

# MINISTRY OF TRANSPORTATION

2010-2011  
ODA Accessibility Plan



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# Introduction

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 sets out the roadmap to make Ontario accessible by 2025. Under this act, accessibility standards are being developed and implemented to break down barriers in key areas of everyday life.

These standards will increase accessibility for people with disabilities in the areas of customer service, information and communications, employment, transportation and the built environment.

The government of Ontario is preparing to lead the way towards an accessible province, in 2010 the government of Ontario was the first public service organization to report compliance with the first standard — Accessibility Standards for Customer Service Regulation (ASCS), Ontario Regulation 429/07.

As we await the additional standards under AODA, we are guided by the Ontario Human Rights Code and obligations set out in the Ontarians with Disabilities Act, 2001 (ODA).

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the ODA.

Building on last year's plan, the 2010-11 accessibility plans will continue moving the Ministry of Transportation (MTO) towards the goal of an accessible province for all Ontarians.

The ministry's accomplishments during this timeframe are many. Of special note: the ministry helped support the municipal procurement of 377 conventional and 67 specialized transit buses – a total of 444 new accessible replacement buses in 2009. At the end of 2009, 84.6 per cent of municipal conventional transit buses in Ontario were accessible, up from 38.6 per cent in 2003.

To view other ministries' Accessibility Plans please visit: [Ontario.ca](http://Ontario.ca)

# Report on Accessibility Achievements for 2009-2010

The Ministry of Transportation (MTO) has made significant progress towards bringing us closer to the goal of an accessible and barrier-free Ontario for employees and members of the public by 2025.

The MTO strives to continuously identify, prevent and remove barriers to an inclusive society. Its governance structure includes groups of leaders throughout the organization to guide and oversee the implementation of the accessibility standards.

These groups include, but are not limited to:

- **The MTO Accessibility Committee.** Established in 2003, this committee includes knowledgeable members from many divisions, all dedicated to advancing the accessibility agenda and responding to issues brought forward. The MTO Accessibility Committee helps the MTO shape accessibility standards under development and will help it prepare for their implementation once the standards are incorporated into regulations.
- **The Accessibility Standards for Customer Service (ASCS) Working Group.** Comprised of divisional leads, this group coordinates, implements, monitors and reports on application of and/or compliance with the ASCS regulation.
- **The MTO Accessibility Unit** supports and helps lead the MTO on compliance with its accessibility requirements. It provides direction and submits regular progress reports to senior management.

All of these groups work diligently with ministry staff to make sure that designated offices continue to comply with the provisions of the customer service regulation and prepare to implement future accessibility standards.

## **Focus Area: Customer Service**

The MTO continues to improve its current processes and practices for training, customer feedback, temporary service disruption requirements and other policies, procedures and practices, as set out in the ASCS Regulation. It also, as required by the

Regulation, increases awareness and builds knowledge at all levels of the ministry and conducts an annual accessibility audit.

## **Training**

### **Achievements:**

The MTO developed and deployed a process to ensure that new employees who fall within the scope of the ASCS regulation are trained appropriately:

- MTO divisions receive monthly reports of newly hired employees and distribute them to affected program areas for action.
- MTO divisions receive quarterly reports that contain current training records and confirm that training obligations have been met, to assist with crosschecking against the report of new hires. Discrepancies, if found, are addressed directly with the accountable manager.
- MTO divisions submit quarterly status reports to the MTO Accessibility Unit confirming training obligations have been met.
- Reminders about training obligations under the ASCS were distributed to those managers affected by active hiring activities (such as those responsible for intake of summer students).

In addition, the MTO designed a customized development program for managers – the Leadership Excellence Program. This program provides managers with tools and resources essential for their success in current and future leadership roles.

Its first module addresses core requirements for new managers, including mandatory training. Indeed, its foundations stream for new managers' curriculum was reviewed and now includes three online accessibility-related courses:

- The Ontario Disability Act: Maximizing the Contribution of Employees with Disabilities
- May I Help You? Welcoming Customers with Disabilities
- May I Help You? Supplementary: Ten Things You Need to Know About Accessible Customer Service

### **Feedback process**

The MTO is committed to ensuring that feedback it has received on the accessibility of its services helps it better serve the public.

## **Achievements:**

The MTO developed and implemented guidelines and processes across the ministry to support a collaborative effort between everyone involved in receiving and responding to feedback on the accessibility of our services.

The ministry also addressed the enquiries and feedback submissions related to accessible customer services it had received with respect to the service quality correspondence standard timelines. It began to keep a log to determine trends and areas for improvement.

As a result of feedback and enquiries received during this past year, a number of areas have been favourably impacted:

- Automatic door openers will be installed in the washrooms used by participants attending the senior driver group education sessions at the Downsview location
- Policies that may contain systemic barriers were identified for review
- There were an increased number of accessible meetings and documents
- Language outlining accessibility requirements were included in procurement documents and contracts
- Solutions to address accessibility issues that were raised are being explored.

## **Temporary Service Disruption**

### **Achievements:**

- As the building lead for the MTO's St. Catharines and Downsview locations, the MTO Facilities and Business Services Branch trained tenants and building management staff at these locations on the temporary service disruption protocol.
- The MTO completed emergency response plans, which include a temporary service disruption plan, in all regions.
- The MTO re-communicated reminders of temporary service protocols and requirements to affected areas.

## **Awareness and knowledge building**

### **Achievements:**

Senior management messaging and events promoted included:

- “Deputy Dialogues” delivered by the Deputy Minister to MTO employees across the province. The Deputy spoke candidly about and pointed out the benefits of diversity and inclusion.
- The Developing Leaders Program, a key talent management initiative to enhance leadership competencies, included diversity awareness and experiential learning on accessibility.
- The launch of a series of diversity awareness training sessions across the ministry, profiling accessibility as a pillar of diversity.
- The widely promoted annual OPS Accessibility Expo to raise awareness of accessibility issues and highlight programs and initiatives from across the OPS and external service providers:
  - o The MTO Accessibility Unit showcased the Universal Access Centre project, generating great interest from numerous visitors.
  - o A webcast from the MTO St. Catharines location helped all building tenants participate without having to travel to Toronto. Moderators were recruited and trained to facilitate the two learning streams offered.
- Showcase Ontario, Canada’s largest annual public sector learning conference, welcomed the technology and business communities to learn, network and share innovative service delivery solutions through sessions profiling inclusion and accessibility. MTO provided information about these sessions to key staff across the ministry, encouraging them to attend.
- MTO promoted two accessibility-related educational sessions offered via webcast to key interest groups during Ontario Public Service (OPS) Service Excellence Week 2010.
- Corporate direction on accessible information and communications practices was communicated and adopted, resulting in significant improvements in e-mail distribution practices.
- An interactive presentation delivered to more than 40 Grade 9 students helped them learn about barriers faced by people with disabilities.

### **Policies, procedures and practices**

The MTO continues to review policies, procedures and practices that impact or govern the delivery of service to the public, to ensure that they reflect and promote the dignity, independence, integration and equal opportunity of persons with disabilities.

### **Achievements:**

- The MTO participated in a public consultation session organized to discuss the concept of an alternative photo identification card. Eighteen different organizations, including advocate groups for seniors and people with disabilities, also attended. The Photo Card Act, 2008 had been introduced to the legislature in June 2008; it was proclaimed on March 6, 2009.
- Effective July 1, 2009, amendments to Regulation 613 (Seat Belt Assemblies) permit the use of alternative types of restraints (such as car beds) for children with disabilities.
- The Vehicle Policy Manual was revised to reflect appropriate and preferred language when referring to people with mental health disabilities.
- A demonstration introducing the draft OPS Inclusion Lens tool developed by the OPS Diversity Office was delivered to the MTO divisional leads in May 2010. This tool can help staff identify barriers to inclusion in their work. Participants agreed that, once the OPS Inclusion Lens is finalized, it become a training tool to help functional teams support staff in creating inclusive policies, programs and services for Ontarians.
- Accessibility considerations were included in procurement documents whenever it was determined that new initiatives and projects could potentially impact people with disabilities.
- The MTO plans to increase the overall accessibility of all aspects of its Public Information Centres, which host meetings across the province every year. These meetings welcome the public to review and provide comments on projects and transportation plans. The MTO completed its analysis of two such meetings.
- The MTO conducted an emergency management campaign that incorporated and promoted emergency preparedness for persons with disabilities.
- MTO representatives actively participated in and contributed advice and recommendations to central agency working groups responsible for developing accessibility products.
- An accessibility audit was conducted earlier this year and the report confirmed that the MTO met compliance requirements of the customer service regulation.

### **Focus Area: Information and Communications**

In anticipation of the pending standards guiding Information and Communications, the MTO is endeavouring to provide the same quality and service of information and communications to everyone when it creates, procures, conveys, receives or distributes information and communications.

## **Achievements:**

The MTO Internet public site improved its accessibility features by complying with the new OPS design templates which support:

- An evolving World Wide Web (from 1.0 to 2.0)
- An increase in accessibility and usability through:
  - o Better and consistent navigation structure throughout the website
  - o Larger font size
  - o Higher colour contrast ratio between background colour and font colour
  - o Improved organization of information on the homepage
  - o Providing print versions for long guides and manuals
- More online videos and more alternatives to videos (i.e., transcripts)
- More alternative content delivery through handheld communications devices such as personal data assistants (PDAs) and smartphones
- An evolution from the former complex, fixed, graphic-dense templates to a simple, flexible and universal design

The MTO began a review and update of its intranet site this year with the goal of supporting communication, collaboration and employee engagement within the ministry and OPS.

- In Phase 1 of the new site, a new Home Page was developed, along with new sites for the Deputy Minister, the MTO Online Newsletter, and other key pages accessed from the Home Page. Updates to the remaining pages of the intranet, including divisional and program area intranet pages, will continue through 2012.
- In the design of the new site, the following accessibility and usability features were explored and efforts are being made to incorporate them into the new MTO intranet over several phases:
  - o Intuitive navigation
  - o Improved font types, sizes and colour contrast
  - o Descriptive links and alternative text for non-text elements
  - o An accessibility link was added to the footer of every page. The link takes users to accessibility tips and provides instructions on how to specify settings, such as text size and style, formatting, and colours of web pages displayed on their computer monitor.
- During development, the accessibility of the site was tested to ensure compatibility with a screen reader and that it is navigable without using a mouse.

- Staff responsible for developing and maintaining various portions of the intranet received training, including an increased awareness of accessibility.
- The MTO Intranet Governance Plan and Terms of Reference include a commitment to raise awareness of the members of the Ministry Web Committee about accessibility and usability. This is achieved in part by including a member of the Accessibility Unit on the Ministry Web Coordinators Committee.

The Accessibility Unit provided groups with training sessions on accessible information and communications, followed by effective, well-received hands-on exercises to allow participants to apply what they learned. Modules included:

- Accessible Word documents
- Accessible Power Point presentations
- Creation of accessible PDF files
- Best practices for e-mail communication

An Information and Information Technology Cluster working group was established in the fall of 2010 to support and prepare for the Information and Communications accessible standards currently under development.

Measures to engage our employees by increasing the accessibility of information and communications directed to them included:

- A June 2010 Deputy Minister's webcast event included Communication Access Real-time Translation. Notices for this event invited staff to request additional accommodations, and gave them a contact name, phone number, TTY number and an e-mail address where they could send their request. The webcast was recorded, subtitled, and made available to staff via the intranet.
- Local employee engagement committees welcomed guidance on accessibility of information and communications.
- The Employee Engagement Steering Committee members support the inclusion of accessibility considerations at the developmental stage of communications products. This practice was endorsed and further promoted by the committee's communications advisor.
- The MTO acquired Adobe Acrobat 9 licenses to support the creation and distribution of accessible PDF documents. It trained staff to convert files into accessible PDF documents.

## **Focus Area: Built Environment**

### **Achievements:**

The Facilities and Business Services Branch and the Provincial Highway Management Division worked diligently with service providers, the Ontario Realty Corporation (ORC) and building management to remove and prevent built environment barriers.

#### Central Region/Head Office/Queen's Park

- Emergency flashing amber lights were installed on the outside of the St. Catharines building. After an emergency evacuation, these lights will provide a visual cue that it is safe to re-enter the building.
- A Universal Access Centre in St. Catharines was built. See employment achievement section below for details.
- The MTO retrofitted the Communications Branch boardroom in Queen's Park to make it accessible.
- The MTO retrofitted the Barton Street Office in Hamilton, providing accessibility improvements such as an entranceway and public washroom equipped with automatic door openers and an accessible front counter.
- The Bridge Lab, relocated to a new site at 85 St. Regis Crescent in Downsview, was provided with accessible washrooms, an accessible kitchen, a front entrance ramp and automatic door openers.
- Designing and/or constructing five commuter parking lots in accordance with the Highway Design Bulletin 2007-002 Carpool Parking Facilities - Accessible Parking Spaces for Persons with Disabilities
- Designing and completing a new patrol yard in accordance with barrier-free requirements, for the highway maintenance facilities at Hwy 401/Hurontario Street. The patrol yard now includes barrier-free washrooms, accessible building entrances and corridors, and accessible parking.
- In the spring of 2010, renovating the Burlington building, which houses Contracts staff. The renovation included retrofitting the building access and washroom for barrier-free access.
- The Facilities and Business Services Branch successfully negotiated with the ORC to include, in their capital plan:
  - o Retrofitting the St. Catharines building front entrance to alleviate wind issues and allow better functioning of the automatic doors (completed in Fall 2010)
  - o Building a new ramp in Building C, Downsview, after access was altered as a result of a security project.

### Eastern Region

- A portable trailer (shelter) and portable toilet at a remote dock on Wolfe Island will now be accessible during winter.

### Western Region

- Automatic doors openers were installed on the fourth floor at the London regional complex.

### Northeastern Region

- FM systems were purchased and are now available for employees and visitors who have a hearing disability.
- An automatic door opener was installed as part of a door upgrade at the West Wing building.

### Northwestern Region

- Washrooms were remodelled to provide all floors of the Thunder Bay regional complex with accessible washrooms. Before this, only the main floor had accessible facilities.
- The building entrance and front of the building were remodelled to include one ramp (rather than a ramp plus stairs) and designated drop off zones.

### Across Ontario

Ontario's Highway Service Centres were redeveloped to include consistent design and accessibility features based on the Wellington Accessibility Standard for all main service centre buildings. They include:

- Accessible doors 965 mm wide (the Ontario Building Code minimum door width is 900 mm)
- Corridors 1,370 mm wide (the Ontario Building Code's minimum egress width is 1,100 mm)
- Clear turning radii 2,000 mm (as opposed to 1,500 mm)
- Accessible toilet stalls 1,830 mm square (as opposed to 1,500 mm square)
- Two 1,830 mm square accessible toilet stalls for washrooms with more than five toilets; all other toilet stalls are at least 920 mm wide
- One 920 mm-wide barrier free urinal in each men's washroom

- Adjustable adult change tables in the family washrooms
- Emergency call switches in the family washrooms
- Millwork designs which include a portion of lowered service counter section that is accessible for people using wheeled mobility devices
- Additional door hardware added to accessible toilet stalls
- All hardware specified to meet the accessible standards
- A colour contrast strip on the glazed entry doors
- A contrasting colour of mosaic tile at service counters and entries to the washrooms to warn about lower headroom at the sloped glazing
- Signage and wayfinding that includes raised letters using a sans serif font and Braille as necessary
- Curb ramps on the building pad added at all main entries to service centre buildings
- An accessible public telephone with TTY features
- Glare in the public area reduced by fritted glazing.

## **Focus Area: Employment**

### **Achievements:**

A Universal Access Centre was constructed, in partnership with stakeholders, at the St. Catharines location. It was configured and designed by a reputable architect who specializes in universal design, for use by employees, the public and stakeholders. It includes a meeting room, a waiting area and a testing room equipped with different types of keyboards and pointing devices, a large screen monitor mounted on an adjustable arm, independently enhanced and adjustable illumination, a height-adjustable desk, fully adjustable chairs and a teletypewriter (TTY). Its other available assistive technology includes a screen reader, voice-to-text and screen magnification software as well as:

- Push-plate power-operated doors for the meeting and testing rooms
- Accessibly located and operated controls
- Sound attenuation
- Visual contrast of all elements
- Lighting of circulation route
- Accessible coat closet
- Portable assistive listening system

During the launch of the centre, visitors were offered organized tours and interactive activities involving adaptive technology and assistive devices. A package that included the Program of Requirements report was available to assist other organizations with the design and construction of similar facilities. It provides complementary guidelines on addressing systemic barriers as well as other relevant information.

## **Focus Area: Transportation**

### **Achievements:**

#### **The Wolfe Island Ferry operation improved its services by:**

- Moving equipment on the ferry deck to accommodate accessible parking spaces for four vehicles
- Posting signs in conspicuous areas inviting passengers to tell crew members about their specific assistance requirements during an emergency evacuation
- Communicating the practice of accommodating travellers who request assistance and providing direction to staff who will be responsible for doing so
- Promoting the practice of accommodating travellers who request assistance with the municipalities responsible for the operation of municipal ferries.

**More accessible buses are on the road.** Municipal transit funding provided by MTO programs requires municipalities to acquire fully accessible buses. As a result, the Province helped support the municipal procurement of 367 conventional and 67 specialized transit buses, for a total of 444 new accessible replacement buses in 2009. At the end of 2009, 86.4 per cent of municipal conventional transit buses in Ontario were accessible, up from 38.6 per cent in 2003.

**MTO has developed PRESTO, a new and accessible e-fare payment system to manage fares on public transit.** The new system not only meets current accessibility standards and guidelines, it helps riders conveniently maintain their self-reliance, independence and dignity on conventional transit services and across regional boundaries. It features:

- A payment card that can be read without the need for a person to take the card out of their wallet, purse or bag
- A card reader that can communicate with users through a message on its screen, lights, and/or clearly audible sounds
- The ability to load the card or check its balance in several ways – automatically,

through the PRESTO website, through a Call Centre and/or in person (through customer service agents)

- A website that meets Web Content Accessibility Guideline (WCAG) 1.0 standards, and will soon meet WCAG 2.0 AA standards. The site includes American-Sign Language videos with audio commentary to teach customers how to use their PRESTO card.

An Accessibility Framework, posted on the PRESTO website:

- Describes the measures taken to identify, remove and prevent barriers to persons living with disabilities
- Identifies areas for future improvements
- Identifies the roles of PRESTO, Transit Operators, and the Accessibility Advisory Group

**Metrolinx, which was merged with GO Transit in 2009**, is committed to making the Greater Toronto Hamilton Area's (GTHA) transportation systems fully accessible to people with disabilities by 2025. Planning for universal access is a fundamentally important part of the Regional Transportation Plan, *The Big Move*. In addition to continuing to enhance the accessibility of the GO Transit system, Metrolinx has started to take initiatives to work toward *The Big Move*'s strategic objective of universal access, including a more coordinated approach to specialized transportation throughout the region. Metrolinx will also be working with other transit agencies to develop new rapid transit services, which are being designed in accordance with accessibility standards.

The GO Transit Accessibility Advisory Committee continues to provide advice and expertise to GO Transit staff on how to improve accessible bus and commuter rail services for people with disabilities. MTO staff participate on this committee to share areas of common concern within these groups. A separate Metrolinx Accessibility Advisory Committee, formed in 2008, continues to provide input on regional accessibility initiatives.

### **Achievements:**

Metrolinx/GO Transit have met or exceeded most of their objectives, as described in their previous Plan entitled, "Metrolinx/GO Transit Accessibility Plan 2009 - 2010".

Highlights include:

#### Regional Accessibility Initiatives

- Suggested improvements were identified for cross-boundary specialized transit service. This was based on the “Service Coordination for Specialized Transit in the Greater Toronto and Hamilton Area” status report.
- In partnership with specialized transit service providers in Ontario, common performance-based vehicle specifications were developed for 8-metre high-floor and low-floor specialized transit vehicles.
- Travel training programs in the GTHA were reviewed, culminating in a transit travel training workshop held with transportation agencies in September 2009.
- Metrolinx and GO Transit achieved full compliance with the AODA Customer Service Regulation by the requisite date of January 1, 2010.

#### GO Accessibility Initiatives

- New accessible rail stations in Scarborough, and in Niagara Falls and St. Catharines for weekend use during the summer.
- Electronic displays were introduced at rail stations across the network to assist commuters with hearing disabilities. These displays provide information about GO Transit departures and service changes.
- A Corporate Static Signage Standards and Railcar Signage Review was completed to increase the use of internationally recognized pictograms. This new standard will assist people with cognitive impairments and those with language difficulties.
- GO Transit’s public website is compliant with the most current version of the internationally accepted Web Content Accessibility Guidelines (WCAG) Version 2AA.
- The new Accessibility Guide and Accessibility Services brochure is available on the GO website.
- GO Transit participated in People in Motion and Connections 2010 events.

The following are a few highlights outlined in the "Metrolinx/GO Transit Accessibility Plan 2010-2011":

#### Regional Accessibility Initiatives (ongoing)

- Developing a network of accessible Light Rail Transit (LRT) lines in Toronto.
- Continuing the joint procurement of specialized transit vehicles under the Transit Partnership Innovation program (TPI).

- A Strategy & Implementation Plan which will guide Metrolinx's efforts to improve specialized transit service coordination.
- Collaboration with other agencies to begin developing a generic travel training program for customers with disabilities. This program will be used by transit agencies throughout Ontario.
- Establishing a forum with other transit agencies in the GTHA for collaboration and exchange of information in relation to specialized transit service coordination.
- In partnership with municipal transit agencies, existing specialized transit transfer point locations will be reviewed to ensure that they are optimally located for customers and specialized transit agencies as well as provide appropriate customer amenities.
- Engaging Metrolinx and GO Transit Accessibility Advisory Committee members in the development of Mobility Hub Guidelines.
- Conversion of the Metrolinx public website at [www.metrolinx.com](http://www.metrolinx.com) to the most current version of the Web Content Accessibility Guidelines (WCAG) Version 2AA.

GO Accessibility Initiatives (Implementation Timeframe: December 2009 to December 2011)

- New accessible rail stations: Allandale, Appleby, Clarkson, and Malton.
- New accessible bus service from Orangeville to Toronto (Union Station Bus Terminal), and Niagara Falls to the Burlington GO Station.
- 3 new (additional) accessible rail cars.
- 10 new (additional) accessible highway coaches and 10 new (additional) accessible double decker buses.
- Further installation of electronic displays that will provide GO Transit departures and service changes are being added to rail stations across the network to assist commuters with hearing disabilities.
- Ongoing implementation of the corporate Static Signage Standards and Railcar Signage Standards that is intended to increase the use of internationally recognized pictograms. This new standard will assist people with cognitive impairments and those with language difficulties.
- Complete the GO implementation of the PRESTO System by Spring 2011, which incorporates some accessible features. PRESTO provides convenient transit fare payment options to customers.

- Complete the pilot of next generation GO Ticket Vending Machines in 2011, which will incorporate enhanced accessible features.

## **Focus Area: Other**

### **Achievements:**

The MTO achieved a number of milestones over this timeframe:

- In consultation with others, the MTO has prepared and successfully implemented seven accessibility plans.
- On September 2, 2010, the Accessibility Directorate of Ontario (ADO) posted the proposed Integrated Accessibility Regulation on the government's Regulatory Registry website for public review. This proposed regulation includes the Accessible Information and Communications, Transportation and Employment standards/regulatory requirements. MTO branches and legal services continue to work with the ADO on the long term implementation of the Accessible Transportation Standard and to support work on the Integrated Accessibility Regulation.
- The MTO posted (on the Registry) complementary amendments to Ontario Regulation 629 dealing with safety-related technical requirements for passenger vehicles that use highways.
- The MTO participated in the AODA Lead Directors' and Lead Assistant Deputy Ministers' Committees, both chaired by the Ministry of Community and Social Services.
- The MTO actively participates in the Inter-ministerial Built Environment Committee as well as other inter-ministerial committees and working groups in support of future accessibility standards currently under development.
- The MTO's senior management performance contracts include commitments supporting diversity and inclusion.
- An MTO Diversity Mentoring Partnership Program was launched to help our organization become more inclusive and reflective of those we serve. Participants consider themselves members of one of five under-represented groups, including persons with disabilities (visible and non-visible). This initiative enables them to help senior executives become more aware and sensitive to diversity and inclusion issues and also obtain career guidance and advice from experienced OPS leaders.

# **Report on Accessible Customer Service Requirements**

The Accessibility Standards for Customer Service (ASCS), Ontario Regulation 429/07 came into force on January 1, 2008. All OPS ministries were required to comply with the Regulation by January 1, 2010.

The OPS was the first public organization to file their compliance report with the Accessibility Directorate of Ontario in January 2010. In order to sustain compliance with the ASCS Regulation, the MTO will continue to improve existing processes and practices. The following section describes how we plan to meet those ongoing requirements.

## **Focus Area: Customer Service – Training Requirements**

### **Commitment: Ongoing**

Enhance the process that ensures that all new employees meet training requirements.

### **Planned Action(s):**

The ministry has an ongoing commitment to enhance the process it began in 2009-10 to ensure that all new employees meet training requirements. It will continue to develop and deploy the process it initiated across the organization in 2009-10 to make sure new employees who fall within the scope of the ASCS regulation are trained appropriately.

One priority during this timeframe is to address a gap in this process – providing training for temporary staff supplied by Temporary Agencies. It will assess strategies to help fill this gap. It has communicated information about this issue to those responsible for training new employees and also in the instructions of the quarterly status report spreadsheet.

### **Implementation Timeframe: Summer 2011**

## **Focus Area: Customer Service – Training Requirements**

### **Commitment: New**

Continue to sustain accessibility customer service training requirement.

### **Planned Action(s):**

The MTO has made a new commitment to review and update the on-boarding checklist for new employees used by MTO managers. Their goal is to ensure that the checklist includes accessible customer service training requirements.

### **Implementation Timeframe: Fall 2011**

## **Focus Area: Customer Service – feedback process requirement**

### **Commitment: Ongoing**

As part of its ongoing commitment to evaluate and consider any feedback it receives from the public, the MTO will endeavour to continuously improve and thereby further enhance its delivery of goods and services to the public.

### **Planned Action (s):**

Any feedback received from the public will be evaluated and considered for further enhancements to the delivery of the service.

### **Implementation Timeframe: November 2010 to September 2011**

## **Focus Area: Customer Service – policies, procedures and practices**

### **Commitment: Ongoing**

Continue to review as per review schedule, policies, procedures and practices that impact or govern the delivery of service to the public.

### **Planned Action (s):**

As part of its ongoing commitment to review policies, procedures and practices that impact or govern the delivery of service to the public, key staff, committees and working

groups involved with the various facets of this initiative will receive training on the *OPS Inclusion Lens*.

**Implementation Timeframe: October 2010 to December 2011**

**Focus Area: Customer Service**

**Commitment: Ongoing**

Increase the overall accessibility of the Public Information Centres which are designed to provide project specific information to the public and to receive input and comments.

**Planned Action (s):**

As part of its ongoing commitment to increasing the overall accessibility of its Public Information Centres, the MTO will continue to review and assess their accessibility. During this timeframe, it will develop best practice guidelines for staff who help plan and host these events.

**Implementation Timeframe: December 2010 to December 2011**

**Focus Area: Customer Service**

**Commitment: Ongoing**

Sustain compliance requirements of the ASCS Regulation.

**Planned Action (s):**

As part of its ongoing commitment to sustaining the compliance requirements of the ASCS Ontario Regulation 429/07, the MTO will conduct an annual accessibility audit.

**Implementation Timeframe: June 2011**

# Information and Communication Commitments

Information and the methods of communication are key to delivering many government programs and services to the public. The MTO has new and ongoing commitments to make communication products accessible.

## **Focus Area: Information and Communication**

### **Commitment: New / Ongoing**

Require staff to incorporate accessibility considerations into the preparation of communication materials (e.g. e-mails, memos, presentations) to ensure that communication products are accessible.

#### **Planned Action(s):**

- Encourage key staff members to take the training videos prepared by the OPS Diversity Office.
- Continue to deliver training sessions on how to prepare accessible documents and best practices regarding e-mail communication.
- Continue to promote the use of the instructional guides available to all employees on a central website.

**Implementation Timeframe: December 2010 – September 2011**

## **Focus Area: Information and Communication**

### **Commitment: New**

Increase accessibility of communications sent to the public.

#### **Planned Action(s):**

The correspondence templates currently used by MTO staff to respond to public queries will be reviewed, revised and formatted to reflect current best practices.

**Implementation Timeframe: Spring 2011**

**Focus Area: Information and Communication**

**Commitment: Ongoing**

Continue to update MTO's intranet site with the goal of adding the intranet sites for all divisions and program areas.

**Planned Action(s):**

Continue to find ways to improve accessibility of the MTO intranet, including:

- Add features such as: skip to content link and scalable text.
- Perform ongoing accessibility testing of the site to ensure compatibility with assistive technologies.
- Continue to train staff responsible for developing and maintaining various portions of the intranet on accessibility, and its impact on content, document development and structure, and workflow.

**Implementation Timeframe: Spring 2012**

**Focus Area: Information and Communication**

**Commitment: New**

Further enhance the accessibility of emergency procedures on MTO ferry services.

**Planned Action(s):**

Provide travellers with its pre-sailing announcement on safety measures in alternate formats.

**Implementation Timeframe: October 2011**

**Commitment: New**

Respond more quickly to requests for public documents in alternative formats.

**Planned Action(s):**

- Prepare a guide describing best practices for developing new publications. These guidelines will ensure that these documents can be converted easily to alternate formats.
- Distribute and promote these guidelines to staff responsible for the development of public documents.

**Implementation Timeframe: Fall 2011**

# Other Accessibility Commitments

## **Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in preparation for AODA standards currently under development.**

In anticipation of the upcoming standards to be developed in the Integrated Accessibility Regulation under the AODA, the Government of Ontario has planned several corporate initiatives in the following areas: Transportation, Employment, Built Environment and others. The goal of these focus areas is to make it easier for people with disabilities to travel in Ontario, ensure accessibility for people with disabilities across all stages of the employment life cycle and break down barriers in buildings. Many of the corporate initiatives identified for 2010-2011 aim to support ministries in their journey towards compliance with the upcoming standards.

### **Focus Area: Built Environment**

#### **Commitment: Ongoing**

MTO will continue to work jointly with building management, ORC and service providers to incorporate accessibility into design, construction and alteration projects.

#### **Planned Action(s):**

Accessibility improvement projects identified and initiated include:

- Improve the accessibility of the Building D Sunroom in Downsview, used for large meetings, functions and exhibits.
- Improve the accessibility of the Sunroom meeting room in the Downsview complex.
- Improve the accessibility of the MTO Learning and Development Centre at the St. Catharines location.
- Install an automatic door opener for the new Quiet Room in St. Catharines.
- Install an automatic door opener for the washroom facilities in the Downsview complex that are used by the senior drivers when they attend their group education sessions.

#### **Implementation Timeframe: April 2011**

**Focus Area: Employment****Commitment: New**

Expand and maximize usage of the Universal Access Centre facility in St. Catharines.

**Planned Action(s):**

- Assess how to maximize usage of the testing room, which is equipped with various assistive devices (e.g. testing accessibility of documents and business applications).
- Partner with interest groups and promote facility attributes.
- Provide employees with the opportunity to sample various assistive technologies to determine what best meets their accommodation needs.
- Open the facility to Web Developers to test websites for accessibility.

**Implementation Timeframe: December 2010 to December 2011**

**Focus Area: Employment****Commitment: New**

Promote the benefit of creating a Universal Access Centre.

**Planned Action(s):**

Submit an abstract that promotes the benefits of creating a Universal Access Centre for consideration at the Festival of International Conferences on Caregiving, Disability, Aging and Technology.

**Implementation Timeframe: December 2010 to June 2011**

**Focus Area: Transportation****Commitment: Ongoing**

Continue to assist in improving and renewing municipal transit systems and GO Transit's inter-regional rail and bus services.

**Planned Action(s):**

Continue to work with Ontario municipalities and Metrolinx.

**Implementation Timeframe: December 2010 to December 2011**

**Focus Area: Other**

**Commitment: Ongoing**

Administer the accessibility agenda including provisions under the Ontarians with Disabilities Act, 2001, the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations as well as related corporate initiatives.

**Planned Action(s):**

- Continue to help the MTO Accessibility committee members, AODA Divisional Leads as well as key partners, including decision makers, learn more about accessibility.
- Continue to work and support the Accessibility Directorate of Ontario, Ministry of Community and Social Services on the long term implementation of the proposed integrated accessibility standard.
- Continue to participate actively on Inter-ministerial Committees and OPS working groups in support of accessibility standards currently under development.
- Prepare quarterly accessibility reports for senior management to share with staff during their regular meetings.
- Continue to advise and offer consultation to program areas on accessibility.

**Implementation Timeframe: December 2010 to December 2011**

**Commitment: Ongoing**

Continue to consider accessibility when procuring goods or services.

**Planned Action (s):**

Target key staff involved with procurement activities to receive training on the *OPS Inclusion Lens*.

**Implementation Timeframe: October 2010 to December 2011**

# **Act(s), Regulation(s), Policy(ies) being reviewed to prevent Barriers to Persons with Disabilities**

In support of the commitment to remove and prevent barriers for persons with disabilities, the MTO will continue to review all new legislation, and policies under development to identify and remove barriers.

## **Focus Area: Acts, Regulations and Policy**

### **Commitment: New**

The MTO has made a new commitment to increase the knowledge of key employees when considering accessibility in the development or review of new acts, regulations and policies.

### **Planned Action(s):**

Train key staff members on how to use the *OPS Inclusion Lens* tool.

## **Implementation Timeframe: December 2010 to April 2011**

## **Focus Area: Acts, Regulations and Policy**

### **Commitment: Ongoing**

Government made a commitment to introduce a government-issued photo card for Ontarians that do not have a driver's licence.

### **Planned Action(s):**

Develop this program, its detailed procedures and computer system, and the required regulation.

## **Implementation Timeframe: Expected to be available by September 2011.**

# For More Information

Questions or comments about the ministry's accessibility plan are always welcome.

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1-800 number: 1-800-268-4686

TTY number: 905) 704-2426 (St. Catharines area)

TTY 1-866 number: 1-866-471-8929

E-mail: [AccessMTO@ontario.ca](mailto:AccessMTO@ontario.ca)

Ministry website address: [www.mto.gov.on.ca](http://www.mto.gov.on.ca)

Visit the [Ministry of Community and Social Services Accessibility Ontario](http://www.mto.gov.on.ca) web portal. The site promotes accessibility and provides information and resources on how to make Ontario accessible province for everyone.

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