports are available to help people provide their feedback and receive information back from staff.

**Planned Initiatives:**

- Integrate a prominent feedback feature on the City's redesigned website

### Accessible Formats and Communication Supports

AODA reference:	<b>IASR section 12</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City makes information available for people with disabilities. The City does not charge more than the regular cost charged and works with the person to determine the most appropriate accessible format or communication support. A 'Request for Information in an Accessible Format Form' is available on the City's main website.



**Planned Initiatives:**

- Evaluate TTY use and explore other tools to communicate with people with hearing loss
- Update all websites to have a 'Request for Information in an Accessible Format Form'
- Post upcoming public engagement meetings on electronic signage across various facilities

### Emergency Procedure, Plans or Public Safety Information

AODA reference:	<b>IASR section 13</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City is required to provide emergency and public safety information in an accessible format, upon request.

**Planned Initiatives:**

- Update facility Fire Safety Plans and make available in digital format
- Coordinate information in fire safety plans with workplace emergency response plans
- Highlight accessibility during annual Emergency Preparedness Week (first full week of May)
- Highlight accessibility during annual Fire Safety Month (October)
- Format public safety documents to be accessible

# IASR Information & Communication Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Accessible Website and Web Content

AODA reference:	<b>IASR section 14</b>
Compliance status:	In Progress
Action(s) required:	<ol style="list-style-type: none"> <li>1. Redesign City websites to comply with WCAG 2.0.</li> <li>2. Provide captions for pre-recorded videos on the website.</li> </ol>

**Background:** The City's main [www.peterborough.ca](http://www.peterborough.ca) website is a key communication tool with over 800,000 visitors per year.



The City must meet international website standards for accessibility known as WCAG 2.0. Compliance audits are performed weekly to ensure new content added to the websites is accessible. However, there are accessibility issues that exist on most of the websites that are out of the City's control, due to limitations of the current content management system.

Most of the City's websites are beginning to lag behind current expectations in both function and design. As a key communication tool for the City, a website redesign will ensure full compliance with the AODA requirements for website accessibility. The redesign will also present an opportunity to make the website more mobile and tablet friendly, which greatly enhances access to information for people with disabilities. Over 50% of traffic on the main [www.peterborough.ca](http://www.peterborough.ca) website is through mobile and tablet devices (April 2018).

#### Planned Initiatives:

- a. Add an Accessibility section to all corporate websites
- b. Review all image alt tags to ensure the text description of images are appropriate
- c. Review all links to ensure the text describing the link destinations are appropriate
- d. Develop a process to ensure all documents posted on the website are accessible
- e. Upgrade Microsoft Office software version to help staff create accessible documents
- f. Assess WCAG 2.0 compliance when investigating new PDF creation software
- g. Research best practices related to formatting website information as a PDF vs. HTML
- h. Hire a summer student to convert inaccessible documents to accessible documents

#### WCAG = Web Content Accessibility Guidelines

The WCAG standard explains how to make web content more accessible. It is divided into three conformance levels: A, AA, and AAA. The more A's, the more accessible the website will be.

Colour contrast example:

**Level A** – colour must not be used as the only way to make information stand out

**Level AA** – text and images must have a good mid-range contrast

**Level AAA** – requires extremely high contrast and limits the choice of colours

# IASR Information & Communication Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Public Libraries

AODA reference:	<b>IASR section 19</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The Peterborough Public Library is required to provide access to accessible library materials, where they exist, upon request. This includes works of literary, musical, artistic, or dramatic nature, and any material originally produced by the library. The Peterborough Public Library uses the inter-library loan system and the Centre for Equitable Library Access as tools to help provide accessible materials to their users.



When the Library purchases new materials, they consider the accessibility needs of the users and strive to make collections accessible to the widest range of people. The Library is required to tell the public about the accessible materials in the library system and does this through the [www.ptbolibrary.ca](http://www.ptbolibrary.ca) website, or upon request. The website lists accessible equipment and aids, facility features, library materials and services, such as the 'Visiting Library' home delivery and pickup service.

#### Planned Initiatives:

- Add accessible parking to serve the Main Library as part of the Library Commons project
- Improve acoustics in the Main Library meeting rooms
- Add an assistive listening device kit at the Main Library
- Broaden collection of large print, e-books, downloadable audio books and DVD's
- Develop an accessible Mobile Library App
- Incorporate a chapter on 'Accessibility' into the Library Strategic Plan
- Promote the accessibility courses available on Lynda.com

### Did you know?

#### Your Library will come to you!

The **Visiting Library Service** is a free delivery service to the homes of those who are unable to visit the library because of illness, age or disability. Library staff will work with you to choose titles, and a Visiting Library Service Volunteer will deliver materials to your door and pick up completed materials.

#### Who is eligible?

- A person with a disability
- A person who is advanced in age
- A person who has a long-term illness
- A person who is temporarily ill
- A person who lives in a nursing home
- A person who lives in a retirement residence

# Access Fund at Work

The Peterborough Public Library completed a \$12 million renovation with a major focus on enhancing accessibility. The facility reopened on January 30, 2018.

The City of Peterborough's Accessibility Advisory Committee (AAC) used the Access Fund to contribute \$53,302 for a snow and ice melt system for the main exterior walkways and \$3,600 for audible elevator features.

The Access Fund is included in the annual Capital Budget. It is used for accessibility improvements to City owned or operated facilities. It is intended to fund projects that the City might otherwise not get to, or where the minimum legislated requirement should be enhanced. The AAC administers the fund.



# IASR Employment Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Recruitment

AODA reference:	<b>IASR sections 22 and 23</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City applies a Recruitment and Selection procedure that outlines how the City provides accommodations to applicants with disabilities. Job ads, emails and phone calls to applicants include “accommodation, upon request” statements.



#### Planned Initiatives:

- Provide wayfinding signage in City Hall to direct applicants to Human Resources
- Add a ‘Job Opportunities’ section on the various City websites linked to the main City site

### Notice to Successful Applicants, Informing Employees of Supports

AODA reference:	<b>IASR sections 24 and 25</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City makes successful job applicants aware of policies and procedures in place for accommodating employees with disabilities when making offers of employment. All relevant employment policies are available to City employees on the City intranet.

### Accessible Formats and Supports for Employees

AODA reference:	<b>IASR section 26</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City consults with employees with disabilities, upon request, to provide accessible formats and communication supports needed to perform their job. The City also ensures the employee has access to general information that is available to all employees.

# IASR Employment Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Workplace Emergency Response Information

AODA reference:	<b>IASR section 27</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City provides emergency response plans for employees with disabilities who need it, to prepare for the specific needs they may have in an emergency situation.

### Planned Initiatives:

- Promote emergency response plans to employees during Emergency Preparedness Week
- Develop a “Lone Worker” check-in and distress notification system for staff who work alone

## Documented Individual Accommodation Plans (IAP's)

AODA reference:	<b>IASR section 28</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City applies a General Accommodation Procedure to develop individual accommodation plans for employees with disabilities. The process includes various details, including how requests for accommodation are denied and when the IAP needs to be reviewed.

## Return to Work Process

AODA reference:	<b>IASR section 29</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City applies a Return to Work/Employment Accommodation (RTW/EA) Program for employees who have been absent from work due to a disability, where possible. The program facilitates employee accommodations for a successful return to work.

## Performance Management, Career Development, Redeployment

AODA reference:	<b>IASR sections 30, 31 and 32</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City takes into account the needs of employees with disabilities throughout the employment life-cycle. IAP's are taken into account during annual performance reviews, when adding responsibilities to a position, or moving an employee to another position in the organization.

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Availability of Information on Accessibility Equipment, etc.

AODA reference:	<b>IASR section 34</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit provides current information to the general public about accessibility equipment and features of transit vehicles, routes and services through the **Peterborough Transit website** ([www.peterborough.ca/transit.ca](http://www.peterborough.ca/transit.ca)). In 2017, Peterborough Transit partnered with the Accessibility Advisory Committee, Peterborough Youth Council and the Peterborough Youth Commission to create a video that provides tips on how to ride transit.



## Non-functioning Accessibility Equipment

AODA reference:	<b>IASR section 35</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit completes daily circle-checks prior to start of service. Staff will repair non-functioning accessibility equipment or arrange for a replacement vehicle as soon as practicable. While equipment is out of service, Peterborough Transit takes reasonable steps to accommodate people with disabilities when accessibility equipment is not functioning.

## Accessibility Training for Conventional and Handi-Van Service

AODA reference:	<b>IASR section 36</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit trains all staff on the safe use of accessibility equipment, how to deal with situations where there are temporary barriers or when accessibility equipment on a vehicle fails and how to assist people with disabilities in emergency situations.

## Emergency Preparedness and Response Policies

AODA reference:	<b>IASR section 37</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit applies the corporate Emergency Plan and has a standard operating procedure to ensure safety for people with disabilities in the event of an emergency.

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Fares for Support Persons on Transit Service

AODA reference:	<b>IASR section 38</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit allows a support person to accompany a person with a disability for free. The “Need for Support Person Application” is available on the [Peterborough Transit website](http://www.peterborough.ca/transit.ca) (www.peterborough.ca/transit.ca) or in person at the main Transit Terminal.

## Transition, Existing Contracts and Existing Vehicles

AODA reference:	<b>IASR section 39 and 40</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The transition phase is now complete and 100% of vehicles are fully accessible.

### Planned Initiatives:

- Pilot a new mobility aid restraint system to allow fully independent operation by users

## Accessibility Plans for Conventional and Handi-Van Service

AODA reference:	<b>IASR section 41, 42 and 43</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit is taking action on feedback received from riders by improving customer service, wait times, and overall demand for public transit.



Public consultation for various transit related projects allow people to provide feedback on various matters in the Transportation section of the Accessibility Plan. The consultation survey for this Accessibility Plan included a Transportation section that asked people to comment on the quality and availability of transportation options in Peterborough. Many of the 201 responses are built into the various Planned Initiatives listed in the Accessibility Plan.

### Planned Initiatives:

- Provide a trip planning and real time bus arrival information system for conventional transit
- Provide transit route planning mobile app
- Include a review of the “Handi-Van” name for specialized transit in the next Transit Review
- Complete a Transit route review and long term growth strategy

# IASR Transportation Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### General Responsibilities for Conventional Service

AODA reference:	<b>IASR section 44</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit Operators deploy a ramp for people with disabilities to enter and exit a transit vehicle, upon request. They also ensure adequate time is provided to safely board, be secured and de-board a vehicle, and will provide assistance upon request.

### Fares

AODA reference:	<b>IASR section 46</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit does not charge a higher fare for people with disabilities.

### Transit Stops

AODA reference:	<b>IASR section 47</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The conventional transit system has over 620 transit stops, many of which are not accessible to people with disabilities due to barriers such as grass boulevards. When a transit stop is not accessible or has a temporary barrier, Peterborough Transit will ensure people with disabilities are able to board or de-board a transit vehicle at the closest available safe location.

Peterborough has an annual work program to reconstruct transit stops to be accessible. It is estimated that 65% of the 620 transit stops in Peterborough are accessible. Approximately 220 transit stops require upgrades to make them accessible.

#### Planned Initiatives:

- Continue annual program to upgrade transit stops with concrete pads linked to sidewalks
- Continue annual program to add transit shelters where feasible
- Upgrade transit stop signage

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Storage of Mobility Aids, etc.

AODA reference:	<b>IASR section 48</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit does not charge a fee to store a mobility aid or mobility assistive device on a transit vehicle. Transit Operators will ensure they are stored within reach of the person who uses it, if safe storage is possible.

## Priority Seating

AODA reference:	<b>IASR section 49</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Transit vehicles have clearly marked priority seating zones for people with disabilities and courtesy seating zones for other people who benefit from a seat located close to the front of a bus.



### Planned Initiatives:

- a. Highlight priority seating etiquette in conventional transit marketing

## Service Disruptions

AODA reference:	<b>IASR section 50</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Where a route or scheduled service is temporarily changed and the change is known in advance, Peterborough Transit will make alternative arrangements for accessible transportation for people with disabilities.

### Planned Initiatives:

- a. Enhance notices for detours and service disruptions through Transit mobile app and website

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Electronic Pre-Boarding and On-Board Announcements

AODA reference:	<b>IASR sections 51 and 52</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit's conventional vehicles are all equipped with a device that announces the route, direction, destination or next major stop. It helps people determine which bus to ride. Announcements are made through an electronic audible system and a visual display system located on the exterior of a vehicle.

Peterborough Transit's conventional vehicles are also equipped with a device that announces all the available route stops while riding the bus. The announcements are made through an electronic audible system and an electronic visual display system inside the vehicle.

### Planned Initiatives:

- a. Monitor volume issues with the audible systems.

## Requirements re Grab Bars, Floors, Carpeted Surfaces, etc.

AODA reference:	<b>IASR sections 53 and 54</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The IASR outlines various requirements for grab bars on transit vehicles such as location, clear space for mobility aids, colour contrast, size and even screw head details. All new vehicles purchased by Peterborough Transit incorporate technical requirements for grab bars.

The IASR also outlines various requirements for flooring on transit vehicles. All new vehicles purchased by Peterborough Transit incorporate technical requirements for flooring.

## Allocated Mobility Aid Spaces

AODA reference:	<b>IASR section 55</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The IASR requires transit vehicles to have a minimum of two mobility aid spaces equipped with securement devices. Peterborough Transit typically uses a standard vehicle specification that requires suppliers to provide vehicles with three mobility aid spaces.

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Stop-requests and Emergency Response Controls

AODA reference:	<b>IASR section 56</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The IASR outlines various requirements for stop-request controls on transit vehicles such as location, auditory and visual indications, and colour contrast. All new vehicles purchased by Peterborough Transit incorporate technical requirements for stop-request controls. Emergency response control requirements are currently not applicable.

## Lighting Features

AODA reference:	<b>IASR section 57</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The IASR outlines various requirements for lighting on transit vehicles such as location, illumination levels and light shielding to protect the eyes of passengers. All new vehicles purchased by Peterborough Transit incorporate technical requirements for lighting.

## Signage

AODA reference:	<b>IASR section 58</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The IASR outlines various requirements for signage on transit vehicles such as location, content, shape, colour, character style and pictograms. All new vehicles purchased by Peterborough Transit incorporate technical requirements for signage.

## Lifting Devices and Steps

AODA reference:	<b>IASR sections 59 and 60</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The IASR outlines various requirements for lifting devices on transit vehicles such as colour strips to mark the bottom edge, slip resistance, and side edge details. All new vehicles purchased by Peterborough Transit incorporate technical requirements for lifting devices.

The IASR also outlines various requirements for steps on transit vehicles such as colour strips to mark the edge of each step, slip resistance, riser heights and tread depths. All new vehicles purchased by Peterborough Transit incorporate technical requirements for steps.

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Indicators and Alarms

AODA reference:	<b>IASR section 61</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The IASR outlines various requirements for indicators and alarms on transit vehicles such as lights and sound to indicate a ramp is in motion. All new vehicles purchased by Peterborough Transit incorporate technical requirements for indicators and alarms.

## Handi-Van Service Eligibility

AODA reference:	<b>IASR sections 63 and 64</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit's Handi-Van Eligibility Application Package includes a series of questions to measure a person's ability to use conventional transit. The responses help Peterborough Transit determine if an applicant is eligible for one of three Handi-Van categories:

1. Unconditional - eligible to use Handi-Van for all trips
2. Conditional - eligible to use Handi-Van for some trips
3. Temporary - eligible for Unconditional or Conditional categories for a limited time

Peterborough Transit has a formal process to handle Handi-Van applications. Peterborough Transit will grant temporary Handi-Van eligibility status to an applicant when the person's eligibility has not been determined within 14 days, does not charge a fee for the application, has an appeal process, makes the application available in an accessible format, and outlines how personal information collected in the application will be used.

## Emergency and Compassionate Grounds for the Handi-Van Service

AODA reference:	<b>IASR section 65</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** People with disabilities may use the Handi-Van service because of an emergency or on compassionate grounds, earlier than the standard application timeline of 14 days.

# Handi-Van Eligibility Application Package

## Eligibility Criteria to use the Handi-Van Service

Eligibility is restricted to residents of the City of Peterborough and is considered on a case-by-case basis. It's not based on a particular disability, age, income level or lack of availability of conventional transit in the applicant's area. Visitors can qualify for a Temporary term.

The **Handi-Van** service is not intended for those who find it inconvenient or more difficult to use conventional transit or for those who are reluctant or unwilling to use conventional transit for other reasons. The service is also not an attendant care service, a subsidized taxi service or an emergency medical service.

Eligibility for the **Handi-Van** Service is measured against a person's ability to use the conventional transit system.

### Handi-Van Eligibility Categories:

#### UNCONDITIONAL

[eligible for all trips]

Applies to a person with a disability that prevents them from using conventional transit for all trips, regardless of weather, distance to the stop, time of day, etc.

#### CONDITIONAL

[eligible for some trips with barriers that limit ability to use conventional transit]

Applies to a person with a disability that prevents them from consistently using conventional transit due to certain conditions, such as physical or environmental barriers. The individual is reasonably expected to make some trips on the conventional service. On some days accessible conventional transit is possible, and on other days it is not.

#### TEMPORARY

[eligible for unconditional or conditional categories, for a limited time]

Applies to a person with a temporary disability that prevents them from using conventional transit for a limited time (example: surgery recovery). This person will be assessed every 6 months, to ensure the Handi-Van service is still required.

### Notes:

1. A registered Handi-Van user will be reviewed for eligibility a minimum of every three (3) years.
2. Visitors to the City, who are registered for specialized transit service in the community they reside in, are also eligible to use the Handi-Van service in Peterborough on a temporary basis.

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Fare Parity

AODA reference:	<b>IASR section 66</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit applies the same fare structure and payment options for conventional and Handi-Van transportation services.

## Visitors

AODA reference:	<b>IASR section 67</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Visitors to Peterborough, who are registered for specialized transit service in the community they reside in, are eligible to use the Handi-Van service on a temporary basis.

## Origin to Destination Services

AODA reference:	<b>IASR section 68</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Origin to Destination of Service refers to a service that enables a person with a disability to travel from their starting point to their destination point by using a package of transportation services. The service may include a combination of Handi-Van and conventional transportation services that are accessible.

## Co-ordinated Service

AODA reference:	<b>IASR section 69</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The intent of this requirement is ensure Peterborough Transit makes it easy for people with disabilities to make connections between the Handi-Van service and specialized transportation services that are provided in adjacent municipalities. There are currently no specialized transportation services in adjacent municipalities.



### Planned Initiatives:

- a. Monitor, collaborate and coordinate specialized transportation with adjacent municipalities

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Hours of Service for Handi-Van Service

AODA reference:	<b>IASR section 70</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit applies the same hours and days of service for conventional and Handi-Van transportation services.

## Booking the Handi-Van Service

AODA reference:	<b>IASR section 71</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** There is high demand for the Handi-Van service with continuous ridership growth. Since 2013, ridership has grown by about 25%. Peterborough Transit recognizes it is sometimes difficult to book a trip, particularly during peak travel times.



Handi-Van issues are discussed at every AAC Transportation sub-committee meeting, where staff and committee members work with Peterborough Transit to make the system as successful as possible.

As a result of the latest Handi-Van Review, a new Community Bus service was implemented, a new part time Handi-Van reservationist was added, an eleventh vehicle was added to the Handi-Van fleet, a late cancellation/no show policy and an online reservation system was approved. Peterborough Transit is taking action on overall demand for the Handi-Van.

Peterborough Transit provides same day Handi-Van service to the extent that it is available. When same day service is not available, a booking can be made on the day before, up to three hours before the Handi-Van stops running. Peterborough Transit also implemented a call-back list for trip requests that cannot be booked at time of request. Through the call-back program, Peterborough Transit will notify a customer if a booking opens up due to a cancellation.

### Planned Initiatives:

- Improve the reservation process to optimize booking riders from the same pick-up location
- Add a communication tool for riders with hearing loss to independently make a reservation
- Explore options to notify riders in lieu of voice message for ride notifications
- Explore a car share program with an accessible van in the fleet
- Continue to encourage Handi-Van users to ride conventional transit on days they are able to
  - ☐ Educate the public on the accessibility features of conventional transit
  - ☐ Promote conventional transit at events such as Peterborough Pulse or Seniors Showcase
  - ☐ Partner with various organizations to deliver travel training on conventional transit

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Trip Restrictions for Handi-Van Service

AODA reference:	<b>IASR section 72</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The trip request process is currently divided into two categories: “subscription” and “first-come first serve”. A subscription is a repetitive trip with the same time and destination each week, such as going to work or medical appointments. Requests for first-come first serve trips can be reserved a maximum of two weeks in advance of the travel date.

With high demand for Handi-Van service, the “subscription” and “first-come first serve” practice aims to balance demand with fairness to maximize trips for users.

### Planned Initiatives:

- a. Continue to work on solutions to optimize Handi-Van use

## Service Delays for the Handi-Van Service

AODA reference:	<b>IASR section 73</b>
Compliance Status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit contacts affected Handi-Van passengers when there is a delay of 30 minutes or more from the passenger’s scheduled pick-up time.

### Planned Initiatives:

- a. Explore options to send service delay notifications in formats other than voice message

## Companions and Children Travelling with a Handi-Van User

AODA reference:	<b>IASR section 74</b>
Compliance Status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit allows companions to travel with a person who uses the Handi-Van service, if space is available and it will not result in the denial of service to another person who needs the service. The companion will pay the fare that is required if they were using the conventional transportation service. A support person is not considered a companion.

Dependants are also allowed to travel in the Handi-Van if appropriate child restraint securement systems and equipment are available, if required.

# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Duties of Municipalities, General (Bus Stops and Shelters)

AODA reference:	IASR section 78
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Transit consults with the Accessibility Advisory Committee, the public and people with disabilities about the construction, renovation and replacement of bus stops and shelters.

The City initiated a 2017-2018 program to upgrade over 140 transit stops with new concrete pads connected to the sidewalk network. The program includes adding 50 new transit shelters.

### Planned Initiatives:

- Continue annual program to upgrade transit stops with concrete pads linked to sidewalks
- Continue annual program to add transit shelters where feasible
- Upgrade transit stop signage
- Use rider counter systems in transit vehicles to help prioritize transit stop improvements
- Investigate opportunities to add waste and recycling receptacles at transit stops



# IASR Transportation Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Duties of Municipalities, Accessible Taxicabs

AODA reference:	<b>IASR sections 79 and 80</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Peterborough Police Service consults with the Accessibility Advisory Committee, the public and people with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

The last review was completed in 2013. There are 12 accessible taxicabs servicing Peterborough in total. One of the two local taxicab companies in Peterborough reported they have 40 regular taxicabs and 10 accessible taxicabs. The company noted they regularly receive requests for accessible taxis for various trips such as medical appointments and grocery shopping. The company also noted there is no real difference in the amount of time passengers wait for a regular taxicab compared to an accessible taxicab. The company does service schools and typically uses 5 to 7 of their 10 accessible vehicles during school drop-off and pick-up hours.

Customers can file taxicab complaints to the Police Services Board by phoning 705-876-1122 extension 220 or by email to **Niquel Pritchard Pataki** ([npritchardpataki@peterborough.ca](mailto:npritchardpataki@peterborough.ca)).

Through the Taxi By-law, Peterborough Police Service ensures owners and operators of taxicabs do not charge a higher fare or an additional fee for a person with a disability, and do not charge a fee for storing mobility aids or mobility assistive devices. Peterborough Police Service also ensures owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab and make the information available to passengers in an accessible format.

### Planned Initiatives:

- Obtain updated numbers of accessible taxicabs available from local taxicab companies
- Survey the public and taxicab companies to help determine current service demand
- Review options to address demand during school drop-off and pick-up hours (ie/ car share)



# IASR Design of Public Spaces Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Recreational Trails and Beach Access Routes

AODA reference:	<b>IASR sections 80.6 to 80.15</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City is expanding the multi-use trail network in accordance with the City's Transportation Master Plan. The City uses an accessibility lens throughout the planning and design stages of all projects. All trail projects meet technical requirements related to width and slope of trail, surface material, trail maps, signage and thoughtful planning of rest area locations. The City consults with the Accessibility Office, the Accessibility Advisory Committee and the public where required. Note, most City recreational trails are also classified as Exterior Paths of Travel and must meet the requirements of IASR sections 80.21 to 80.31.



### Planned Initiatives:

- Extend the Rotary Greenway Trail: from the Faryon bridge to Eastbank Drive (Trent U)
- Extend the Crawford Trail: former rail line between Monaghan Road and Townsend Street
- Extend the Otonabee River Trail: Little Lake from Del Cray Park to Little Lake Cemetery
- Develop the Bethune Street trail: linear park between Townsend Street and Dublin Street
- Investigate if a trail can connect Riverview Park and Zoo to the Rotary Greenway Trail
- Investigate if a trail can connect Haggart Street to Beavermead Park and Whitlaw Street
- Investigate trail lighting priorities
- Construct rail crossings: Maria Street crossing, Rotary Greenway Trail crossing at Holiday Inn
- Improve trail connections to neighbourhood streets and sidewalks
- Investigate opportunities to add mobility aid charging stations along trails



**Photo** - Beach Access mat ribbon cutting event on Friday August 25, 2017. Photo taken by Clifford Skarstedt, Peterborough Examiner, Postmedia Network

# IASR Design of Public Spaces Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Outdoor Public Use Eating Areas

AODA reference:	IASR sections 80.16 to 80.17
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City's existing outdoor eating areas are typically set up as picnic tables located on a grass surface with no connection to a walkway. The IASR addresses the need for a more inclusive experience for people with disabilities in outdoor eating areas where groups tend to gather. Newer outdoor eating areas installed by the City incorporate an accessible table zone on a level and hard surface with a connection to the walkway network, complete with waste/recycling bins and bicycle racks in locations that do not obstruct clear paths of travel.



### Planned Initiatives:

- Provide accessible picnic tables in the Peterborough Museum & Archives Heritage Pavilion
- Connect the Peterborough Museum & Archives Heritage Pavilion to the walkway network
- Add more accessible picnic table zones in Millenium Park along the Trans Canada Trail
- Investigate opportunities to add accessible picnic table zones in Nicholls Oval Park
- Incorporate accessible picnic table zones into various park and playground upgrade projects



# IASR Design of Public Spaces Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Outdoor Play Spaces

AODA reference:	<b>IASR sections 80.18 to 80.20</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Play is a natural and important part of a child's daily life and health development. Children with disabilities should have the same opportunities to play as all other children. Caregivers with disabilities should also have the opportunity to enjoy outdoor play spaces with their children. Accessible outdoor play spaces allow children and caregivers of all abilities to use play spaces together.



The City applies CSA standard Z614-14, as amended, to ensure playgrounds incorporate accessible ground play features, access to some elevated play features, contrasting colours, and accessible ground surfacing such as engineered wood fibre.

Play spaces can also be in the form of recreational spaces such as wading pools, splash pads, sports fields, running tracks, and outdoor exercise equipment. City projects with recreational opportunity will include accessible walkways connected to amenities such as garbage/recycling bins, benches, sidewalk and trail networks. Where a washroom facility, change room facility and vehicular parking is part of a project, the City will link the amenities with an accessible walkway.

#### Planned Initiatives:

- Develop park planning and design guidelines
- Develop a priority list for neighbourhood park rejuvenation projects
- Identify residential areas with a gap in neighbourhood park access
- Develop strategies to address residential areas with a gap in neighbourhood park access
- Partner with Holy Cross Secondary School on an artificial playing field and track project
- Trent Ball Diamond and Sport Facility: construct a new washroom building
- Jackson Park: construct a new washroom building
- Knights of Columbus Park : convert existing wading pool to a splashpad
- Turner Park: convert existing wading pool to a splashpad
- Chelsea Gardens Park: convert existing wading pool to a splashpad
- John Taylor Memorial Park: convert existing wading pool to a splashpad
- Olympus Park and Hamilton Park: upgrade existing spray water features

#### Note:

Playgrounds on school properties are not owned and maintained by the City of Peterborough.

# IASR Design of Public Spaces Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Exterior Paths of Travel (sidewalks, walkways, multi-use trails)

AODA reference:	<b>IASR sections 80.21 to 80.31</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Exterior paths differ from recreational trails intended to provide a recreational experience. Sidewalks, walkways and multi-use trails connect us to where we want to go and are intended to provide a functional route from point A to point B. These paths are important links between places to work, travel, shop and play. New or renovated exterior paths of travel have to meet minimum width, maximum slope, incorporate rest areas, and tactile attention indicators to help people with vision loss navigate.



#### Planned Initiatives:

- Develop complete streets policy as per the Growth Plan for the Greater Golden Horseshoe
- Educate businesses on the importance of maintaining a clear path of travel on sidewalks
- Develop a plan with DBIA to clear snow windrows at street corners in the downtown area
- Install countdown pedestrian signals at busy intersections across the City
- Install enhanced ladder crosswalk pavement markings at busy intersections across the City
- Expand number of pedestrian signals that automatically activate with traffic signals
- Expand number of mid-block pedestrian crossing facilities where appropriate
- City Parks and Sports Fields: add walkway networks to connect park amenities to sidewalks
- Del Crary Park: redevelop the park and Anderson stage, including a new marina building
- Nicholls Oval Park: explore opportunities to add walkways, improve stage access & viewing
- Public Art: Create an accessibility themed public art installation
- Develop a strategy to eliminate garbage bags and recycling bins placed on sidewalks
- Investigate opportunities to add mobility aid charging stations where appropriate
- Louis Street Urban Park: create a flexible space featuring skating, washroom, passive seating
- Chemong Road North Urbanization (Millroy to city limit): add curbs and sidewalks
- McDonnell Street (Park to Donegal): reconstruct sidewalks and reconfigure on-street parking
- Donegal Street (McDonnell to Murray): reconstruct sidewalks and connect to multi-use trail
- Parkhill Road West (Wallis to west city limit): add sidewalks and multi-use trail
- Chemong Road (Parkhill to Parkway right of way): add sidewalks and multi-use trail
- Brealey Drive (Lansdowne to Sherbrooke): add sidewalks and multi-use trail
- Sherbrooke Street (Glenforest to west city limit): add sidewalks
- Extension of Crawford Drive to Harper Road: add sidewalks and multi-use trail

**Complete Streets** = Streets planned to balance the needs of all road users, including pedestrians, cyclists, transit-users, and motorists.<sup>5</sup>

<sup>5</sup> Government of Ontario, [Growth Plan for the Greater Golden Horseshoe \(2017\)](https://www.placestogrow.ca). Accessed on June 14, 2018 from [www.placestogrow.ca](https://www.placestogrow.ca).

# IASR Design of Public Spaces Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Accessible Parking

AODA reference:	<b>IASR sections 80.32 to 80.39</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Ontario's aging population is driving a need for more accessible parking. Statistics Canada and Government of Ontario data project a 4% increase in the number of accessible parking permit holders by 2025. Ontario's minimum parking standards will meet the needs of a diverse and growing population of accessible parking permit holders.<sup>6</sup>



A new parking lot or a significant renovation to an existing parking lot would trigger the need to have two types of accessible parking spaces. A Type 'A' space is a larger 3.4m wide space with a 1.5m pedestrian access aisle and is intended to accommodate a person who uses a vehicle equipped with a mechanical lift or wheelchair ramp. A smaller Type 'B' space has a similar width as a regular parking space but includes a 1.5m pedestrian access aisle just like the Type A space. It is intended to accommodate people who use assistive devices but do not need the extra space for a vehicle lift or ramp.

#### Planned Initiatives:

- Update Zoning By-law to align with the Integrated Accessibility Standards Regulation (IASR)
- Retrofit existing municipal parking lots to meet new accessible parking space standards
- Monitor Type A and B accessible parking requirements through the building permit process
- Upgrade parking kiosks to allow people to make payments and add time via mobile device
- Develop on-street parking standards that consider vehicle loading and sidewalk access
- City parks and trail access points: Investigate opportunities to add accessible parking
- Nicholls Oval Park: investigate opportunities to formalize parking in the park
- Explore opportunities to create a parking lot near Ackison Road at the Trans Canada Trail
- Peterborough Museum & Archives: add more accessible parking spaces
- Peterborough Art Gallery: explore options to more clearly identify the accessible parking
- Social Services: explore opportunities to improve wayfinding to the accessible parking zone
- Peterborough Music Festival: investigate opportunities to add temporary accessible parking
- Simcoe Parking Garage: relocate accessible parking spaces with poor overhead clearance
- Simcoe Parking Garage: improve lighting coverage and levels
- King Street Parking Garage: improve lighting coverage and levels
- Peterborough Police accessible parking enforcement campaign last week of May (National AccessAbility Week) and every December 3 (International Day of Persons with Disabilities)

<sup>6</sup> Government of Ontario, [Guide to the Integrated Accessibility Standards Regulation](https://www.ontario.ca/document/how-comply-integrated-accessibility-standards-regulation). Accessed on May 8, 2018 from [www.ontario.ca/document/how-comply-integrated-accessibility-standards-regulation](https://www.ontario.ca/document/how-comply-integrated-accessibility-standards-regulation).

# IASR Design of Public Spaces Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Obtaining Services

AODA reference:	<b>IASR sections 80.40 to 80.43</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** Ontario accessibility legislation now mandates that new and retrofitted service counters, queuing guides and waiting areas are designed to accommodate people with various disabilities. Service counters will be designed to accommodate mobility aids with an accessible counter height, have sufficient knee clearance and provide plenty of clear floor space in front of the counters. Queuing guide lines will be wide, cane detectable, and easy to turn where lines change direction. Moving forward, all waiting areas will have at least one accessible seating area.



### Planned Initiatives:

- Public Works Operations Facility: Incorporate customer service desks into the office building
- Kinsmen and Evinrude Arenas: add wayfinding signs for customer service areas
- Monitor service counter and waiting area requirements through the building permit process



**Photo** - Accessible customer service desk at the Peterborough Museum and Archives

# IASR Design of Public Spaces Standards

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Maintenance of Accessible Elements

AODA reference:	<b>IASR sections 80.44</b>
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The Integrated accessibility Standards Regulation (IASR) requires the City to have procedures for preventative and emergency maintenance of the accessible elements within the City's public spaces. Maintenance procedures are important to make sure people with disabilities can access public spaces. People with disabilities typically have fewer alternative routes when moving through and using public spaces, so procedures for maintenance will help support their continued mobility and independence.<sup>7</sup>

The City applies a Temporary Service Disruptions procedure when dealing with temporary disruptions to accessible elements of public spaces. Notices are always posted on the City website and occasionally through media releases and social media platforms based on the nature or extent of the disruption. All notices include information on what and when the service is unavailable, the reason for disruption, alternative service options and a staff contact.

The City applies minimum maintenance standards to public spaces, monitors preventative and emergency maintenance best practices and performs periodic evaluations, such as:

- annual inspections
- seasonal-based maintenance
- inspections after storms or events that may affect accessible elements
- inspections in response to reports of vandalism or complaints

The City applies various policies, regulations, guides and minimum standards to direct maintenance activities in public spaces, such as:

- City of Peterborough Temporary Service Disruptions Procedure
- City of Peterborough Winter Service Operations Policy
- City of Peterborough Asset Management Policy
- CSA Z614-14: Children's Playspaces and Equipment
- Ontario Regulation 239/02: Minimum Maintenance Standards for Municipal Highways
- Ontario Regulation 332/12: Building Code
- R.R.O. 1990, Regulation 581: Accessible Parking for Persons with Disabilities
- TAC Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals
- ISO 23599: Assistive products for blind and vision-impaired persons - tactile walking surface indicators

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<sup>7</sup> Government of Ontario, [Guide to the Integrated Accessibility Standards Regulation](https://www.ontario.ca/document/how-comply-integrated-accessibility-standards-regulation). Accessed on May 8, 2018 from [www.ontario.ca/document/how-comply-integrated-accessibility-standards-regulation](https://www.ontario.ca/document/how-comply-integrated-accessibility-standards-regulation).

# IASR Design of Public Spaces Standards

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

## Maintenance of Accessible Elements (continued)

The following outlines basic maintenance activities of accessible elements within public spaces:

### Exterior paths of travel (sidewalks, walkways, multi-use trails)

- Maintain surface of exterior paths: sweep, remove snow, de-ice
- Maintain width and overhead clearance: trim bushes and branches
- Maintain clear path of travel: relocate furnishings such as bike racks, benches and planters
- Ensure business sandwich boards are correctly located on sidewalks
- Inspect and mark surface discontinuities: apply markings at defects more than 2 cm high
- Repair heaved surfaces: grind down heaved areas, add sloped patches, replace bays
- Maintain garbage/recycling bins: empty regularly to avoid build-up around the containers
- Maintain benches: inspect and replace parts, level, repaint, trim bushes and branches
- Maintain lighting: replace lamps on a regular schedule with lamp wattage as designed
- Maintain access to transit stops and shelters

### Recreational Trails, Beach Access Routes

- Maintain access gates: regularly repaint gates, repair reflective tape and broken gates
- Maintain trail bollards: regularly repaint bollards, repair reflective tape and broken bollards
- Maintain trail surface: sweep, remove snow, de-ice, fill cracks, repair holes and heaved areas
- Maintain trail width and overhead clearance: trim bushes and branches, remove hazards
- Maintain garbage/recycling bins: empty regularly to avoid build-up around the containers
- Maintain benches: inspect and replace parts, level, repaint, trim bushes and branches
- Maintain beach access mats: sweep, remove and store seasonal components

### Outdoor public eating areas

- Maintain picnic tables: inspect and replace parts, level, repaint, trim bushes and branches
- Maintain table pad surface: maintain clear space around table & access to mobility aid space
- Maintain walkway surfaces, width and overhead clearance: sweep, trim bushes and branches
- Maintain garbage/recycling bins: empty regularly to avoid build-up around the containers
- Maintain lighting: replace lamps on a regular schedule with lamp wattage as designed
- Prepare for winter: remove and store seasonal components, post notice of service disruption

### Outdoor play spaces

- Inspect playgrounds for CSA compliance, such as fall height testing and review broken parts
- Maintain playground surfacing: loosen, till, rake, level, add, and replace surfacing as required
- Maintain standing/ponding water: drain, repair grading, barricade area as required
- Maintain garbage/recycling bins: empty regularly to avoid build-up around the containers
- Maintain walkway surfaces: sweep material displaced from play zone, repair as required
- Maintain landscaping: cut grass, trim bushes and branches, remove hazardous trees
- Maintain lighting: replace lamps on a regular schedule with lamp wattage as designed
- Prepare for winter: remove and store seasonal components, post notice of service disruption

# IASR Design of Public Spaces Standards

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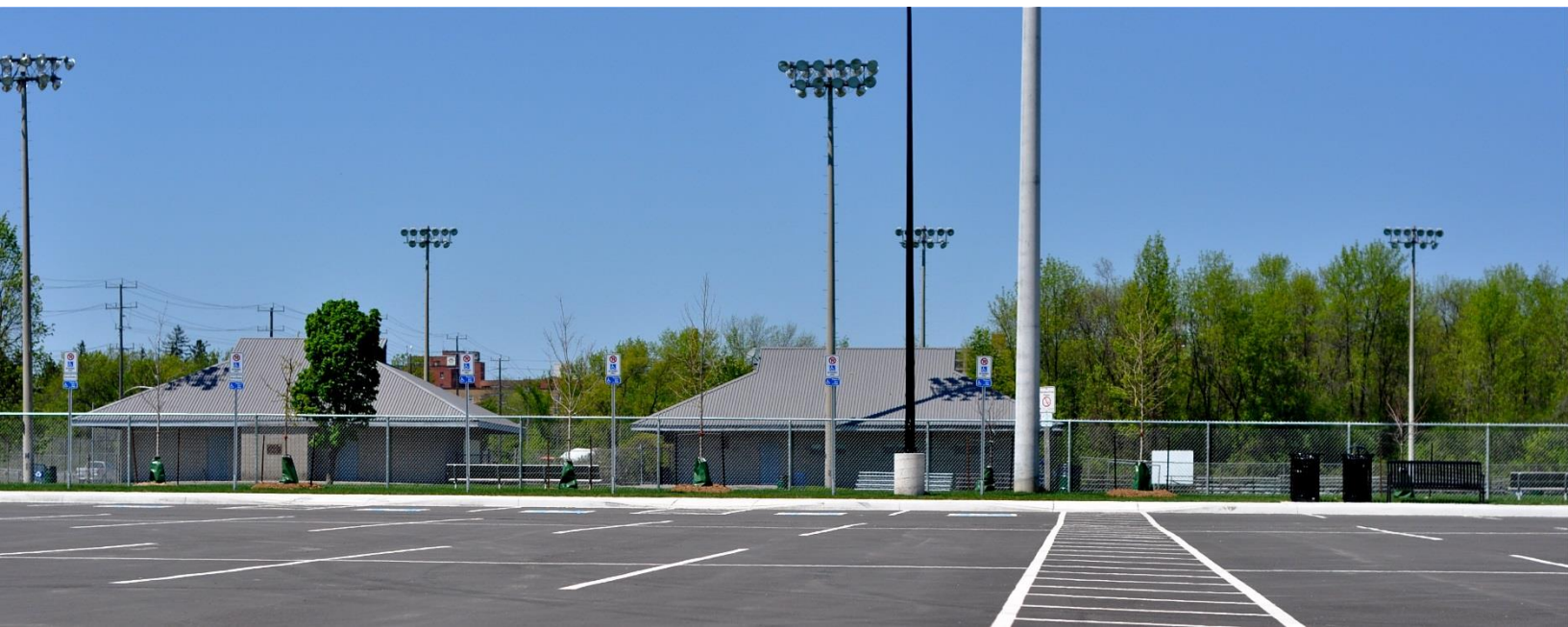
## Maintenance of Accessible Elements (continued)

### Accessible parking (on-street parking and off-street parking lots)

- Maintain surface paint markings: repaint parking space lines, access aisles, accessibility symbol
- Maintain surface: sweep, remove snow, de-ice
- Maintain width and overhead clearance: trim bushes and branches
- Maintain signage: repair/replace accessible parking space signs and general signage
- Maintain lighting: replace lamps on a regular schedule with lamp wattage as designed
- Maintain automatic ticket machines: replace ticket paper, repair kiosks, adjust contrast settings for digital machines, post notice of temporary service disruptions as required

### Service areas (service counters, waiting areas, queuing lines)

- Maintain clear paths of travel: remove clutter such as boxes, carts, furnishings not in use
- Maintain access to counter: keep floor space in front of and under the counter clear
- Maintain access to devices: make point of sale devices, pens and speaking ports reachable
- Maintain access to all objects: make forms, brochures, tickets, self-serve food items reachable
- Maintain accessibility signage: make it obvious where the accessible seating/counter is located
- Maintain width between queuing lines: min. 1100 mm wide, 1500 mm turn around space
- Maintain rails on queuing lines: make low rail cane detectable, max. 680 mm high
- Maintain access to children's play areas: remove clutter as required
- Maintain accessible seating:
  - make accessible seating integrated alongside the other seating
  - provide companion seating beside accessible seating
  - make area beside accessible seating free of clutter
  - provide a choice of seating with/without arm rests, wider seats, higher weight capacities
  - make accessible fixed seating signage visible and replace as required
  - provide seating at regular intervals along lengthy queuing lines



# IASR Accessibility Standards for Customer Service

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Establishment of Customer Service Policies

AODA reference:	IASR section 80.46
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City has policies and procedures on Accessible Customer Service Standards. These documents outline how the City provides goods, services and facilities to people with disabilities in a manner that follows the principles of dignity, independence, integration and equal opportunity.

**Planned Initiatives:**

- a. Update the City of Peterborough policies and procedures to align with legislation updates

### Use of Service Animals and Support Persons

AODA reference:	IASR section 80.47
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City procedures on service animals and support persons outline details such as how to identify service animals, how to treat service animals, where and when service animals are permitted, how to identify a support person, where support persons are permitted, how a support person shall behave, and admission fee for a support person.

**Planned Initiatives:**

- a. Investigate opportunities to add water bowls for service animals
- b. Investigate opportunities to add service animal relief areas complete with waste receptacles

### Notice of Temporary Service Disruptions

AODA reference:	IASR section 80.48
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City procedure on temporary service disruptions outlines when a notice is required, how to provide the notice and what is included in the notice.

**Planned Initiatives:**

- a. Create an automated process to post notices of temporary service disruptions

## IASR Accessibility Standards for Customer Service

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Accessible Customer Service Training

AODA reference:	IASR section 80.49
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City procedure on customer service training outlines the required content for training, record keeping requirements, who receives training, and training timelines.

**Planned Initiatives:**

- a. Update the accessibility training modules to align with legislation updates

### Feedback Process for Accessible Customer Service

AODA reference:	IASR section 80.50
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City procedure on customer feedback outlines how feedback can be received, how to respond to feedback, and how to notify the public about the feedback process.

### Format of Documents

AODA reference:	IASR section 80.50
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City procedure on availability of accessible customer service documents outlines that customer service policies and procedures will be available in accessible formats, in a timely manner, and at a cost that is no more than the regular cost charged to other people.

### Accessibility Reports

AODA reference:	IASR sections 86.1
Compliance status:	Compliant
Action(s) required:	No action required.

**Background:** The City is required by Ontario legislation to submit an accessibility report every two years. The latest accessibility report was filed in December 2017.

# Ontario Regulation 332/12 (OBC)

## 2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

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### Overview of Ontario Regulation 332/12 (OBC)

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The OBC now substantially enhances accessibility in newly constructed buildings and existing buildings that are extensively renovated, maintaining Ontario's leadership role in barrier-free design.

Recent updates to the OBC include better access to all storeys within a building, enhanced barrier-free paths of travel, and requirements that make apartment buildings easier to visit.

#### Planned Initiatives for City Buildings

##### Art Gallery of Peterborough (AGP)

- a. Upgrade the flooring and fixtures in the main floor washrooms
- b. Upgrade lighting in the Education Studio and stairwell hall
- c. Replace the Entrance Vestibule doors with sliding style doors
- d. Replace the flooring in the Reception Area, Gallery Shop and ramped Exhibit Area
- e. Retrofit the exterior walkway at the Main Entrance with a snow and ice melt system
- f. Consider the AGP 2013 Accessibility Audit when implementing the 2014 Feasibility Study
- g. Implement the 2014 Feasibility Study to renovate and expand on the existing site
- h. Improve visitor wayfinding signage on roads and highways
- i. Improve internal wayfinding signage

##### Peterborough Museum & Archives

- a. Use an accessibility lens when developing facility initiatives for the Museum Strategic Plan project
- b. Add walkways to connect the buildings to the Hunter Street East sidewalk
- c. Connect the Heritage Pavilion to the walkway network, complete with waste bins & bike racks
- d. Modify parking lot so people don't have to cross Museum Drive or walk behind parked vehicles

##### Peterborough Public Library

- a. Add accessible parking as part of the Library Commons project
- b. Improve acoustics in the Main Library meeting rooms
- c. Improve lighting levels at the Main Floor Lobby area
- d. Investigate opportunities to provide navigational aids for people with vision disabilities
- e. Add an assisted listening device kit

##### Social Services (175 Simcoe Street)

- a. Relocate control buttons for power door operators that are located in awkward places
- b. Review signage from Charlotte & Simcoe Streets to building entrance & update as required
- c. Add an assisted listening device kit

##### City Hall

- a. Improve wayfinding with new signage including signs to accessible entrances from exterior
- b. Investigate opportunities to add a customer parking zone
- c. Investigate opportunities to relocate accessible parking spaces closer to main rear entrance
- d. Add an assisted listening device kit

## Ontario Regulation 332/12 (OBC)

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022

### Peterborough Transit Terminal

- a. Investigate options to add an intercom or speaker port system at the service counter glazing

### Community Services (210 Wolfe Street)

- a. Develop a long-term strategy for an accessible facility
- b. Retrofit the exterior walkway at the Main Entrance with a snow and ice melt system
- c. Retrofit the main entrance doors, vestibule, customer service desk, waiting area and stairs
- d. Add two accessible ground floor offices
- e. Add an accessible public access computer kiosk
- f. Add an assisted listening device kit

### Arenas

- a. Memorial Centre: add railings at bowl aisle steps, refurbish score clock
- b. Evinrude Centre: upgrade concession, banquet hall kitchen, washrooms and wayfinding
- c. Kinsmen Arena: upgrade concession and wayfinding
- d. Morrow Building: repair main entrance door threshold
- e. Northcrest Arena: replace with new twin pad arena on Pioneer Road

### Peterborough Sport & Wellness Centre

- a. Investigate if there is a need to adjust hand dryer mounting heights
- b. Renovate main service counter to be accessible
- c. Add power door operators for the doors that connect the change rooms to the pool deck

### Public Works Relocation Project

- a. Construct a new fully accessible facility on Webber Avenue with accessible service counter

### Peterborough Marina

- a. Construct new facility with accessible washrooms and restaurant

### Peterborough Fire Services

- a. Resurface Station #1 parking lot, including new paint markings and signs for accessible spaces
- b. Improve wayfinding, including signs to direct people to accessible entrances
- c. Replace door hardware on main entrance doors at Station #1
- d. Add contrast strips to existing steps as part of exterior stair repair work at Station #1
- e. Carnegie Station #2: complete a station relocation review

### Peterborough Police (500 Water Street)

- a. Use an accessibility lens as part of the facility and space needs assessment project
- b. Add an assisted listening device kit

### Buildings in Public Parks

- a. Beavermead Park Washroom building: upgrade sink faucets and soap dispensers
- b. Beavermead Campground Park: construct a new washroom, shower and laundry facility
- c. Jackson Park: construct a new washroom building

## Resources

Numerous resources can be found in the Accessibility section of the City's website at:  
[www.peterborough.ca/accessibility](http://www.peterborough.ca/accessibility)

## Quick Links

**[Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](http://www.ontario.ca/laws/statute/05a11)**

([www.ontario.ca/laws/statute/05a11](http://www.ontario.ca/laws/statute/05a11))

**[Integrated Accessibility Standards \(IAS\), Ontario Regulation 191/11](http://www.ontario.ca/laws/regulation/110191)**

([www.ontario.ca/laws/regulation/110191](http://www.ontario.ca/laws/regulation/110191))

**[Ontario's Building Code \(OBC\)](http://www.ontario.ca/laws/regulation/120332)**

([www.ontario.ca/laws/regulation/120332](http://www.ontario.ca/laws/regulation/120332))



AOTS Community Homes, Chemong Village: conversion of an accessible housing unit

## Contact

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## Accessibility Plan

2018 ▶ 2019 ▶ 2020 ▶ 2021 ▶ 2022