

MINISTRY OF TRANSPORTATION

2008-2009

Accessibility Plan



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Introduction

Ontario is making progress toward building an accessible province by 2025. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) has laid the foundation to meet this goal. Under the act, Ontario is developing standards that will remove the barriers faced by people with disabilities.

On January 1, 2008, the first accessibility standard under the act came into force. Through the Accessibility Standards for Customer Service, people of all abilities will be able to get the service they need. Public sector organizations, including the Ontario government, will need to comply with this standard by 2010. Private sector and non-profit organizations will need to comply by 2012.

Next year, more standards will be released in other important areas, including:

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

The Ministry of Transportation's sixth annual Accessibility Plan highlights 2007-2008's achievements to break down barriers for people with disabilities. It also outlines the ministry's commitments in the coming year to make programs, policies and services more accessible for all Ontarians. A notable achievement includes the purchase of 309 conventional and 112 specialized transit buses for a total of 421 new accessible replacement buses under the 2007 Ontario Bus Replacement Program. At the end of 2007, 72.6 per cent of municipal conventional transit buses in Ontario were accessible, up from 38 per cent in 2003.

This accessibility plan is unique, because it reflects our transition between the AODA and the Ontarians with Disabilities Act, 2001 (ODA). The ODA applies to the Ontario government and all broader public sector organizations. Under this act, the ministry develops annual accessibility plans to make its policies, programs, services and buildings more accessible to people with disabilities.

Through the ODA, accessibility planning has laid a strong foundation for the Ministry of Transportation to build on. This ministry will continue to help make Ontario more accessible for people with disabilities and a more inclusive society for all Ontarians.

An executive summary of all Government of Ontario Ministry Accessibility Plans is available at the [Accessibility Directorate of Ontario](#) site.

Report on Status of Customer Service Requirements

The *Accessibility Standards for Customer Service* Regulation came into effect on January 1, 2008, and requires designated public sector organizations, including the Ministry of Transportation (MTO), to meet requirements of the customer service standards by January 1, 2010. The following section provides a status report of what was accomplished this year to support those requirements, as well as planned customer service initiatives for the coming year.

Focus Area: Customer Service - Policies, practices and procedures

Commitment: New / Ongoing

Implement provisions of the *Accessibility Standards for Customer Service* Regulation related to policies, practices and procedures.

Planned Action(s):

- The Ministry of Government Services (MGS) is currently developing corporate policies and guidelines to meet some of the requirements set out in the *Accessibility Standards for Customer Service* Regulation.
- Once the policies and guidelines are received from MGS:
 - Existing MTO policies, practices and procedures as well as supporting tools will be either revised or developed to ensure alignment with current direction.
 - New and revised policies, practices, procedures and tools will be communicated and distributed across the ministry.
- Information and training on the obligations of the customer service standards will be provided to MTO staff involved with the development of policies.
- The customer service policy will be made available to the public in English and French, and in the format of their choice, upon request.
- The process on how to address alternate format requests for MTO publications that was developed and communicated to the ministry in 2004 will be reviewed, redistributed and posted.
- A ministry *Accessibility Governance Framework* is currently under development to ensure consistent, effective and efficient implementation across the organization. It

will provide the necessary systematic structures and mechanisms to appropriately monitor compliance progress and reporting obligations.

Implementation Timeframe: December 2009

Results Achieved:

- In January 2008, the *Accessibility Standards for Customer Service Regulation* was communicated to various parties including MTO senior management team members, agencies, boards, commissions and third party service providers.
- The MTO established an Accessibility Unit (AU) resourced with two dedicated staff members to manage the accessibility agenda for the organization. Under the direction of the Human Resources Branch, Corporate Services Division, this unit will be responsible for coordinating the implementation of the *Accessibility Standards for Customer Service Regulation*.
- A readiness assessment was conducted in the fall of 2008 to determine organization readiness in meeting provisions of the *Accessibility Standards for Customer Service Regulation*. A report outlining findings and recommendations was prepared and submitted to senior management for their consideration.

Focus area: Customer Service – Training, including how to communicate with a person with a disability in a manner that takes into account his or her disability

Commitment: Ongoing

Provide appropriate training to employees who have dealings with the public as well as employees who participate in developing policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

Planned Action(s):

Additional in-class training will be delivered across the province for employees who provide services to members of the public.

Implementation Timeframe: December 2009

Results Achieved:

- In preparation for pending obligations of the *Accessibility Standards for Customer Service Regulation*, information sessions were offered and delivered to various management committees during the fall 2007 and winter 2008.
- In October 2007, communication was distributed to the senior management group asking them to make the “*May I help you?*” e-module mandatory for their staff. In

January 2008, as part of the Deputy Minister's announcement of the new regulation, this training was promoted. Additionally, a third memorandum was distributed in September 2008 with a list of employees obligated to complete the online training by October 2008. Additional customer service provisions not included under this module were communicated to employees who completed the training in November 2008. To date, 761 employees have completed the online training.

- In preparation for delivering the in-class training to employees who have dealings with the public, a partnership of key program areas was established (Customer Service Office, French Language Services Office and the Accessibility Unit) to harmonize training efforts. The *Customer Service Excellence Training Package* is currently being reviewed and will include an accessibility component.
- MTO's Ontarians with Disabilities Act (ODA) intranet site was revamped to better profile current accessibility initiatives and requirements including the new *Accessibility Standards for Customer Service Regulation*.
- Communication options for people using Teletypewriter (TTY) device were tested and evaluated against service expectation.
- A project to create a Universal Interview Centre (UIC) was initiated during the spring of 2008. The UIC will include a testing room equipped with appropriate assistive devices to accommodate candidates with various disabilities.
- Accessibility requirements are considered under the modernization of the province-wide road test booking system application.

Focus area: Customer Service - Provide notice when facilities or services that people with disabilities rely on, to access or use goods or services, are temporarily disrupted

Commitment: New

- In collaboration with various stakeholders, develop and implement a process to inform customers that facilities or services are temporarily unavailable including information on alternative, interim solutions.

Planned Action(s):

- In collaboration with key program areas, develop and implement a process and supporting tools to appropriately manage temporary service disruptions.

Implementation Timeframe: December 2009

Results achieved:

- Partnerships were established with some key program areas including Customer Service Office and French Language Services Office.

Focus area: Customer Service – Establish a feedback process on how goods or services are provided to people with disabilities

Commitment: New

Develop and implement a process for people to provide feedback on how goods or services are provided to people with disabilities, and how the ministry will respond to any feedback and take action on any complaints. Make the information about the feedback process readily available to the public.

Planned Action(s):

In collaboration with various stakeholders, develop and implement a process and tools to establish an accessible feedback mechanism.

Implementation Timeframe: December 2009

Results achieved:

- Partnership established with various program areas including Customer Service Office and French Language Services Office.
- Current feedback mechanisms and systems were identified.

Report on Other Accessibility Commitments

Accessibility improvement initiatives to identify, remove or prevent barriers in preparation for the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) standards currently under development.

In the near future, the ministry will be obligated to comply with four new standards in the areas of employment, information and communications, built environment and transportation. This ministry is very supportive of the accessibility agenda and strives to continuously identify, prevent and remove barriers to support an inclusive society. During this reporting period, MTO made significant progress towards improving accessibility for both employees and members of the public. This section identifies new initiatives and provides a status report on completed or multi-year initiatives for the four accessibility standards currently under development.

Focus Area: Employment

Impact: Practice / Service

Commitment: Completed

Enhance managers' knowledge level of accessibility issues related to the competitive hiring process.

Implementation Timeframe: April 2008

Results Achieved:

Tip sheets and tools for managers developed under the Fair Hiring Practice Initiative include information on accommodation requirements, references to tools and relevant accessibility links. These tip sheets and tools were formatted in an accessible format and distributed/posted on the intranet web site. Information sessions delivered to management groups throughout the province promoted fair hiring practices during all phases of the recruitment process. Additionally, considerable time was spent educating management groups on employee accommodation during the interview process.

Focus Area: Employment

Impact: Practice / Service

Commitment: New / Ongoing

Create, in partnership with various stakeholders, an interview centre at the St. Catharines location that is universally accessible to candidates with various disabilities. This Universal Interview Centre will include a testing room, an interview room and a waiting area. Once completed, the “blue print” will be offered to other public organizations to assist with the design and construction of a similar facility.

Planned Action(s):

In collaboration with various parties:

- Design/construct an interview room, a testing room and a waiting area applying the principles of universal design to create an accessible environment in which, to the greatest extent possible, people can fully participate in the recruitment process.
- Select appropriate furniture (adaptable / adjustable) for the three areas as well as suitable equipment and assistive devices for the testing and interview rooms (including appropriate acoustic and lighting systems).
- Additional accessibility attributes such as appropriate signage will be considered.
- A report will be prepared and offered to other organizations as a model to create similar centres.

Implementation Timeframe: March 2009

Results Achieved:

- Project submission developed and submitted to the Innovation Funds Program for consideration in January 2008.
- Project plan developed and approved in May 2008.
- Potential locations to house the centre assessed and preferable site selected in June 2008.
- Partnership with Southwest Regional Recruitment Centre, Human Resources Branch, Facilities Management Branch and building management established in July 2008.
- Acquisition of an accessibility consultant secured in the fall of 2008. The successful candidate has expert knowledge on universal design principles and the various barriers potential candidates with disabilities may be facing during the recruitment process.

Focus Area: Information and Communications

Impact: Practice / Service

Commitment: Ongoing

The Corporate Services Division (CSD) of MTO developed a new intranet site where accessibility requirements were taken into consideration during the various development stages. The CSD Web Committee will continue to assess and improve accessibility of this site.

Planned Action(s):

The CSD Web Committee is committed to continuously improve the accessibility of its site by addressing accessibility issues raised at regular meetings. Pilot training on content development will be reviewed and revised as appropriate and offered to other divisions in the ministry.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

CSD Web Committee membership was extended to MTO Accessibility Unit staff and accessibility became a standing agenda item discussed at regular meetings. As a result, current and potential accessibility issues are tabled and addressed in a timely fashion. Additionally, knowledge level of committee members on various accessible features increased significantly. A checklist for document development for authors has been developed and affected staff have been identified and trained. The CSD intranet site has served as model for the Provincial Highway Management intranet site currently under development.

Focus Area: Information and Communications

Impact: Practice / Service

Commitment: Completed

Assess knowledge level of staff responsible for creating and maintaining intranet sites.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

The MTO web editors were identified across the organization. In collaboration with the MTO web master, who deals regularly with the MTO web editors, it was found that employees in those functions have limited knowledge of accessibility requirements. Given this finding, and as a first step, activities during this year focused on increasing

the knowledge level of staff involved with the intranet in the CSD. As stated earlier, there is a plan once the pilot project is completed, to deploy this initiative across other divisions.

Focus Area: Information and Communications

Impact: Program / Service

Commitment: New / Ongoing

MTO's CSD management team is committed to providing an accessible version of any new e-learning modules posted on the e-Learning Portal for Managers.

Planned Action(s):

New modules will include a version certified as being accessible.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

Accessibility requirements were included as a selection criterion under the procurement process documentation. The Accessibility Unit participated as an active member on the evaluation and selection committee. The successful vendor committed to include as many accessibility features as permitted by the current technology on the regular version as well as making available a text only version which would be certified by a reputable organization.

Focus Area: Information and Communications / Customer Service

Impact: Program / Policy / Practice / Service

Commitment: Ongoing

Seek and welcome public ODA input and recommendations through various channels.

We will continue to provide advice and consultation to program areas on ODA and AODA requirements.

Planned Action(s):

Continue to seek feedback and provide advice from/to both internal and external customers. Integrate and harmonize current corporate initiatives and practices including requirements under the Accessibility Standards for Customer Service Regulation, the OPS Service Directive and French Language Service provisions.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

Requests and inquiries regarding accessibility requirements significantly increased during this reporting period. Queries often generated the need to develop new tools and training for internal staff such as a checklist for document authors for the CSD intranet site content.

Eight information sessions were delivered to various management committees across the province.

The committee that organized the *Take our Kids to Work Day* in St. Catharines was committed to making this event accessible. Additionally, an interactive presentation was delivered to 46 grade 9 students where they learned about barriers faced by people with various disabilities.

Numerous consultations on a variety of topics were conducted. This is a good measure validating that accessibility is increasingly being considered and is becoming part of conducting regular business.

Focus Area: Information and Communications

Impact: Service / Program / Practices

Commitment: Ongoing

Continue to sustain / improve the overall accessibility of the MTO Internet public site.

Planned Action(s):

While continuing to sustain and improve the accessibility of the MTO Internet, increase accessibility of the various intranets by providing support and assistance as required.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

- Provided advice and guidance to MTO web developers on accessibility requirements
- Attended on an ongoing basis the inter-ministerial GO web committee meetings and workshops
- MTO upgraded its public Web site to have a new look and feel. Accessibility improvements include, but are not limited to, text size selectors and easier / intuitive navigation

Focus Area: Information and Communications

Impact: Service

Commitment: New / Ongoing

Planned Action(s):

In preparation for the Information and Communications Accessible Standards currently under development, compile an inventory of MTO-specific information and technology business applications and identify users. Once completed, assess effects on business and staff and identify degree of impact. Accessibility improvements will be prioritized based on findings.

Implementation Timeframe: December 2009

Results Achieved:

Inventory of current applications completed November 2008

Focus Area: Information and Communications

Impact: Practice / Service

Commitment: New / Completed

Increase the accessibility of current Portable Document Format (PDF) memorandums originating from the CSD.

Implementation Timeframe: Fall 2008

Results Achieved:

An information session was delivered to the administrative staff in the CSD where guidelines on preparing accessible PDF memorandum were distributed. Regular CSD communication distributed through electronic PDF memorandums is now formatted to be accessible. This practice is a step above current direction where accessible PDF memorandum was required only for OPS and MTO-wide communication products.

Focus Area: Information and Communications

Impact: Program / Service

Commitment: New / Ongoing

Accessibility requirements are considered under the modernization of the province-wide Driver Examination Booking System application (Ontario DEBS Project).

Planned Action(s): Accessibility requirements will be considered for the implementation of the Ontario driver examination booking system modernization project.

Implementation Timeframe: Multi-year, inter-ministry project with an anticipated end date of 2011 for all phases of the project based on funding approvals.

Results Achieved:

Accessibility Unit members were engaged in discussions during the planning phase of the project and the project considered accessibility provisions and guidelines as a priority.

Focus Area: Built Environment / Customer Service

Impact: Program / Policy / Practice / Service

Commitment: Ongoing

Formalize current policy on accessibility at ministry Public Information Centre (PIC) events by including it in the Class Environment Assessment (EA) when it is next updated.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

Class EA projects require public consultation which is outsourced to external consultants. Specific directions are given through contract documents. MTO's contract documents refer consultants to the *Environmental Reference for Highway Design* for details on MTO's expectations regarding delivery of Class EA projects.

The precise timing of the PIC is determined during the development of the study schedule and the submission of the consultation plan. The schedule and plan are subject to review and approval by MTO. Accessibility requirements as per the Ontarians with Disabilities Act, 2001 must be taken into account when developing the consultation plan and the selection of facilities. The document, *Planning for Accessible Meetings*, issued by the Accessibility Directorate of Ontario is offered as a resource to assist in the planning of meetings and reflects an optimal level of accessibility. The consultant is responsible for all arrangements for the PIC including, but not limited to, booking a suitable, universally accessible facility.

Focus Area: Built Environment

Impact: Service

Commitment: Complete / Ongoing

The Facilities and Business Services Branch as well as the Provincial Highway Management Division work closely with the appropriate parties including service providers, Ontario Realty Corporation (ORC) and building management with respect to improving built environment accessibility features.

Planned Action(s):

- The Highway Standards Branch in collaboration with the MTO Accessibility Committee will review and recommend the best practices for the sidewalk width standards for bridges. Timing of this commitment is subject to the progress of the AODA built environment accessible standards currently under development.
- Eastern Region will replace or add accessible signage to a number of locations including the regional complex, Port Hope and Bancroft with an anticipated completion date of March 2009.
- In Eastern Region, an accessible pedestrian signal will be installed during the construction of a traffic signal in Norwood with an anticipated completion date of spring/summer 2009.
- Commuter parking lots are currently under construction or at the design stage at the following locations: QEW-Casablanca, 400/Essa Road, 400/King Road, 404/Queensville. Accessible / designated parking spaces specifications will be in accordance with the newly revised *Highway Design Bulletin 2007-002 for Carpool Parking Facilities* where all new or expanded ministry carpool parking facilities will be designed and constructed in accordance with the *Standards for Barrier-Free Design of Ontario Government Facilities*.
- The construction plan of a patrol yard located at 401/Hurontario has been designed in accordance with barrier-free requirements as per *Ontario Building Code 2006 Compendium*, which includes the following provisions: barrier-free washrooms, building access (entrances and corridors), and accessible parking. The construction of the new building started this summer and scheduled for completion in May 2010.
- In Downsview, retrofit to the lift in Building A by installing automatic door openers and paddles to allow staff and visitors using a wheelchair to exit the lift safely is scheduled for this fiscal year.

MTO will continue to work jointly with Profac, ORC and service providers to incorporate accessibility into design construction and alteration projects following the *Standards for Barrier-Free Design of Ontario Government Facilities*.

Implementation Timeframe: Relevant dates are inserted under listed achievements, commitments and activities in progress.

Results Achieved:

The Facilities and Business Services Branch and the Provincial Highway Management Division worked diligently with the appropriate parties including service providers, Ontario Realty Corporation (ORC) and building management to remove and prevent built environment barriers. As a result, the following accessibility improvements have been achieved during this reporting period:

Northeastern Region

- Huntsville District Office - two automatic door openers were installed in the fall of 2008.
- New Liskeard District Office - the front counter was renovated in October 2007 to allow access to people with disabilities.

West Region

- Five washrooms at 659 Exeter Road were renovated in December 2007 to meet the *Standards for Barrier-Free Design of Ontario Government Facilities*.
- Larger font, directional signage was installed to assist seniors in locating the senior sessions during the fall of 2007.

Eastern Region

- John Counter Boulevard location - implemented automated speech attendant system on all the telephone lines. This accessibility improvement provides the option of someone speaking to the automated system with appropriate prompts rather than using the touch pad on the telephone. This system was activated in September 2008.
- Shrine Hill lookout/picnic site along Hwy 60 (Wilno) - construction of a new accessible outdoor privy. The Shrine attracts bus tours, seniors and veterans.

Central Region/Head Office/Queen's Park

- Profac/ORC lighting project (light sensor installation) completed in Buildings B and D in Downsview, St. Catharines and Queen's Park Head Offices. This automatic lighting system avoids the manipulation of light switches.

- Retrofitting of the 3rd Floor, Ferguson Block, Queen's Park included numerous accessibility improvements:
 - Proper sized stalls installed in the washrooms
 - New water closets with proper seat height
 - Grab bars and mirrors
 - Door operators and paddles installed at correct heights on all main entrance, washrooms and kitchen entrance doors
 - Proper sized glass doors installed on the side entrance and corridor
 - New kitchen installed with proper sink height
 - The project was completed in March 2008
- In St. Catharines, an accessibility feasibility study for an appropriate alarm system for staff and visitors with a hearing disability was completed in March 2008.
- All washrooms in St. Catharines were equipped with hands free soap dispensers.
- In St. Catharines (public washrooms), approximately 30 sinks were equipped with sensor-activated taps and a combination of 15 urinals and toilets were outfitted with auto flush sensors. Eleven accessible door operator devices were installed on the mezzanine floor washrooms and other access areas as well as public washrooms on the ground floor, north grounds and cafeteria.

Focus Area: Built Environment / Customer Service / Information and Communications

Impact: Service

Commitment: New / Ongoing

Improve overall quality of the Learning Centre located in St. Catharines

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

Numerous features were added / improved at the Learning Centre. Employees attending functions at this location favourably commented on the improved sound quality as well as appropriate visual equipment. Employees are now given the option to participate at meetings that occur out of town without having to travel, as this centre offers modern video conferencing services with large screens, overhead projectors and wireless teleconference phones in all rooms. This facility is located in an accessible building and is also available for use by members of the community.

Focus Area: Built Environment / Customer Service

Impact: Services

Commitment: New / Ongoing

Planned Action(s): Service Centres on Highways 400 and 401 will be refurbished.

Implementation Timeframe: Multi-year project with an anticipated completion date of 2012

Results Achieved:

Proposed procurement agreement includes additional built environment accessibility features in addition to those currently in place.

Focus Area: Transportation

Impact: Act / Legislation / Policy / Program / Service

Commitment: New / Completed

Improve accessible parking program for motorcyclists with a disability by addressing their concerns about privacy and theft of permit left on their motorcycle.

Implementation Timeframe: May 26, 2008

Results Achieved:

A new, visible accessible parking permit sticker to be placed directly on licence plate is now available for motorcyclists who hold a permanent or subject-to-change accessible parking permit. The new sticker complements the existing placard permit.

Focus Area: Transportation

Impact: Program / Service

Commitment: Completed / Ongoing

Continue to work with Ontario municipalities, GO Transit and Metrolinx to assist in improving and renewing municipal transit systems and GO Transit's rail and bus services.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

MTO's existing municipal transit funding programs, namely the Ontario Bus Replacement Program (OBRP) and the Dedicated Gas Tax Program, require that municipalities acquire fully accessible buses, and also provide the flexibility for municipalities to increase their transit expenditures to support compliance with the proposed *Transportation Accessibility Standard* currently under development. In addition, the Province provided \$300 million to Ontario municipalities, through the *2007 Ontario Economic Outlook and Fiscal Review*, to address state of good repair needs, allowing municipalities to utilize this funding to improve accessibility for travelers with disabilities.

The 2007 OBRP program purchased 309 conventional and 112 specialized transit buses for a total of 421 new accessible replacement buses. At the end of 2007, 72.6 per cent of municipal conventional transit buses in Ontario were accessible, up from 38 per cent in 2003.

MTO continued to participate on GO Transit's External Advisory Committee to provide advice and expertise on improving access to their bus and rail commuter services. The following are a few highlights outlined under GO Transit's 2009 Accessibility Plan:

By the end of 2008, it is anticipated that 49 out of 59 (83%) of all GO Transit Train Stations will be designated accessible for travellers with disabilities

Accessibility has also been expanded on the GO Transit Bus system. In 2008, the GO bus fleet became 100% accessible (i.e. lift/ramp equipped) and the following bus routes were designated accessible: Milton, Richmond Hill, Barrie/Bradford, Stouffville, Brampton Trinity Common and Newmarket to York University

Accessibility improvements are incorporated in facility improvement projects, new train and bus coaches, staff training programs, signage, and the GO Transit website on an ongoing basis. Such improvements have been proven to be beneficial to all GO Transit customers, not just individuals who have disabilities.

MTO also provided detailed comments to Metrolinx regarding their *Draft Regional Transportation Plan* (RPT) regarding accessibility, universal access and the need to place more emphasis on the aging population. Some of Metrolinx' proposals outlined under their draft RTP issued earlier this fall include:

Create a regional body to advise on matters related to universal access.

Develop region-wide and local strategies to improve specialized transit coordination and delivery.

Focus Area: Customer Service / Information and Communications / Built Environment / Employment / Transportation

Impact: Act / Regulation / Policy / Program / Service

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.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

- Under the direction of the Human Resources Branch, Corporate Services Division, an Accessibility Unit was established in January 2008. In Niagara Region, an informal networking partnership is being established with other jurisdictions to benefit surrounding communities.
- In consultation with various parties, including the Accessibility Directorate of Ontario, MTO has prepared and successfully implemented five accessibility plans to date.
- MTO Accessibility Committee was established in 2003 and is composed of cross-divisional members. This team is knowledgeable and dedicated to advancing the accessibility agenda and responsive to issues brought forward. The committee meets regularly and continues to be instrumental in promoting and improving accessibility across the organization. The team jointly administers and implements commitments outlined under the accessibility plan, monitors implementation progress and participates on various inter-ministerial and working groups. Their contribution assists with the shaping of the various accessibility standards under development as well as preparing for their implementation once regulated.
- Much of what the team has accomplished is a result of the ongoing support and commitment of the ministry's Senior Management Team.
- As the lead ministry on the Transportation Standard Development Committee, MTO provides a major contribution to the proposed *Transportation Accessibility Standards*. In addition to actively participating in all scheduled committee meetings, the MTO representatives liaise with program area experts, and ensure that documents are reviewed and reported on in a timely manner.
- MTO is contributing support and knowledge to the development of an *AODA Compliance Assurance Framework*.

- MTO also participated on both the AODA Lead Directors' and Lead Assistant Deputy Ministers' Committees.
- Additionally, MTO is an active participant on the Inter-ministerial Built Environment Committee. As required, MTO provides coordinated comments on various documents.

Focus Area: Transportation / Customer Service

Impact: Service

Commitment: New / Ongoing

Increase awareness and knowledge level of current and future accessibility requirements with stakeholders and partners.

Planned Action(s):

Continue to offer information sessions on accessibility requirements to various internal and external partners and stakeholders.

Implementation Timeframe: October 2007 to November 2008 reporting period

Results Achieved:

During the fall of 2008, pertinent information on current and potential future accessibility requirements was delivered to the Ferry Liaison Committee in Eastern Region.

Representatives from municipal, provincial and federal jurisdictions were in attendance.

For More Information

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

Please phone:

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: oda@mto.gov.on.ca

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

Visit the Ministry of Community and Social Services Accessibility Ontario web portal at: www.mcass.gov.on.ca/accessibility/index.html. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

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