



FR



MENU

Ministry of Transportation 2016 Accessibility Report

How the Ministry of Transportation identified and removed barriers in the Ontario Public Service in 2016.

ISSN: 1708-4350

On this page

1. [Executive summary](#)
2. [Section one: report on measures taken by the ministry in 2016](#)
3. [Section two: addressing the identification of barriers in legislation and implementation frameworks](#)

Executive summary

Like all ministries, the Ministry of Transportation (MTO) complies with the [Integrated Accessibility Standards Regulation \(IASR\)](#). This regulation established phased-in requirements in the following accessibility standards:

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

The general requirements are:

- procurement
- training

In 2012, the Ontario Public Service (OPS) released its first multi-year accessibility plan (MYAP) entitled

[Accessibility in the Ontario Public Service: Leading the Way Forward.](#)

MTO's 2016 Accessibility Report demonstrates how the measures taken in 2016 support the key outcomes and deliverables of the 2012-2016 OPS MYAP.

Section one: report on measures taken by the ministry in 2016

Customer service

MYAP key outcome

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

Measures taken by MTO in 2016

Training

New staff are required to complete mandatory accessibility training and become familiar with the OPS Accessible Customer Service Policy. This training requirement is embedded in MTO's new employee orientation and onboarding processes across the ministry, and a training session was held for MTO summer students across the province. Information about the training requirement is also included in various face-to-face orientation sessions for new employees. These face-to-face sessions build on the mandatory training by putting the accessibility requirements into context and by providing additional accessibility resources to help staff meet the requirements.

Mandatory accessibility training tracking is managed through a well-established process using the Mandatory Accessibility Training Tracking (MATT) system, which allows for automated and manual tracking. Reports are shared with divisional representatives who conduct follow-up activities. This includes sending reminders to staff, as required.

Feedback

MTO is committed to providing accessible customer service. We continued to improve the quality of our services and products provided to customers with disabilities by obtaining feedback from both our internal and external customers.

MTO's Accessible Customer Service Feedback Form, which is available online, invites members of the public to provide feedback on the accessibility of our services to people with disabilities.

Many MTO programs and services have feedback channels that also give customers an opportunity to request information or communications products in an alternate accessible format or request an

accommodation to participate in a consultation or other public event. Staff who manage these feedback channels are aware of their responsibility to provide accessible formats and communications supports, upon request.

Here are a few examples of MTO programs and services that welcome feedback either directly or through our service providers:

- ONroute Highway Service Centres
- Ontario511 Traveller Information Services
- DriveTest driver licensing and examination services
- Highway 407 Customer Service Centre
- MTO's ferry services
- Public Information Centres (PICs) for various highway development projects
- other public consultations, like the following projects: High Occupancy Toll (HOT) lanes, Northern Ontario Multi-Modal Transportation System (NOMTS), Intercommunity Bus, Electric Vehicles and High Speed Rail

Policies, practices and procedures

MTO continues to review policies and practices that govern how we deliver internal and external customer service. For example:

- accommodation Consultants in MTO's Accommodations Management Office use various methods to contact their internal clients, (e.g. email, phone and in-person). This enables them to provide service in a manner that meets the needs of employees, for example when completing the Accommodations Service Request Form
- a new guide, "Planning Accessible Public Information Centres – Guidelines and Best Practices", was developed and shared with ministry staff who are involved in the planning of Public Information Centres (PICs). This guide helps to ensure that these public consultations are welcoming and inclusive, and allow everyone to participate. Program areas that hold public consultations followed best practices on accessibility, such as: choosing accessible locations, posting notices that inform the attendees to contact the project team if they require an accommodation, posting clear navigational signage at the event, preparing and delivering presentations with accessibility in mind, ensuring that staff and consultants are able to assist participants (e.g. helping to interpret maps) and are able to respond to other requests that may arise during the event
- to help ensure that public-facing products and public engagements are inclusive and accessible, a number of MTO projects consulted with the Accessibility Directorate of Ontario for guidance and best practices

- MTO conducts a number of surveys of the general public, and improvements continue to be made to support accessible customer service in the administration of our surveys. This year, MTO conducted several transportation surveys such as the Transportation Tomorrow Survey and surveys related to HOT lanes and High Speed Rail. The following accessibility considerations were included:
 - all mail-out surveys and postcards used accessible fonts, and provided respondents with the option of using an accessible online version of the survey
 - all direct, person-to-person interviews had accessible paper copies of the surveys on hand, and were provided upon request in the event that respondents were unable to easily participate in an oral interview
 - during the telephone interviews, an option to complete the survey using an accessible online version of the survey, and vice versa, was available to the respondents
- at every ONroute Highway Service Centre, Canadian Tire Gas+ operates a full-service fuel station. The province worked with Host Kilmer Service Centers, the operator of the ONroute travel and service centres, to ensure that full serve fuel is available after hours for travellers with disabilities who require assistance. Information about Canadian Tire's Disability Assistance Program is posted on the ONroute website, and is displayed on window signs at their full-service fuel stations at the ONroute service centres

Other accessible customer service achievements

- In July 2016, the self-serve information kiosks at all 20 of the newly redeveloped ONroute Highway Service Centres were replaced resulting in easier user access to tourism and highway information. MTO and the Ministry of Tourism, Culture and Sport worked collaboratively to ensure the new kiosks are accessible. The new interactive touch-screen technology incorporated accessibility features, such as: height, reach and user interface characteristics (e.g. font, colour contrast, navigation and undo function).
- The Ontario photo identification card benefits many citizens who do not drive, including nearly 380,000 people who are blind or partially-sighted. As of December 2016, 395,044 Ontario photo identification cards have been issued.

Information and communications

MYAP key outcome

Information and communications are available in accessible formats or with necessary supports to all OPS staff and customers.

Measures taken by MTO in 2016

MTO is committed to providing accessible communications and information products to staff, and the public we serve. This includes our websites, web-based applications and other information products shared with

our staff, customers, partners and stakeholders.

Two areas of the ministry, Communications Branch and the Labour and Transportation Information & Information Technology (I&IT) Cluster (LTC), have a key role in ensuring that MTO is compliant with the Information and Communications Standards. Furthermore, these two groups work together with the MTO Accessibility Unit to support and provide guidance to other areas of the ministry who also have responsibility for meeting the Accessible Information and Communications requirements under the Integrated Accessibility Standards Regulation (IASR).

In order to help ministry staff meet their accessible information and communications requirements, training continued to be a priority. For example:

- resources on how to create accessible documents are hosted on several intranet pages across the organization. These pages are promoted and made available to staff, including students, during onboarding, in new hire training guides, and through other communications
- internal training was provided to staff with a responsibility for websites and web content; additionally, some staff with these responsibilities attended other training sessions, such as: the annual Accessibility Conference in Guelph, the online 2016 Accessibility Summit and the OpenWeb Accessibility Conference in Waterloo
- a one-day Accessibility Training and Awareness session was provided to approximately 45 staff within the LTC. Topics at this session included: an overview of the legislative framework, an overview of LTC's IT architecture project accessibility governance process, suggested approaches on how to embed accessibility into the solution development lifecycle, accessibility-related practices and processes that are used within different LTC functional areas, and an introduction to creating accessible documents
- a series of training workshops and guidance materials developed and delivered by the OPS I&IT Accessibility Centre of Excellence were widely promoted across the ministry and staff were encouraged to participate

Embedding accessibility into business practices and processes, including governance, is a strategy that MTO uses to ensure that accessibility requirements are met. For example:

- MTO's web team provides guidance to web content owners, and accessibility is assessed using various internationally-approved validation tools and methods.
- MTO's Web Editor's vigilance about accessibility includes a statement at the bottom of all his emails reminding staff to consider accessibility in the early stages of a project. Other MTO staff also use their email signatures to help raise awareness about accessibility and/or offer an accessible format of the information in their emails
- ministry staff and program areas that develop reports or other information for the internet (either directly or through a consultant) have become more aware of their responsibility to ensure that their

information products and web content meet accessibility requirements

- MTO's Web Editor chairs the Intranet Divisional Leads Committee and provides guidance to this web community. The MTO Intranet Governance document includes accessibility requirements and information about how to meet them. Divisional representatives on this committee and regional/branch intranet leads have continued to increase their knowledge and skills in this area.
- Regional Communications Services Coordinators in MTO's Provincial Highways Management Division who are involved with both internal and public-facing communications are committed to developing accessible information products, including for example: intranet content, newsletters, local project and event-related communications. These staff also serve as a point of contact for staff from within their region who have accessibility-related questions
- the LTC Information Technology (IT) Accessibility Lead continued to play a key role in enhancing accessibility in LTC's solution development and review processes, their review of project submissions from an accessibility perspective, and the advice and guidance they provide to IT project teams about accessibility.
- the LTC's Project and Architecture Governance templates, guidance materials and examples continued to be updated and expanded, with improved accessibility-related content that can be re-used by projects. This helps projects to include accessibility considerations and requirements throughout the IT project lifecycle. These resources and processes support solution development projects, whether the solution is developed internally within the OPS or acquired from a third party vendor.
- in 2016, the LTC developed a document, "LTC Unified Project and Architecture Governance", which combines the cluster's processes for project gating and architecture governance. This governance document helps to ensure that LTC IT projects receive guidance and analysis on a number of subjects, including accessibility, from the early planning stages through to post-implementation
- some examples of how accessibility has been enhanced in the governance of projects include:
 - all new and significantly refreshed IT projects go through an "Early Engagement" process, which includes a requirement to identify accessibility requirements that must be met. In 2016, a recommendation was added that requires a web application accessibility assessment by the OPS I&IT Accessibility Centre of Excellence prior to a solution being implemented, as part of the solution development process
 - at the Project Architecture Checkpoint 3 Review (pre-implementation), projects are now advised to request web content accessibility testing by the OPS I&IT Accessibility Centre of Excellence and are asked to include testing results to the LTC IT Accessibility Lead for review and guidance prior to the solution's go-live date
 - at the post-implementation architecture review, projects must submit web content accessibility test results for review by the LTC IT Accessibility Lead

the LTC's Solution Design Centre (SDC) developed an approach to improve its web content accessibility practices and processes. For example, there is now more rigorous testing of developed solutions before the solutions are delivered to client organizations

- MTO staff and consultants who conduct PICs and other public consultations are aware of their responsibilities and are committed to making these events accessible so that everyone can participate. Notices of PICs that are placed in newspapers, brochures and websites provide participants with the opportunity to request accommodations, including information and communication products in accessible alternate formats. Additionally, web-based public consultations and websites that were developed to inform the public about ministry projects and initiatives incorporated accessibility best practices
- quality assurance checks used by some administrative staff in their review of information and communication products include a check for accessibility

MTO continued to develop new and promote existing tools and resources that help staff as they develop accessible information and communication products. For example:

- A•Pal is a standalone, self-guided, intuitive and user friendly tool originally developed to assist employees as they create accessible Microsoft Word documents. In 2016, a new module was launched to help staff create accessible PowerPoint presentations. Since its launch in 2014, there have been more than 7,000 visitors to the tool's landing page on the intranet
- IM-Docs, a new solution, was developed by LTC to assist MTO with information management (IM) of its business documents and records. The development team has been working to ensure that the solution, as well as the training resources are aligned with the IASR. In addition, accessible templates were developed to support staff in the creation of accessible documents and records to be hosted in the IM-Docs solution
- an MTO employee participated on a multi-ministry committee that investigated and provided recommendations on how to best design maps so they are accessible to as wide an audience as possible. In developing the guidance document, Map Design Considerations for Accessibility the committee took into consideration the challenges that persons with disabilities could have when interacting with and interpreting maps

Other Accessible Information and Communications Achievements

- MTO's Fleet Management Centre began work on reducing the number of forms clients are required to fill out, and replacing them with more accessible formats
- the ministry participates in advertising campaigns that promote road user safety. When public awareness campaign materials (e.g. service announcements, ads, and videos) are developed, MTO works with approved vendors and includes a requirement for products to meet accessibility requirements. For example, in 2016, MTO developed and delivered a distracted driving campaign. The campaign raised awareness about the risk of distracted driving and encouraged drivers to

change their behaviour. The campaign included 30 second TV ads that were closed captioned and available in descriptive video format

Employment

MYAP key outcome

OPS employees with disabilities participate fully and meaningfully in their employment.

Measures taken by MTO in 2016

MTO is committed to fair and accessible employment practices and has various employment-related achievements. Our vision is to create a diverse, accessible and inclusive organization that delivers excellent services and supports employees to achieve their full potential.

Accessibility is an integral part of the organization's strategic plans. This includes:

- MTO Human Resources Capital Plan (2014-16)
- MTO Inclusion Plan
- MTO Engagement Strategy
- MTO ONE Project

Policies, practices, procedures and programs that support accessibility in employment

- Accessibility is embedded throughout the recruitment process, including short-term opportunities, such as "Expressions of Interest".
- MTO has practices in place that help create an accessible and inclusive work environment. For example:
 - the option to request accessibility accommodations is included in promotional materials for internal events
 - employment accommodations and supports were provided to employees who need them, such as: Communication Access Real-Time (CART) services; workstation modifications (large screen monitors, sit-stand desks, specialized telephones); and assistive technologies, such as speech-to-text and text-to-speech software
 - staff and managers are encouraged to discuss and develop a plan about employee needs required during an emergency evacuation
- Accommodations Consultants in MTO's Accommodations Management Office advised employees about procurement of ergonomic furniture, such as height-adjustable tables and chairs. The consultants also made recommendations about reconfiguring existing workstations to make them accessible.

- The Fleet Management Centre provides vehicle modification options for assigned vehicle drivers who require accommodation, such as hand controls. Hand control options are also provided through motor pool services, and access to vehicles is considered in the selection of pool locations and accessible vehicle parking. The Fleet Management Centre has also begun work on improving the Vehicle Acquisitions client consultation process to ensure that client needs are met in order for drivers to fulfill their job requirements, such as wheelchair access for vans.
- MTO's Strategic Human Resources Branch developed a three-year Leadership Development Strategy that incorporates inclusion and engagement as a desired leadership quality.
- MTO held eight comprehensive Inclusion Learning sessions for staff at ministry locations across the province. These sessions explored topics such as biases and assumptions; tools for communicating and interacting with diverse population groups; strategies to build an environment of inclusion and respect; and developing an action plan to promote and cultivate an inclusive culture at MTO.
- In the fall of 2016, MTO launched an awareness campaign about mental health, mental illness and related stigma. The campaign included weekly articles on the ministry's intranet, an article about workplace mental health in the newsletter for managers, and a display booth at the ministry's office in St. Catharines. The articles included personal stories and information about mental health issues. They also promoted resources and learning opportunities for employees and managers.
- MTO held eight "lunch and learns" for staff in various ministry locations across the province. Each session focused on raising awareness and understanding about different wellness topics, such as mental health, dealing with stress, bullying in the workplace, and managing conflict.
- Staff in the ministry's St. Catharines office were invited to join a webcast and watch a recording of the "Healthy Workplace, Healthy Mind" speaking events. These speaking events were led by the Ministry of Government and Consumer Services (MGCS), and focused on various topics that raise awareness of mental health in the workplace, and to breaking down the stigma that surrounds mental health and mental illness.
- In 2016, MTO laid the groundwork for a Peer Support Program to promote a positive and inclusive workplace culture. The Peer Support Program provides employees who face traumatic workplace events or personal crises with emotional support and information. These events or crises may result in significant stress and difficulty coping, which may impact their work, personal, and/or home life. Approximately 15-20 volunteer Peer Supporters (recruited within the ministry) will provide Peer Support services to approximately 800 employees in select areas of the ministry during the planned pilot, which will commence in the spring 2017.
- MTO continued to participate in the OPS Diversity Career Champions Program (DCCP), which is designed to provide an environment of two-way learning about diversity, accessibility and inclusion between executive and employee partners. In 2016, MTO established 19 mentoring partnerships, and two additional MTO employees were partnered with Cabinet Office Executive Champions.

Transportation

MYAP key outcome

The OPS continues to support the development of transportation services for the people of Ontario that are barrier-free.

Measures taken by MTO in 2016

MTO continued to help make transportation and related services more accessible, affordable, convenient and safe.

Public transit

- Since 2003, the Province has invested more than \$25.5 billion in public transit, including more than \$12.3 billion in GO Transit.
- All provincial transit funding programs require that any transit vehicles purchased with provincial funding must be fully accessible. Since 2003, provincial-municipal transit vehicle funding, including one-time funding, helped improve the accessibility of municipal conventional transit services. The percentage of the municipal conventional bus fleet in Ontario that is accessible to persons with disabilities has increased from 38.62% in 2003 to 99.2% in 2015.
- The Community Transportation Pilot Grant Program (CT Program), a \$2 million two-year grant program, was launched in November 2014. The CT Program provides funds to municipalities to partner with community organizations to leverage and coordinate existing local transportation services for seniors, people with disabilities, youth and other residents who need transportation. CT Program funding to the 22 recipients will continue up to March 31, 2017, and operating funding for pilot projects will continue in 2017-18 so that communities can continue to provide transportation services.
- In 2016, ministry staff assisted the Accessibility Directorate of Ontario with the five-year review of the Accessible Transportation Standard. Ministry staff participated in the Accessible Transportation Review Committee, and assisted the committee in making various recommendations. These recommendations were delivered to the Minister Responsible for Accessibility and are currently under review.

Ferry services

- In 2016, ferry terminals at Pelee Island, Kingsville and Leamington were improved and made more accessible. These improvements included: washroom counters, sinks, hand-dryers and mirrors at accessible heights; the addition of grab bars at urinals for support, and automatic door openers.
- The washrooms on the MV Jjimann, built in 1992, were retrofitted to improve accessibility. These improvements included: washroom counters, sinks, hand-dryers and mirrors at accessible heights,

and the addition of grab bars at urinals for support.

Remote northern airports

- The MTO Remote Northern Airport Program (RNAP) builds and maintains 29 airports in Ontario's remote northern communities. Out of 29 airports, 27 have gravel surfaces that can be difficult to maneuver for people with limited mobility or who use mobility devices. The ministry has begun installing concrete walkways from the terminal buildings to aircraft run-up pads, which will provide passengers with safer access when moving between the terminals and aircraft. Of the 27 airports that have gravel surfaces, two concrete walkways were completed in 2016, and there are plans to complete the remaining 25 by the end of summer 2017.

Design of public spaces

MYAP key outcome

There is greater accessibility into, out of and around OPS facilities and public spaces.

Measures taken by MTO in 2016

Ministry staff who are involved with development of new construction, major renovation, or policies and programs that relate to the built environment have completed the Accessible Built Environment training.

The Design of Public Spaces Standards (DOPS) includes requirements for public space elements such as: exterior paths of travel, curb ramps, accessible pedestrian control signals and carpool lots. MTO is committed to sustaining and improving accessibility for people with disabilities through initiatives that impact outdoor public spaces. For example:

Traffic control signals with Accessible Pedestrian Signal features are inspected every six months to ensure signal operation meets MTO standards and IASR regulation, section 80.28, Exterior paths of travel, accessible pedestrian control signals.

In 2016, accessible pedestrian control signals were constructed at the following locations:

- Highway 40 at Longwoods Road
- Highway 401 E-N/S ramp at Dixie Road
- Highway 401 W-N/S ramp at Dixie Road
- Highway 401 E-N/S ramp at Mavis Road
- Highway 11 near Couchiching First Nation
- Highway 12 and Jones Road
- Highway 401 E-NS off ramp at Brock Street

- Highway 401 W-NW off ramp at Brock Street
- Highway 410 N-EW off ramp at Steeles Avenue
- Highway 410 S-EW off ramp at Steeles Avenue
- Highway 6 at Parkview Road
- Highway 3 at Division Road
- Shirley Avenue in Kitchener

In addition to constructing new accessible pedestrian control signals, a number of intersections were reconstructed to include additional accessibility features, such as sidewalks and tactile walking surface indicators. For example:

- Highway 40 and Longwoods Road
- Shirley Avenue in Kitchener
- New carpool lots on Highway 407 were constructed in accordance with the accessible parking requirements of the [IASR](#), Design of Public Spaces Standards.

The ministry's Structural Manual, which specifies design requirements for bridges, was updated in 2016. It now includes requirements for minimum sidewalk width on new bridges or bridges undergoing rehabilitation where the sidewalk is being rehabilitated as well. The minimum sidewalk widths was specified to meet the Design of Public Spaces Standards under the [IASR](#) and the ministry's Geometric Design Standards for Ontario Highways.

[MTO's](#) standard construction specification and standard drawings for accessible sidewalk ramps were adopted and published in the fall of 2015 for use by road authorities in Ontario. These included tactile walking surface indicators (TWSIs) for signalized and un-signalized public road intersections. In 2016, [MTO](#) revised the dimensional tolerances and material requirements for [TWSIs](#) to permit a broader range of products (adding a Canadian Supplier) to be used on provincial highway facilities.

In spring 2016, ministry head office staff provided training to regional design staff to enhance organizational understanding of the [AODA](#) and to ensure consistent implementation across the province. These design staff work in five provincial regions and have responsibility for the design of the provincial highway system, including highways and intersections. The training focused on implementation of infrastructure that meets [IASR](#) requirements.

Although the contract for the Rt. Hon. Herb Gray Parkway was executed in 2010, prior to the Design of Public Spaces Standards coming into effect, accessibility requirements were incorporated into the design and construction of the parkway where possible, including the design and construction of the parkway trail. In 2016, the new 17-kilometre multi-use trail was opened in Windsor. The accessible trail network features

a continuous multi-use lit pathway, with bridges and tunnels that allow cyclists and pedestrians to travel the length of the parkway without encountering vehicles. Rest areas and interpretive signs are also located where there are features of interest.

MTO is committed to sustaining and improving accessibility for people with disabilities through our projects that impact indoor spaces. For example:

- MTO's Accommodations Management Office follows the guidelines from Workplace Environmental Guidelines standards, the Ontario Building Code and the Guidelines for the Barrier-free Design of Ontario Government Facilities when planning new space and re-configuring existing workstations
- a number of improvements were made to several ministry locations, such as: improving accessibility by relocating and renovating Quiet Rooms, improving accessible parking for customers, adding Braille signage to washroom doors, modifying cubicles and office space to meet accessibility requirements, and purchasing chairs with adjustable and ergonomic features for the ministry's Learning and Development Centre in St. Catharines

General outcomes

MYAP key outcome

OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

Measures taken by MTO in 2016

The MTO Accessibility Unit continued to build a strong relationship with program areas that are responsible for managing procurement, website development and content, communications and employment. These program areas continue to be responsive and are taking a lead role in providing accessibility advice and guidance to their clients.

MTO accessibility governance structure

MTO continued to revitalize its accessibility governance structure to reflect current and future accessibility realities. This year, significant progress has been made on this commitment, which positively impacts areas of responsibility and accountability.

- The **Senior Management Team's** commitment to having an inclusive organization is evident. Not only is it reflected in their performance contracts but it is becoming part of doing regular business.
- The **Assistant Deputy Minister (ADM) and Chief Administrative Officer (CAO)** leads by example as a champion of accessibility initiatives including serving as Executive Lead for the ministry's Accessibility Leadership Team, being an active member of the Ontario Public Service Ministry Mental Health Champions Committee, and participating as both executive sponsor and coach in the

Diversity Career Champions Program (DCCP). The ADM/CAO provides corporate stewardship to the Ministry of Transportation through regularly updating executives on key corporate updates, training obligations, attending and supporting events promoting accessibility, and profiling efforts across the ministry. The ADM/CAO also makes positive and impactful connections between accessibility and broader corporate initiatives taking place within the ministry, such as the delivery of open government commitments.

- The **MTO Accessibility Unit** (AU) of the Strategic Human Resources Branch was established in 2008. The unit's two employees coordinate accessibility requirements for the ministry. Temporary resources are regularly assigned to the unit to assist with various initiatives, which enhance the unit's ability to serve staff. Ministry staff regularly consult with unit staff to help ensure that accessibility requirements are being considered in the early stages and throughout initiatives, projects and activities. These consultations encompass a range of topics, including for example: interpretation of legislation, accessibility in procurement, and information and advice regarding the creation of accessible documents and other communication products.
- The **Accessibility Leadership Team** was established in 2003 and is composed of ministry divisional representatives who are knowledgeable and committed to advancing the ministry's accessibility agenda. They are also responsive to issues that are brought to their attention. They play a key role in disseminating information within their respective divisions and raising accessibility awareness/understanding among staff. Their leadership and commitment to the ministry's accessibility agenda continues to be fundamental part of the team.

Compliance Reporting process

In 2016, a more robust method was introduced to support the annual IASR Compliance Reporting process. This enhanced reporting process was designed to increase understanding among all staff and management of their accessibility responsibilities in their daily work. The reporting process included a requirement for each ministry branch to identify their accessibility "touch points" and to provide evidence and examples supporting how they are meeting compliance. The amount and quality of information reported back was an indication of how deeply embedded accessibility has become in many facets of the organization.

Procurement

There are two primary areas within the ministry that support staff and program areas during the procurement process: MTO's Procurement and Costing Office and the Procurement Unit in the LTC. Both of these offices inform their internal clients of accessibility requirements that must be met and provide resources specific to accessibility in procurement on their respective intranet sites. Staff in other areas across the ministry who have responsibility for procurement are also aware of the accessibility requirements.

To support staff in meeting these requirements, the Procurement and Costing Office developed a “Procurement Document Matrix”, which identifies the completion of the Meeting Accessibility Obligations Checklist as a mandatory requirement. Similarly, the LTC Procurement Unit developed an AODA declaration within its procurement approval documents. This declaration of accessibility requirements is prepared by the manager requesting the procurement and is signed off by approvers.

Staff from MTO’s Procurement and Costing Office and LTC’s Procurement Unit partnered with MTO’s Accessibility Unit and the LTC Cluster Architecture Office to review, update and improve language related to accessibility in the standard Request for Bid (RFB) template. The ministry’s Procurement and Costing Office, with the support of its ministry partners, presented the revised language to Supply Chain Ontario as a recommended revision to the RFB template (pending legal review). While these changes are being considered by Supply Chain Ontario, this language can be re-used in RFBs for future procurements of goods and services within MTO and the LTC.

In 2016, a growing number of project teams consulted with the Accessibility Unit and the LTC IT Accessibility Lead for advice and guidance during the development of procurement language for new products and services. Even though legislated accessibility requirements are included in procurement templates and some sample language has been developed to support different types of procurement, each procurement is different. By clearly identifying all elements of a new product or service that need to meet accessibility requirements, and by including these requirements in the procurement documentation, MTO has greater assurance that barriers are not being created.

MTO works with consultants on many of its projects, many of which involve consultation and/or communicating with the public. While accessibility related to the physical location of public consultations and accessible customer service at those public events has long been embedded as a requirement for consultants, significant progress has been made in recent years to include a requirement for accessible information and communications when securing project consultants. This requirement applies, for example, to project documents (letters, brochures, presentations and reports), websites and to public notices, which must also include an offer for requests related to accessibility.

MTO Inclusion Festival

In 2016, an Inclusion Festival was held at seven ministry locations across the province to increase staff awareness and knowledge about accessibility, diversity and engagement. Approximately 350 staff participated in these events. These events resulted in a greater understanding of various inclusion-related elements. The Festival was used as an opportunity to help launch the new A•Pal module for creating accessible PowerPoint presentations and other accessibility resources on MTO’s Access•MTO intranet.

Consultations and Advisory Services

Program areas benefit from consultations with ministry staff that have accessibility expertise. This not only includes MTO's Accessibility Unit and the LTC IT Accessibility Lead, but it also includes other program areas that have experience in similar situations. By using this collaborative approach, lessons learned and best practices are shared within the ministry resulting in strengthened awareness and capability.

It is best to consider accessibility at the early stages of a project. In some areas of the ministry, when new projects or products are being developed, decision-makers / approvers ask for evidence that ensures these new products will be accessible. Evidence is provided through business case / project management templates, which include a section on accessibility requirements and a recommendation to consult with accessibility experts for advice or to confirm that the proposed plan will be successful.

In 2016, the number of requests for consultation and advisory services increased from previous years. An internal automated inquiry system, Ask access•MTO, was launched in 2015 to help track accessibility questions and responses managed by the Accessibility Unit. In 2016, over 200 inquiries were received.

Section two: addressing the identification of barriers in legislation and implementation frameworks

Introduction

In 2005, the government introduced the Accessibility for Ontarians with Disabilities Act, with the goal of making Ontario accessible by 2025. In support of this goal, the government subsequently committed to review Ontario legislation to identify and address accessibility barriers, and undertook a coordinated review of 51 statutes considered to have a high impact on persons with disabilities.

As a result of this review, the government made changes to 11 statutes spread across seven ministries to ensure that Ontario laws better reflect accessibility considerations. The changes to the 11 statutes were included in the government's 2016 Budget bill, which received Royal Assent on April 19, 2016.

Each ministry continues to be responsible for identifying and addressing barriers in their legislation and the policies and programs through which that legislation is implemented, and for reporting on results through its accessibility report.

Our Ministry remains committed to the goal of ensuring that Ontario legislation and implementation frameworks do not create barriers to persons with disabilities.

Measures in place in 2016

The following measures are currently in place to assess our ministry's proposals for new Acts, regulations,

policies and programs and services to determine their effect on persons with disabilities:

- legal counsels involved with the development of new legislation consult with MTO's legal counsel assigned to the accessibility file
- processes are in place to monitor and respond to complaints and feedback about accessibility issues

Actions taken in the past year

Ministry of the Attorney General (MAG) and the Office of the Legislative Counsel are working on an AODA initiative to make all tables and forms in Ontario's regulations more accessible. Tables are very difficult for some persons with a disability to access online. Ministries have been asked to review their legislation to identify regulations with tables, and to recommend corrective action. Where possible/feasible, ministries are supposed to remove the table. Where doing so is not feasible, ministries are supposed to amend the table to make it as accessible as possible. Ministries were asked to undertake a similar exercise in respect to forms.

Some of these changes can be made by Legislative Counsel without the need for a formal amendment. Two examples of such changes made during 2016 at MTO included the Driver's Licence Class Table in O. Reg. 340/94 and the Tire Stud Specifications Table in Regulation 625 under the *Highway Traffic Act*. In both cases, empty cells in the charts were filled in to improve the charts' accessibility.

The Ministry of Transportation took a number of actions in 2016 to remove barriers and improve our services for our customers with disabilities. Many of these improvements were a result of having processes in place to monitor and respond to feedback about the services and programs we deliver. Some examples of these improvements are provided below.

Under Ontario's 80 and Above Senior Driver Licence Renewal Program, the province requires seniors to complete various requirements in order to renew their licence, including a cognitive screening assessment every two years beginning at the age of 80. To help seniors prepare for this renewal session, the ministry provides seniors with practice versions of the cognitive assessment, available in 18 languages, at www.ontario.ca/seniordriver. The website for the 80 and Above Senior Driver Renewal Program was enhanced this year. Changes were made to the online instructions for the practice assessment to align them precisely with the instructions that are provided on the day of the renewal session. These changes respond to public feedback about the accuracy of the previous practice instructions, and will help seniors better understand assessment requirements before the day of their renewal session.

In early 2016, the Medical Review Section received a complaint from the public regarding the language and terminology under the neurological disease section on the Medical Reporting Form. The ministry committed to amending the wording on the form to include updated terminology, i.e. intellectual disability. In order to

make the necessary changes to the form, MTO worked with their forms designer to have the master form template revised and then translated into French. During the summer of 2016 the Ministry's I&IT department loaded the new template into the ministry's printer which is responsible for the automatic printing of forms that are sent to Ontario drivers.

The ministry is also proactive in identifying opportunities to remove barriers and improve services for our customers with disabilities. For example, the Driver Improvement Office tasked a small team to draft updates to the Medical Review Section's customer service standards to equip staff with the tools needed while interacting with customers. Their daily interactions with customers will be measured against customer service pillars to meet customers' needs and expectations and achieve excellence. Accessibility best practices are being embedded in the service pillars, and plans are in place to present the updated standards to staff in 2017/18.

Updated: November 16, 2017
Published: November 16, 2017

Related

- [All 2016 ministry accessibility reports](#)
- [2012-2016 Ontario Public Service Multi-Year Accessibility Plan](#)
- [A guide to accessibility directives and policies in the Ontario Public Service](#)

Rate



Topics

- [Government](#)
- [Accessibility plans](#)

An accessible Ontario by 2025

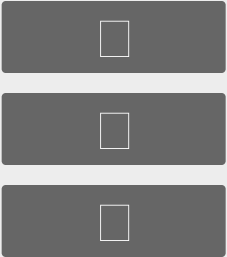
Ontario is the first Canadian Province to pass a law to improve accessibility in the areas that impact the daily lives of people with disabilities.

- [about Ontario](#)
- [accessibility](#)
- [news](#)
- [privacy](#)
- [terms of use](#)

Contact Us



Follow Us



Topics

- [Arts and culture](#)
- [Business and economy](#)
- [Driving and roads](#)
- [Education and training](#)
- [Environment and energy](#)
- [Government](#)
- [Health and wellness](#)

© Queen's Printer for Ontario, 2012 18

- Home and community
- Jobs and employment
- Law and safety
- Rural and north
- Taxes and benefits
- Travel and recreation