



MINISTRY OF TRANSPORTATION

2011-2012

ODA Accessibility Plan

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Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plans, as required under the Ontarians with Disabilities Act, 2001 (ODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- Customer service
- Information and communications
- Employment
- Transportation and
- The built environment.

This year the accessibility plans will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted last summer under the AODA. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Our annual accessibility plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

Building on last year's plan, our 2011-12 accessibility plan will continue moving the Ministry of Transportation (MTO) toward the goal of an accessible province for all Ontarians.

The ministry's accomplishments during this timeframe are many. Of special note, a new Ontario photo identification card was introduced to make it easier for people who do not have a driver's licence to travel, open a bank account, and perform any other activities that require official ID. Ontarians with disabilities, seniors and other advocacy groups provided input on the design and availability of the card. The Canadian National Institute for the Blind (CNIB) applauds the Government of Ontario for introducing the much-needed photo identification card. This card benefits many citizens who do not drive, including nearly 380,000 people who are blind or partially sighted. The card includes raised lettering and a corner cut to make it easier for people who have a visual disability to find in their wallet. Ontario residents who are 16 and older were able to apply for the new photo ID card at 21 selected ServiceOntario centres as of July 25, 2011 and the cards will be available in all of the approximately 300 ServiceOntario locations by 2012. As of December 2011, 20,552 photo ID cards have been issued.

To view other ministries' Accessibility Plans, visit Ontario.ca.

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to achieve an accessible province by 2025.

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service regulation and to implement initiatives to enhance accessibility in other areas: employment, information and communication, transportation, the built environment and procurement.

This document includes a summary of the initiatives the Ministry of Transportation (MTO) implemented in 2010-11.

Customer Service

In 2010-11 our ministry continued to comply with the Accessibility Standards for Customer Service (ASCS) regulation and filed its customer service accessibility compliance report in the spring of 2011. The following provides a summary of activities demonstrating that MTO is sustaining compliance with ASCS requirements.

Training requirements:

- MTO continues to follow the process that was developed and implemented last year to ensure that new employees who fall within the scope of the ASCS regulation are trained appropriately.
- Regular reports that contain current training records confirmed that training obligations continue to be met.
- All Security Officers at the Garden City Tower in St. Catharines completed the accessible customer service training during the spring of 2011.
- Additional measures to facilitate and enhance this process were also reported:
 - The orientation content on the MTO Online intranet was updated to include the customer service mandatory training.
 - The new employee orientation checklist now includes the accessible customer service training as well as the OPS Accessible Customer Service Policy under its mandatory training section.
 - Various approaches such as reminders during orientation sessions / meetings and branch level tracking are becoming best practices across the organization.

Customer service feedback:

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

- The Deputy Minister's correspondence templates were revised and are now accessible. Consequently, a number of internal correspondence templates also adopted this format.
- The procurement documentation inviting vendors to submit a bid to develop an e-learning module included mandatory accessibility criteria as part of the selection process.
- The Ontario Public Service (OPS) Quiet Room Guidelines now include a comprehensive section on accessibility for all elements for this type of facility.
- More rigorous accessibility considerations were incorporated into the redevelopment of the Downsview complex project plans.
- Options to include closed captioning and other accessibility options for videos were flagged with developers.
- Training sessions on accessible information and communications were delivered and numerous tip sheets were developed and shared with staff.
- Construction designs were modified to accommodate pedestrians using a wheelchair at a road crossing in St. Catharines.
- Colour-contrast strips across the glass, mounted at eye level were installed on interior glass doors at the MacDonald Block in Queen's Park to increase safety and visibility for employees and visitors who have a visual disability.
- Central Region included in the design stage for a new signal at the Highway 7/Campbell Street audible pedestrian signal in the Durham Region community of Brooklin at the request of a local resident who has a visual disability.

Temporary Service Disruption:

A reminder about our obligation under the ASCS was communicated and compliance to the standard was confirmed by affected program areas.

Policies, procedures and practices:

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. The following accomplishments have been achieved for this reporting period:

- Key staff responsible for the results-based planning process received training on the application of the OPS Inclusion / Accessibility Lens and has applied the lens to new proposals for the 2012-2013 planning cycle.
- A multi-disciplinary Legislative Review team was established and trained on the application of the Accessibility Lens and has started reviewing MTO legislation.
- Additional presentations, information and training sessions on the OPS Inclusion Lens tool developed by the OPS Diversity Office were delivered to staff members at all levels of the organization and to groups involved with the development of policies, procedures and practices.
- The online orientation package was updated to include the mandatory accessible customer service training with respect to the ASCS.
- On-boarding checklist added the accessible customer service training under the mandatory training section.
- Various driver examiner policies that were revised from a technical perspective were also reviewed for inclusiveness.
- Numerous emergency related documents were revised to include accessibility considerations (e.g. Emergency Management and Response documents, Evacuation procedures and Guides, Security Policy, Response Procedures for Earthquakes, etc.).
- A number of Public Information Centre events were assessed. Results were compiled and shared with appropriated parties. A Best Practice Guideline for staff who help plan and host Public Information Centre meetings was developed and distributed to relevant parties.

Information and Communications

Pending the release of the Integrated Accessibility Standards section guiding Information and Communications, MTO has been very active preparing its staff to meet these requirements. A number of activities and accomplishments are described below:

Developing capacity (training / awareness / knowledge transfer):

- Several training sessions / workshops on how to create accessible information and communications were delivered to staff.
- Resource materials such as training modules, webinars, reference documents, guidelines, how-to manuals available on a central website were promoted and distributed.

- Direction to follow the WCAG 2.0, Level AA international guidelines was provided to program areas responsible for the development of information and communications related products and services.

Communications:

- Corporate direction on accessible information and communications practices were communicated and adopted by several staff, resulting in significant improvements of staff e-mail account settings for accessibility (e.g. HTML format, appropriate font and background settings, imbedding memoranda into the body of the e-mail message, images and pictures descriptions (alt text) and descriptive links).
- MTO partnered with various ministries to assess and influence the accessibility of printed and web forms under the umbrella of the Forms Review Project
- An IASR awareness campaign was initiated in the spring of 2011 where a number of channels were used to promote and inform staff and managers about their obligations under this regulation:
 - HR newsletters (all staff and managers) articles
 - Presentations / information sessions delivered to various groups including management teams
 - Information about the new regulation was widely distributed to staff through e-mail and was posted on the intranet.
- Videos posted on the web include, at a minimum, a text transcript.
- Senior executives included accessibility-related commitments in their performance plans with respect to information and communications.
- MTO enhanced the accessibility of emergency procedures on MTO ferry services by providing travellers with pre-sailing announcement on safety measures in alternate formats
- Products:
 - Reference guides and training manuals were developed to assist users with the operation of the adaptive technologies offered at the Universal Testing Room, which is part of the Universal Access Centre.
 - Various tip sheets regarding barrier removal and best practices were developed and widely distributed.
 - Deputy Minister's templates were revised for accessibility leading to the review and updates of several divisional templates.

- A guide describing best practices for developing new publications was developed and distributed to staff responsible for the development of public documents.
- Best practice guidelines were developed and distributed to staff involved with organizing Public Information Centre events.

Intranets:

- Key staff registered and received training on the HiCompliance Sheriff, an accessibility assessment tool that uses an extensive set of rules to check for accessibility using W3C Web Content Accessibility Guidelines and provides a report showing accessibility deficiencies. As a result, accessibility testing of web pages is performed on a regular basis.
- Regular membership on the CSD Web Committee includes a staff member from the MTO Accessibility Unit. As a result, accessibility of the CSD intranet is a standing agenda item at meetings and staff responsible for developing and maintaining various portions are becoming more and more familiar with accessibility requirements.

Employment

- Information about accessibility considerations during the preparation of Continuity Of Operations Plan (COOP) was shared with committee members resulting in documents and training being updated and revised to include accessibility (Emergency Management and Response documents; Evacuation procedures and Guides; Security Policy, response procedures for earthquakes)
- Participated and contributed to the development of a customized inclusion lens for application during the recruitment process.
- MTO contributed to the development of an accessible recruitment e-learning module.
- Developmental opportunities for staff with a disability were provided under the Diversity Action Team mandate, Mentorship program and with the MTO Accessibility Unit.

MTO promoted the benefits of creating a Universal Access Centre:

- Numerous guided tours were facilitated, which raised general awareness about the benefit of universal design.
- Both the meeting and testing rooms are now available for booking through the online scheduling system – a confirmation of booking is generated and includes

information about accessibility features and adaptive technologies targeted for user needs.

- The project was highlighted in the annual diversity report and was nominated for awards.
- The UAC facility was promoted through a poster session at the Festival of International Conferences on Caregiving and Disability in June 2011.
- The project was promoted at the 2011 OPS Accessibility Expo through a presentation and demonstration.
- A similar centre is being created in Toronto and MTO is providing guidance and advice during its various development phases.
- Various small and large scale projects adopted similar accessibility features as part of their design.
- Reference guides and training manuals were developed to assist users with the operation of adaptive technologies offered at the Universal Testing Room.
- The centre was used on many occasions and facilitated accessibility solutions.

Transportation

- The Government of Ontario remains committed to helping municipalities improve their transit systems so that they are a more accessible, affordable, convenient and a safer mode of travel. Since 2003, the Government of Ontario invested more than \$10.8 billion in public transit in Ontario. Through numerous funding programs MTO is working with municipalities to increase the percentage of municipal transit bus fleets that are accessible to persons with disabilities.

Funding programs:

- From 2003 to 2009, the Province has invested \$458 million to support the municipal procurement of more than 2,700 transit buses through the Ontario Bus Replacement Program (OBRP) and predecessor programs.
- In 2004 the Gas Tax Program for municipal transit was launched. Since 2004, \$1.9 billion has been committed to Ontario municipalities to help grow and enhance public transit across the Province. For the 2010-2011 Gas Tax program year, 93 Ontario transit systems serving 120 municipalities will share \$318 million in provincial funding.
- It is a condition of these previous funding programs and the Gas Tax program that all vehicles purchased with provincial funding must be fully accessible. By linking these provincial funding programs with the purchase of fully accessible vehicles, the bus replacement programs and the Gas Tax program played a key

- In 2008, MTO worked with municipal transit services in Ontario and initiated the development of a joint procurement process for the annual purchase of municipal transit buses. In early 2011, through Metrolinx, a request for 12-metre transit buses on behalf of various Ontario municipalities was issued. This request used the draft transportation standards developed under the AODA to describe the technical requirements of the vehicles. All vehicles purchased under this program were compliant with a draft of the AODA's transportation standards months before they were enacted. It is expected that around 280 accessible 12-meter buses will be procured through this process from 2011 to 2013.
- By combining these funding investments and procurements tools, the Province, working with its municipal partners hopes to increase the percentage of fully accessible municipal buses from 84.6% in 2009 to 89% by the end of 2011 and 96% by the end of 2012.

Enforcement:

- Through the inspection and enforcement of commercial motor vehicles, MTO's enforcement officers play an essential role in ensuring that Ontario's roads remain among the safest in the world. Regulation 629, Accessible Vehicles under the Highway Traffic Act provides technical vehicle standards for accessible vehicles operating in Ontario. MTO's enforcement officers ensure that accessible vehicles comply with Regulation 629 through roadside and terminal inspections as part of the Provincial Bus Inspection Program (BITS).

Government Agencies and Crown Corporations

- While the direct role of the Government of Ontario as a transportation service provider is limited, several government agencies and crown corporations provide accessible transportation services. These include [GO/Metrolinx](#), administered through MTO as well as [Ontario Northland](#) and [Owen Sound Transportation Company](#) administered through the Ministry of Northern Development and Mines. As agencies of the crown, these providers have been proactive in developing various accessibility features and accessible transportation options. For details please consult the respective accessibility plans provided by these organizations. MTO has played a key co-ordination role in ensuring that these providers keep accessibility in mind when providing their services and keeping each other informed about best practices and requirements.

Presto Kiosk

- At Union Station, Metrolinx is piloting a self-service kiosk that will allow people with visual and hearing disabilities to be updated on the value remaining on their Presto cards through the use of an audio jack, and to load additional value onto their cards.

Improving ferry services

- MTO operates the Wolfe Island Ferry. With less than 1,000 gross tonnes the Wolfe Island ferry is exempt from both Transport Canada's Ferry Accessibility for Persons with Disabilities Code of Practice and the transportations standards for ferries in the Integrated Accessibility Standard Regulation. However providing accessible services is an essential priority recognized by MTO resulting in improved accessibility. In addition to the following, MTO promoted the practice of accommodating travellers who request assistance with the municipalities responsible for the operation of municipal ferries.

Wolfe Island ferry:

- Signs were posted in conspicuous areas inviting passengers to tell crew members about their specific assistance requirements during an emergency evacuation
- MTO enhanced the accessibility of emergency procedures on MTO ferry services by providing travellers with pre-sailing announcement on safety measures in alternate formats
- MTO improved accessibility on the shore side at Wolfe Island. This includes:
 - Cutting curbs where appropriate to allow for wheelchair access
 - Adding wheelchair accessible picnic tables and waiting area
 - Replacing/repairing /sidewalks to allow for easier wheelchair access

Glenora ferry:

- MTO's Glenora ferry posted signs in conspicuous areas inviting passengers to tell crew members about their specific assistance requirements during an emergency evacuation

Segway – pilot project extended

- On October 19, 2006, the Province of Ontario began a pilot project to evaluate the use of the Segway Human Transporter and the Segway Personal Transporter device on roads, sidewalks and paths for Canada Post letter carriers, police officers and persons with a mobility disability. This pilot project was started following a request from members of the disabled community to allow people with disabilities to use Segways in place of wheelchairs. Effective July 1, 2011, the Segway pilot is extended for another two years. The pilot will expire on October 19, 2013.

Built Environment

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

Head Office / Central Region / Queen's Park

- The accessibility of the MTO Learning and Development Centre at the St. Catharines location was significantly improved:
 - Full plate automatic door openers were installed.
 - Signs identifying the training rooms were upgraded to include appropriate font, raised tactile and high contrasting colours.
 - The washrooms and the kitchenette that serve the centre were renovated to increase accessibility.
 - The walls were painted using high contrast colour.
 - Smart board touch screen control panels were lowered to accommodate users in a sitting position.
- The new business counter in the Facilities and Business Services Branch (FBSB) was built to accessibility standards.
- The recently completed office space at the Thorold yard incorporated accessibility features in accordance with the Standards for Barrier-Free Design of Ontario Facilities. Some of the Barrier-Free-Design components of the office building include:
 - Installation of ramps
 - Accessible washrooms and kitchenette

- Automatic door openers controls were installed on all interior and exterior passage doors.
- Accessibility improvements of the Building D Sunroom in Downsview, used for large meetings, functions and exhibits were completed. This includes:
 - The replacement of the ramp to meet current accessibility standards
 - Fluorescent striping was added to identify the stairs
 - The existing railings were adjusted to the proper height
 - Railings were added on the elevated areas
 - To reduce the heat and glare from the sun which is generated by the glass panels on part of the ceiling, ultra violet rated window film was installed to help block the sun.
- Full plate automatic door openers were installed in the Downsview complex that is used by the senior drivers when they attend their group education sessions.
- The kitchenette in the Materials and Engineering and Research Office in Downsview was retrofitted to include accessibility features.
- The Building C ramp in Downsview was completed in October, 2011,
- Funding and installation of a pager system for staff with hearing disabilities for use during emergencies/evacuations was completed during the fall of 2011 at the St. Catharines location.
- MTO, as the main tenant at the Downsview complex, facilitated accessibility solutions addressing immediate issues raised by employees and negotiated improved accessibility considerations during the next project phases:
 - Limited parking spaces at the Downsview complex will not affect staff who hold a valid accessible parking permit as they will be guaranteed a spot.
 - Additional accessible parking spaces to accommodate new permit holders including staff with a temporary disability will be addressed as per need basis.
 - Accessible parking spaces will be located throughout the parking lots at the closest point of entry into each building.
 - As appropriate, the Standards for Barrier-Free Design of Ontario Facilities. Standard will be followed.
 - Project leads developed a communication regarding accessibility and how it is being incorporated into the development plans.
 - An additional security guard was hired through the winter months to assist senior drivers with attending their sessions in Downsview – this was done due to complications associated with piles of snow and on-going construction.

- Various public facing services, including senior driver program and oversize / overweight permits, were relocated from Downsview to a new accessible site during the fall of 2011 as construction progress makes it more difficult for the public to access MTO services located at the Downsview complex.

Eastern Region

- The West Wing building in Kingston was outfitted with automatic doors for easier accessibility.
- Assisted hearing devices designed for meetings were purchased.
- The Learning Centre improved accessibility for participants who have a hearing disability by installing a new audio system which improved audibility of guest speakers and webcasts/net meetings.
- The regional office upgraded its signs throughout and at the front entrance to include Braille.

Western Region

- Eleven automatic door openers on controlled access doors were installed in the London office.

Across Ontario

- Ontario's Highway Service Centres are being redeveloped to include consistent design and accessibility features for all main service centre buildings. They include, but are not limited to:
 - 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)
 - 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
 - Signage and wayfinding that includes raised letters using a sans serif font and Braille as necessary
 - An accessible public telephone with TTY features

- To date, 14 of the new [ONroute centres](#) have been re-opened, seven in October 2010, three in spring 2011 and four in the summer and fall of 2011.
- The three newly constructed regional Quiet Rooms located in St. Catharines, Downsview and North Bay adopted accessibility features such as automatic door opener and sensor lighting.

Procurement

- MTO continues to build stronger accessibility language and criteria into requests for proposals (RFPs) and is moving from accessibility being a weighing / scoring factor to it being a mandatory requirement for those activities that have an impact on people with disabilities.
- The e-learning RFP incorporated mandatory accessibility criteria seeking one e-learning version that will be accessible to all.
- Integrated Accessibility Standards Regulation (IASR) procurement obligations were shared with managers and staff responsible for procurement activities during the fall training sessions. Staff responsible for providing advice, guidance and assistance to this large group attended a workshop on the application of the OPS Inclusion / Accessibility Lens.
- In the RFP for the future Highway 407 East, MTO has included in the scope expanded bridge widths to accommodate sidewalks where appropriate. Where sidewalks are built, their widths will meet accessibility standards per current MTO bridge policies.
- In 2008, MTO, working with municipal transit services in Ontario, initiated the development of a joint procurement process for the annual purchase of municipal transit buses. In early 2011, through Metrolinx, a request for 12-metre transit buses on behalf of various Ontario municipalities was issued. This request used the draft transportation standards developed under the AODA to describe the technical requirements of the vehicles. All vehicles purchased under this program were compliant with a draft of the AODA's transportation standards months before they were enacted. It is expected that around 280 accessible 12-meter buses will be procured through this process from 2011 to 2013.

Other

The Ministry of Transportation (MTO) achieved a number of milestones over this timeframe:

- In consultation with others, MTO has prepared and successfully implemented eight accessibility plans.
- MTO actively participates on Inter-Ministerial accessibility-related committees and assists with the development of accessibility solutions touching a wide range of issues.
- MTO's senior management team fully supports accessibility and this is reflected under their performance contracts as it includes commitments on diversity and inclusion.
- A successful MTO Diversity Mentoring Partnership Program is now entering its second year. The program is opened to various groups including staff with disabilities.
- Dedicated time is being allocated to the development of a mental health initiative which will supplement existing policies, guidelines and practices already in place.
- A Diversity Action Team (DAT) was established and includes members with disabilities.
- MTO has revitalized its existing accessibility governance structure to reflect current and future accessibility realities.
 - An Accessibility Leadership Team (ALT) was established.
 - Accountability has been strengthened through new Terms of Reference which were endorsed at both the member and senior executive levels.
 - Membership of this governance structure now includes additional disciplines such as communications, information technology, diversity and the consumer's perspective.
- A number of Public Information Centre (PIC) events were assessed. Results were compiled and shared with appropriated parties. A Best Practice Guidelines for staff who help plan and host PIC events was developed and distributed to relevant parties.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of Transportation's accessibility plan focuses on increasing accessibility knowledge and continuing to develop capacity with various key program areas. Dedicated time and efforts will be given also to program areas that are more likely to serve customers with disabilities. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas:

- Employment
- Transportation
- Information & Communications
- The Built Environment and
- Procurement.

Customer Service

The Ministry of Transportation is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others.

Action planned:

- Continue to promote and deliver training on the application of the OPS Inclusion / Accessibility Lens.
- Continue to review policies, procedures and practices that govern how we deliver services to the public.
- Build and improve on the current customer feedback mechanism and share tracking tool with targeted program areas.
- Continue to encourage and promote the customer service training and the application of the OPS Customer Service Policy to all employees and not only for those who provide services to the public.
- Confirm ongoing compliance requirements with the CS regulation using various controllership methods.

Timeframe: December 2011 to December 2012

The Integrated Accessibility Standards Regulation (IASR) came into effect on July 1, 2011. Compliance requirements under this regulation have various timelines. MTO will focus its efforts in meeting obligations with a January 2012 timeframe while preparing for future requirements. In many cases, it is this ministry's goal to demonstrate leadership by going above and beyond the scope of this regulation.

Information and Communications

The Ministry of Transportation is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

Action planned:

- Increase information and communications accessibility knowledge of the following groups:
 - Web writers, designers, developers and content providers
 - Information and technology staff
 - Staff involved with creating newsletters, manuals, brochures, news releases, web content, public correspondence, etc.
- Monitor public facing websites and intranet sites for compliance with WCAG 2.0 Level AA

Timeframe: December 2011 to December 2012

Employment

The Ministry of Transportation is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Action planned:

- Continue to promote the Universal Access Centre and increase usage during the interview and testing process.
- Promote and encourage active offer of accommodation with hiring managers during all phases of the recruitment process.
- Continue to offer opportunities to staff with a disability through the mentorship program, the Diversity Action Team and Accessibility Leadership committees.

Timeframe: December 2011 to December 2012

Transportation

The Ministry of Transportation will continue to work to help make transportation and related services more accessible to people with disabilities.

Action planned:

- Continue to work with Ontario municipalities and Metrolinx.

Timeframe: December 2011 to December 2012

Action planned:

- Effective July 1, 2011, the Segway pilot was extended for another two years. The pilot will expire on October 19, 2013. Prior to the end of the pilot, the ministry will assess the data and information gathered from the pilot and will make a final decision on whether to continue to allow Segways and how to legislate the Segway.

Timeframe: October 2013

Action planned:

- MTO has hired a Director, 2015 Pan/Parapan Am Games Transportation to lead the transportation planning, project management, stakeholder management and project delivery for the games. Once fully established, the unit will be trained on the application of the OPS Inclusion /Accessibility Lens to support an integrated approach to accessibility.

Timeframe: Fall 2013

Built Environment

The Ministry of Transportation is committed to greater accessibility in, out of and around the buildings we use.

Action planned:

- Twenty of Ontario's 23 400-series highway service centres are being modernized to meet the changing needs of today's highway travellers. The service centres were built in the 1960s, and while three centres were rebuilt in the 1990s, the other 20 are being updated to reflect travel expectations and to provide better parking, more comfortable and accessible restrooms and restaurants and tourist

information. Pre-construction work is now underway at the Mallorytown South highway service centre on Highway 401 eastbound. Mallorytown South is the 15th service centre scheduled for redevelopment over the remaining two years of the project.

Timeframe: December 2013

Action planned:

- The potential for the incorporation of accessibility features as part of the overall security project in Barrie will be assessed.
- The feasibility of installing the same type of pager system during emergency evacuation that was installed in St. Catharines for staff with a hearing disability will be explored.
- Accessibility features, specifically the acoustic system, of the Building D Sunroom in Downsview used for large meetings, functions and exhibits will be further enhanced.
- An audible pedestrian signal for the new traffic light at Highway 7 / Campbell Street in the Durham Region community of Brooklin will be installed.
- Timeframe: December 2011 to December 2012

Procurement

The Ministry of Transportation is committed to integrating accessibility considerations into our procurement processes.

Action planned:

- We now ask potential suppliers, where applicable, to tell us about the accessible options they offer. We include accessibility in our evaluation criteria and, in those cases where accessibility is relevant to the initiative, accessibility is a mandatory requirement.
- Procurement language on MTO procurement templates will be revised to reflect new requirements under the IASR, where applicable.

Timeframe: December 2011 to December 2012

Other

Action planned:

- The newly issued Government of Ontario photo identification card is now available at [21 ServiceOntario locations](#) across the province, and will be available at all approximately 300 locations by 2012.

Timeframe: December 2011 to December 2012

Action planned:

- Develop a mental health initiative to supplement existing policies and guidelines currently available in the OPS.

Timeframe: Spring 2012

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Transportation will continue to review government initiatives, including legislation and policies, to identify and remove barriers.

In 2011, the Ontario Public Service launched the Inclusion Lens. The Lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

- In April 2011, the Ministry of Transportation participated in a training session for multidisciplinary teams from all ministries on how to use the OPS Inclusion / Accessibility Lens to review laws for accessibility barriers. Going forward, the OPS Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.
- The Legislative Review team completed the review of one piece of legislation using the OPS Inclusion Lens and developed a four-year review schedule for its remaining legislation.
- On October 19, 2006, the Province of Ontario began a pilot project to evaluate the use of the Segway Human Transporter and the Segway Personal Transporter device on roads, sidewalks and paths for Canada Post letter carriers, police officers and persons with a mobility disability. This pilot project was started following a request from members of the disabled community to allow people with disabilities to use Segways in place of wheelchairs. Effective July 1, 2011, the Segway pilot is extended for another two years. The pilot will expire on October 19, 2013.
- Key staff responsible for the result-based planning process received training on the application of the OPS Inclusion / Accessibility Lens and has applied the lens to new proposals for the 2012-2013 planning cycle.
- Various driver examiner policies that were revised from a technical perspective were also reviewed for inclusiveness.
- The Regulation 629 of the Highway Traffic Act was amended to reflect accessibility safety standard requirements under the transportation section of the Integrated Accessibility Standards Regulation.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

ALT - Accessibility Leadership Team

ASCS - Accessibility Standards for Customer Service

BITS - Provincial Bus Inspection Program

BITS - Provincial Bus Inspection Program

CNIB - Canadian National Institute for the Blind

COOP - Continuity of Operations Plan

DAT - Diversity Action Team

FBSB - Facilities and Business Services Branch

IASR – Integrated Accessibility Standards Regulation

IO - Infrastructure Ontario

MTO – Ministry of Transportation

OBRP - Ontario Bus Replacement Program

ODA – Ontarians with Disabilities Act

OPS – Ontario Public Service

PIC - Public Information Centre

RFP – Request for Proposal

For More Information

Questions or comments about the Ministry of Transportation accessibility plan are always welcome.

General inquiry number: GTA area: (416) 235-4686

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

Ministry website address: www.mto.gov.on.ca

Visit the [Ministry of Community and Social Services Accessibility Ontario](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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