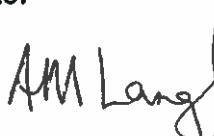


TO: GENERAL COMMITTEE


SUBJECT: CITY OF BARRIE'S TRANSIT MULTI-YEAR ACCESSIBILITY PLAN

WARD: ALL

PREPARED BY AND KEY CONTACT: C.DILLON, ACCESSIBILITY COORDINATOR, EXT. 5237

SUBMITTED BY: A.LANGLOIS, DIRECTOR OF HUMAN RESOURCES 

GENERAL MANAGER APPROVAL: E.ARCHER, CMA, GENERAL MANAGER OF CORPORATE SERVICES 

CHIEF ADMINISTRATIVE OFFICER APPROVAL: C. LADD, CHIEF ADMINISTRATIVE OFFICER 

RECOMMENDED MOTION

1. That the 2013-2018 Transit Multi-year Accessibility Plan attached as Appendix "A" to Staff Report HR002-13 be approved.
2. That Transit staff, in consultation with the Accessibility Advisory Committee monitor implementation of the Plan and report back to General Committee with an annual update on initiatives and compliance requirements outlined in the Accessibility Plan, in accordance with the Accessibility Directorate of Ontario's guidance.
3. That update memorandums or a staff report, regarding compliance of the AODA requirements, be provided to General Committee as required.

PURPOSE & BACKGROUND

Report Overview

4. The purpose of this staff report is to present an Accessibility Plan for Transit services in accordance with provincial legislation. 2013 is the first year that a separate accessibility plan is required for conventional and specialized transit. Previously, the City of Barrie incorporated transit accessibility compliance requirements and initiatives into the City's annual accessibility plan; however, per the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation, Ontario Regulation 191/11, in 2013 Conventional and Specialized Transit providers are required to:
 - a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Corporation's strategy to prevent and remove barriers on Transit;
 - b) Identify the process for managing, evaluating and taking action on customer feedback;
 - c) Annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the plan;
 - d) Identify the process for estimating the demand for specialized transportation services;

- e) Develop steps to reduce wait times for specialized transportation services;
 - f) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
 - g) Review and update the accessibility plan at least once every five years.
5. On February 27, 2012, City Council adopted motion 12-G-041, regarding the City's Annual Accessibility Plan, which contained Transit's accessibility highlights and information regarding work done within the previous year to remove barriers to Transit within the City of Barrie for persons with disabilities.
6. Like all Ontario municipalities, the City of Barrie is meeting the requirements of the AODA by preparing and implementing both a general Multi-year Accessibility Plan and a Transit Multi-year Accessibility Plan. Through on-going monitoring of accessibility issues, the City's Transit department will proactively identify and remove barriers that may exist in its services, policies, procedures, programs and facilities. Staff will report on projects initiated for the purposes of barrier removal annually and with the advice of the Accessibility Advisory Committee, will update the City's Multi-year Accessibility Plan at least once every five years.
7. The IASR was released on June 3, 2011, combining accessibility standards in three areas – information and communication, employment, and transportation. The IASR was amended in December 2012 to include Standards on the Design of Public Spaces, which applies to new construction and major changes of existing features of:
- i) recreational trails/beach access routes;
 - ii) outdoor public eating areas;
 - iii) outdoor play spaces;
 - iv) outdoor paths of travel such as sidewalks, ramps, stairs and traffic signals;
 - v) accessible parking (on and off street);
 - vi) service-related elements life service counters; and
 - vii) maintenance and restoration of public space.
8. The City of Barrie has achieved compliance of all applicable 2011, and 2012 AODA IASR compliance requirements for Transit, and will have achieved full compliance of 2013 IASR requirements before the end of the year. The City's Transit Department is well positioned to meet IASR compliance requirements for 2014 through to 2017.
9. Subsequently, per the AODA IASR, the City of Barrie Transit Department must be in compliance with the following requirements:

By January 1, 2014

Transportation Standard

Accessibility Training
Fares, support persons
Eligibility application process
Emergency or compassionate grounds
Booking
Trip restrictions

By January 1, 2017

Transportation Standard

Pre-boarding announcements
On-board announcements
Categories of eligibility

Fare parity
Hours of service

10. The IASR compliance requirements are to be phased in over ten years, with the last compliance requirements being met in 2017. Transit Staff, together with the Accessibility Coordinator, has worked diligently to ensure that compliance is effectively and efficiently met as required. Through this work, successful compliance of a number of IASR requirements have been achieved ahead of schedule.

ANALYSIS

11. The Transit Multi-year Accessibility Plan identifies the requirements of the IASR impacting the City of Barrie from 2013 through to 2017, per provincial legislation, and outlines the Transit Departments commitment to establishing policies, practices and procedures to ensure continued compliance with these accessibility requirements.
12. The City's Transit Multi-year Accessibility Plan highlights a number of Transit initiatives that have been undertaken throughout 2012 that have made Barrie a more accessible community. Some of these achievements include:
 - a) *Barrie Transit implemented new policy regarding Courtesy/Priority Seating, accompanied by a public education and awareness campaign.*
 - b) *City of Barrie met compliance of all 2012 IASR requirements and successfully completed an audit of the City's adherence to the AODA requirements, which did include an audit of IASR Transit requirements, as conducted by the Accessibility Directorate of Ontario.*
13. Consultation with the City's Accessibility Advisory Committee and staff from various departments within the Corporation has been on-going throughout the year. The 2013-2018 Transit Multi-year Accessibility Plan was established as a result of this consultation with the Accessibility Advisory Committee, and future compliance of the Standards will require continued consultation and collaboration.
14. The Accessibility Advisory Committee reviewed and approved the draft Transit Multi-year Accessibility Plan attached as Appendix "A" to this Staff Report, at its meeting held on February 28, 2013.
15. It is proposed that the City of Barrie continue to use Transit staff representatives to oversee and monitor implementation of the Transit Multi-year Accessibility Plan. The Accessibility Coordinator will continue to serve as coordinator and liaison for staff representatives and the Accessibility Advisory Committee.
16. As required by the AODA, an annual progress report on on-going projects and initiatives outlined in the Transit Multi-year Accessibility Plan will be presented to the Accessibility Advisory Committee for endorsement before being presented to General Committee and Council for approval. Once approved, the annual progress report will be posted publicly to the City's website and interim up-dates to the community will be provided by staff via the Accessibility Advisory Committee as required.
17. Accessibility planning will continue to be integrated into the City's Work Plans to ensure a thoughtful, effective and efficient process and meaningful outcomes. Effective accessibility planning will allow the City to tap into the talents, experience and expertise of all Ontarians and to prepare for the amendments to the IASR pertaining to requirements for Open Public Spaces as

they relate to public transit; and the amendments to the Ontario Building Code which form the AODA's Built Environment Standard; as well as the changing demographics of the marketplace as the population ages.

ENVIRONMENTAL MATTERS

18. There are no environmental matters related to the recommendation.

ALTERNATIVES

19. The following alternative is available for consideration by General Committee:

Alternative #1

Since the City of Barrie is legislatively required to have an Accessibility Plan for Transit, General Committee could alter the proposed recommendation by requesting amendments to the Transit Multi-year Accessibility Plan.

This alternative is not recommended as it would require the amendments to be reviewed by the stakeholders who contributed to the recommended plan before Council gave their final approval to them, thus further delaying our compliance with this AODA requirement.

FINANCIAL

20. The 2013 municipal compliance with accessibility legislation related to Transit will result in a number of capital investments. These expenditures have been included in the 2013 Capital Plan and are also reflected in Staff Report HR001-13 related to the City's Multi-year Accessibility Plan, as well as in the table below:

Project	Gross Cost	Tax Capital Reserve	Provincial Gas Tax	Other Grant	
BACTS Bus (replacement)	\$94,584	\$35,234	\$59,350		*Carry over from 2012
BACTS Bus (replacement)	\$315,000	\$211,050	\$103,950		*2013 Budget Request
Total	\$409,584	\$246,284	\$163,300		

21. Operating costs associated with AODA compliance generally relate to staff time that is used for implementing the Accessibility Plan. One FTE in the Human Resources department is dedicated 100% to this work. Staff from the Transit Department also dedicates various portions of their time to support the plan's development and implementation.
22. The Accessibility Coordinator, together with Capital Asset Management Staff, will work to forecast projected expenditures related to the City's ongoing compliance of the AODA and its standards. This forecast will be available in December 2013 and will be included in the annual update on the Multi-year Accessibility Plan.

LINKAGE TO 2010-2014 COUNCIL STRATEGIC PLAN

23. The recommendation(s) included in this Staff Report are not specifically related to the goals identified in the 2010-2014 City Council Strategic Plan.

PPENDIX "A"

2013-2018 Transit Multi-year Accessibility Plan

The City of **BARRIE**

2013 – 2018 Transit Multi-year ACCESSIBILITY PLAN

Approved by General Committee:

Ratified by Council:

Motion:

“One of Ontario’s Leading Communities in Accessibility”



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Section 1: Municipality Participating in this Plan

1.1 Municipality

This plan has been prepared for the Corporation of the City of Barrie.

1.2 Address

70 Collier Street P.O. Box 400
Barrie, ON L4M 4T5

<http://www.city.barrie.ca>

1.3 Key Contact

Dawn McAlpine, City Clerk
(705) 739-4220 Ext. 4421 – Phone
(705) 739-4243 – Fax
dmcalpine@barrie.ca

1.4 Population

141,000 ¹

1.5 Municipal Highlights – Barrie’s History

The City of Barrie, Southern Ontario’s premier waterfront community, is one of Canada’s fastest growing and most prosperous municipalities. Its sense of community has been preserved despite its rapid growth.

Barrie is a vibrant and rapidly growing community of over 140 000 with rich and dynamic cultural pursuits. Population projections indicate that approximately 160,000 people will reside in Barrie by the year 2021. Regionally, a population of approximately 330,000 grows at a rate of nearly 2% per year. A safe and friendly community, the City of Barrie is in one of the fastest growing regions in Canada – all on beautiful Kempenfelt Bay.

The tremendous advantages associated with the City’s location have been the primary reasons behind the City’s rapid growth and economic development. Strategically located in the midst of Ontario’s recreational heartland and less than an hour’s drive from Toronto, Barrie offers the best of both worlds. The City is far enough away from the metropolitan area to enjoy a high level of economic aggregation; yet close enough to realize the benefits of the economic growth of the Greater Toronto Area.

¹ Statistics Canada 2011 Census.

1.6 Organization of the Corporation of the City of Barrie

The City of Barrie is organized into four (4) divisions and fifteen (15) functional departments.

The corporate structure of the City of Barrie is comprised of four functional divisions, each headed by a General Manager.

1.7 Chief Administrative Officer's Department

The Chief Administrative Officer is appointed by City Council. The Chief Administrative Officer directs and coordinates the general management of business affairs of the Corporation, in accordance with the by-laws, policies and plans established and approved by City Council, to ensure the delivery of high quality services and facilities which preserve or enhance the social, economic and physical well-being of the community at best value for the citizens of Barrie.

It is the responsibility of the Chief Administrative Officer to ensure that innovative programs and services are developed and implemented to meet the ever-changing needs of the community, while ensuring fiscal responsibility, and the added responsibilities municipalities are faced with.

The Chief Administrative Officer is also responsible for ensuring that Council directives are coordinated between departments and relevant agencies while ensuring that the operations within the organization are conducted within the framework of the values and goals of the Corporation.

The Chief Administrative Officer's Department's responsibilities also include the Strategy and Economic Development Department and the Communications and Intergovernmental Affairs Department.

In addition, the Chief Administrative Officer links with other government agencies, federal, provincial and municipal; to provide Council with the necessary comprehensive information they require for developing plans and policies.

Under the direction of the Chief Administrative Officer, each General Manager is responsible for managing their respective area:

1.8 Corporate Services Division

The General Manager of Corporate Services responsibilities include the Internal Audit Department, the Information & Communications Technology Department; the City Clerk's Office (Council secretariat, municipal election, corporate records management, vital statistics, assessment rolls, provincial offences, room bookings); the Finance Department (property taxes, supply and services, purchasing, insurance claims, payroll, insurance); the Legal Services Department (Real Estate transactions, by-law enforcement and legal services) and the Human Resources Department.

1.9 Infrastructure, Development and Culture Division

The General Manager of Infrastructure, Development and Culture responsibilities include the Engineering Department (Design and Construction Services, Infrastructure Planning and Policy and Development Services), Planning Department (development control and policy planning), Building Services Department (building permits, inspections, zoning and property standards), Department of Culture Department and Corporate Asset Management.

1.10 Community Operations Division

The General Manager of Operations responsibilities include Recreation, Transit and Facilities (developing and operation of community recreation programs and special events/facilities maintenance, arena operations/transit terminal operations); Operations (water treatment and supply/sewage pump stations/waste collection, disposal, recycling/landfill site management/parks maintenance and operations/parking operations/winter control); the Barrie Fire and Emergency Service (community protection through education, prevention, investigation, training, fire suppression, community rescue and dangerous goods containment); and Community Emergency Planning.

1.11 Services Not Delivered by the City of Barrie

Although the City of Barrie is a single-tier municipality, there are certain services for which the Corporation of the County of Simcoe is responsible. The County of Simcoe delivers these services on behalf of the City of Barrie. Specifically, the County of Simcoe is responsible for:

- Ontario Works
- Social Housing
- Children's Services
- Land Ambulance and Emergency Planning
- Homes for the Aged
- Health Unit Services is offered by the Simcoe Muskoka District Health Unit

As required under the Accessibility for Ontarians with Disabilities Act, the County of Simcoe will prepare its own Accessibility Plan covering those services delivered by the County.

Section 2.0 Legislative Framework

The Ontarians with Disabilities Act (ODA) sets out the following requirements for public transportation organizations:

Section 14 of the Act requires public transportation organizations to:

- Prepare an Accessibility Plan; and

- Consult people with disabilities and others when it prepares its plan (Ontarians with Disabilities Act, 2001).

Note: From 2002 through to 2012, the City of Barrie incorporated Barrie Transit's Accessibility Plan into its Annual Accessibility Plan.

In addition, the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standard now requires public transportation providers to:

- Establish, implement, maintain and document a multi-year accessibility plan for both conventional and specialized transit (if applicable), which outlines the organizations strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- Review and update the accessibility plan at least once every five (5) years (AODA Integrated Accessibility Standard Regulation, O.Reg. 191/11).

The IASR requires the development of Accessibility Plans to be established, reviewed, and updated in consultation with persons with disabilities. An annual status report on the progress of measures taken to improve accessibility is to be produced and posted online and made available in accessible formats upon request.

2.1 City Of Barrie's Response to the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005

In September, 2001, City Council adopted Resolution 01-G-343 approving the creation of an Accessibility Advisory Committee composed of six community members, the majority of whom were to be individuals with disabilities, and one member of City Council.

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA 2005) received Royal Assent and is now law. The AODA requires the provincial government to work with people with disabilities and the private and public sectors to jointly develop standards to be achieved in 5 years or less leading to an accessible Ontario in 20 years.

On March, 2012 City of Council adopted resolution 12-G-041 approving the 2012 Accessibility Plan, which included the City's 2012 Transit Accessibility Plan, authorizing the City Clerk's Office in consultation with the Accessibility Advisory Committee to monitor implementation of the Plan and report back to General Committee with the City's Corporate Accessibility Plan and the City's Transit Accessibility Plan for 2013 in December 2012.

Like all Ontario municipalities, the City of Barrie will continue to meet the requirements of the AODA by preparing and implementing its Multi-year Accessibility Plan, annual

Accessibility Plan updates on projects in process related to the Multi-year plan, as well as this Transit Multi-year Accessibility Plan and corresponding annual updates. Through on-going monitoring of accessibility issues, the City of Barrie will proactively identify and remove barriers that may exist in its by-laws, services, policies, procedures, programs and facilities.

Section 3.0: Consultation on the Transit Multi-year Accessibility Plan

In preparation of this Plan, the following consultation activities were conducted:

- Consultation with the City of Barrie’s Accessibility Advisory Committee (AAC) to ensure input is received from all members
- Consultation with residents of the City of Barrie through Accessibility Advisory Committee (AAC) meetings which are always open to the public, as well as through City Info and comments by the public provided to the City’s Accessibility Coordinator
- Consultation with Barrie Transit staff to ensure that those responsible for delivery of accessible service provide input.

3.1 City of Barrie Accessibility Advisory Committee – Committee Membership

On December 2, 2002 City Council adopted resolution 02-G-707 adopting the terms of reference for the City’s Accessibility Advisory Committee.

The following members have been appointed by Council for a term ending November 30, 2014:

<u>Name</u>	<u>Membership</u>	<u>Term</u>
Councillor Doug Shipley	Council Rep.	November 30, 2014
Kim Demberline	Chair	November 30, 2014
Colin Wilson	Vice Chair	November 30, 2014
Debbie Kerr	Citizen Rep.	November 30, 2014
Micheline Crocker	Citizen Rep.	November 30, 2014
Margaretta Papp-Belayneh	Citizen Rep.	November 30, 2014
Cheryl Caterer	Citizen Rep.	November 30, 2014

3.3 Message from the City of Barrie Accessibility Advisory Committee

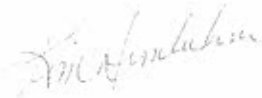
Mayor and Members of Council,

The Accessibility Advisory Committee for the City of Barrie would like to take this opportunity in advance to convey its appreciation to Mayor Lehman, Council and City Staff for their support, assistance and implementation of the Transit Multi-year Accessibility Plan.

We have had the pleasure of working closely with Mayor Lehman, Council and City Staff who have been very proactive in implementing the Transportation Standards in the Accessibility for Ontarians with Disability Act's (AODA) Integrated Accessibility Standard Regulation (IASR).

It has been a very exciting and productive time for the Accessibility Advisory Committee working with the Transit Department. As of 2012, City Transit is fully equipped with accessible kneeling buses, Priority Seating has been introduced and monitored, and visual and audio announcements are being made. Technical advancements are making transit easier to track, make bookings and cut down wait times.

Mayor Lehman, Council and City of Barrie Staff have made great strides in making our community barrier free to all its residents and are a glowing example of how Municipalities can work hand in hand with their Accessibility Advisory Committees. This collaboration will be a great asset in the realization of making the five (5) year Transit Multi-year Accessibility Plan a stepping stone to the goal of making Barrie a society, that all persons regardless of their ability, will live, play and contribute to our beautiful water front community.



Kim Demberline
Accessibility Advisory Committee Chair

3.2 Terms of Reference

1. Reporting Structure

In accordance with the City of Barrie's Procedural By-law, the Accessibility Advisory Committee is an advisory Committee authorized by City Council. The Committee has been established by the City Council in accordance with these Terms of Reference. The Committee shall report to the City Council through the Finance and Corporate Services Committee. Decisions of the Committee are not final until approved by City Council unless delegated authority is granted by Council.

2. Mandate

The goal of the Accessibility Advisory Committee is to champion issues related to the provision of an accessible community on behalf of all of Barrie's citizens.

3. Objectives

The objectives of the Accessibility Advisory Committee will be established by the Committee at the beginning of the term. The objectives for the 2010 to 2014 term are as follows:

- Advise City Council each year about the preparation, implementation and effectiveness of its accessibility plan as required by the Ontarians with Disabilities Act.
- Advise City Council on the accessibility for persons with disabilities to a building structure or premises, or part of a building, structure or premises that Council intends to purchase, construct, significantly renovate or lease.
- Advise City Council on the accessibility of new developments for which site plans are being reviewed by the municipality pursuant to section 41 of the Planning Act.
- Research and make recommendations to City Council concerning the identification, removal and prevention of barriers to persons with disabilities within the City of Barrie.
- Educate City Council and the general public of the responsibility, benefits and means of having a consumer-friendly community inclusive to age and ability.
- Promote the voluntary provision of inclusive access to buildings, services, communications and activities within the City of Barrie, and recognize those businesses and services that are consumer-friendly.

4. Composition

The Accessibility Advisory Committee shall be composed of one member of Council and Six (6) citizen representatives. Pursuant to the Ontarians with Disabilities Act, a majority of the members of the committee shall include persons with disabilities.

All Committee members shall be selected by City Council. If a Committee member is unable to complete the term as set out in Section 5 below, a new Committee member will be selected by City Council.

5. Term

Council members shall be appointed for two years. Citizen members shall be appointed for a term that coincides with the term of Council, expiring on November 30th of the year in which a municipal election is held unless provided by a resolution of City Council.

A member may resign from the Committee at any time by advising of this intention in writing to the Chair of the Committee.

A Committee member may be re-appointed by City Council for an additional term(s).

6. Frequency of Meetings

Committee meetings shall generally be scheduled once per month or may be scheduled at the call of the chair.

All meetings shall be open to the public in accordance with the City of Barrie's Procedural By-law and the Municipal Act. A meeting of the Committee may only be closed to the public if the subject matter being considered meets the criteria established in Section 239 of the Municipal Act. The following are currently included as subject matters in Section 239 that may be discussed during a closed meeting:

- a) The security of the property of the City;
- b) Personal matters about an identifiable individual, including City employees;
- c) A proposed or pending acquisition or disposal of land by the City;
- d) Labour relations or employee negotiations;
- e) Litigations or potential litigation, including matters before administrative tribunals affecting the City;
- f) Advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- g) A matter in respect of which the Committee or Council may hold a closed meeting under another Act.

7. Selection of the Chair and Vice Chair

The Chair and Vice-Chair (if necessary) shall be selected by the Committee at the first meeting.

8. Role of the Chair and Vice-Chair

The Chair shall preside over the meetings of the Committee and assist in the Committee in reaching consensus on fundamental policy issues of concern to the Committee.

The Vice-Chair shall assume the authority and perform all the duties of the Chair in the absence of the Chair.

9. Roles and Responsibilities of Members

Committee members shall

- a) Attend and actively participate in meetings;
- b) Work with other members to attempt to reach consensus on decisions before the Committee; and
- c) Adhere to these terms of reference, the City of Barrie's Procedural By-law, Purchasing By-law, the Council/Committee Code of Conduct and any other by-laws, policies or procedures that apply to Committee members.

10. Rules Governing the Proceeding of Committees

The business of advisory committees shall be conducted in accordance with the City of Barrie's Procedural By-law.

11. Quorum

In accordance with the City of Barrie's Procedural By-law a quorum shall be a majority of the Committee members.

If quorum for a Committee is not present within thirty (30) minutes of the time appointed for the meeting, the Committee Secretary shall record the names present and the meeting shall stand adjourned until the next scheduled meeting.

12. Voting

In accordance with the City of Barrie's Procedural By-law, when an issue arises, the Committee will attempt to reach a consensus on how the Committee should resolve the issues.

A question before the committee will be put to a vote and each Committee member will be entitled to one vote.

A motion shall be deemed to be carried when a majority of the members present and voting have expressed agreement with the question. Consequently, on a tie vote, the motion is lost.

13. Resources

Primary Staff

The staff resource for the Committee is the Accessibility Co-Coordinator.

A Committee Secretary is provided by the City Clerk's Office. The Committee Secretary works with the Committee to co-ordinate the proceedings of the Committee, including taking of the minutes, the distribution of the minutes and the general administrative coordination of meetings.

Advisory Staff

Staff shall provide advisory support to the Committee, including background information, resources and advice to Committee members to assist them in their role.

From time to time, the Committee may request the advice or participation (non-voting) of individuals or organizations/City Committees with a particular area of expertise. The Committee Secretary will coordinate, through consultation with the Chair, the request made by the Committee.

14. Application of the Code of Conduct

The Committee shall, at all times follow the policies and procedures set out in the City of Barrie's Council/Committee Code of Conduct.

15. Budget

The Committee is authorized to expend funds within its budget allocation approved by City Council, where such expenditure is in accordance with the City of Barrie's Purchasing By-law. The Committee must authorize any expenditure through a majority vote and such approval of expenditure and the name of the individual and/or company receiving payment shall be recorded in the minutes of the meeting.

The Committee at no time may exceed its annual budget without formal application to, and authorization by City Council. Neither the Committee nor any member thereof shall pledge the credit of the City in any matter whatsoever.

16. Other

From time to time members of the Accessibility Advisory Committee may be requested to provide assistance or offer advice regarding city projects, park audits, facility audits, site plan reviews, transportation matters and education for community groups and events. Committee members must keep in mind that while the committee on which they serve has specific goals and objectives, the Committee's function is advisory in nature and the final decision on recommendations made by the Committee rests with City Council. Council's responsibility is to the broad public good and, as such, Council may take into account other matters beyond those considered by the Committee when making its final decision on the matter.



Section 4: BARRIE TRANSIT AND BARRIE ACCESSIBLE COMMUNITY TRANSPORTATION SERVICE (BACTS)

Transit developed the following Multi-year Accessibility Plan through consultation with the City of Barrie Accessibility Advisory Committee (AAC) and other members of the community with disabilities.

To meet the needs of the community, the City of Barrie provides both conventional transit services and specialized accessible transit services for persons with disabilities. The City's conventional transit service operates as Barrie Transit. The City's accessible transit service operates as the Barrie Accessible Community Transportation Service (BACTS). BACTS is a specialized bus transportation service operated to assist persons with mobility difficulties. This service provides door-to-door accessible transportation service and is available on a temporary or permanent basis, depending on the user's eligibility.

Address

c/o the City of Barrie
70 Collier Street
P.O. Box 400
Barrie, ON L4M 4T5

Key Contacts

Julie MacDonald, Transit Coordinator
(705) 739-4220 Ext. 4497 – Phone
(705) 739-4238 – Fax
JMacDonald@barrie.ca

George Kaveckas, Manager of Transit
(705) 739-4220 Ext. 4464 – Phone
(705) 739-4238 – Fax
gkaveckas@city.barrie.on.ca

4.1 Barrie Transit is committed to:

- Continuous improvement of access to public transportation premises, facilities and services for persons with disabilities.
- The inclusion of people with disabilities in the development and review of its Multi-year Accessibility plans and annual access plan updates.
- The provision of quality services to all people, passengers and employees.
- The maximization of investment in accessible conventional transit to encourage a shift from specialized to conventional public transit. Barrie Accessible Community Transportation Service (BACTS) was created by the City of Barrie in 1980. BACTS is a specialized transit service intended for people, who, due to functional mobility problems, are physically unable to climb or descend steps used in conventional transit facilities or walk a distance of 175 metres (approximately 600 feet). Riders must meet eligibility guidelines and be pre-registered to use the system.
- Proactively acting upon its obligations relating to accessibility planning and the AODA standards. It is the intention of Barrie Transit to be proactive in creating an inclusive, accessible community and to support the intent of the Province's accessibility legislation.



It is estimated that 20% of our population will have disabilities within the next decade. As a result, reliance upon public transportation will grow as more and more people stop driving, or drive less, due to their accessibility needs.

As the City of Barrie continues to grow, Barrie Transit will also grow to be an even bigger and more indispensable component to the health of our community.

Barrie Transit is committed to developing, implementing and updating this Accessibility Plan every five (5) years, and will produce a condensed Annual Status Report on on-going projects, as required under the AODA Integrated Accessible Standards Regulation (IASR), Ontario Regulation 191/11.

Section 5: Accessibility Achievements

The City of Barrie's new focus on multi-year accessibility planning also requires municipalities that provide transportation services to develop implement and review multi-year accessibility plans for conventional and specialized transit. As such, this report which includes the following update on City of Barrie Transit achievements for 2012, as well as a multi-year accessibility plan outlining Barrie transit priorities for 2013 through to 2018, satisfies this AODA requirement.

5.1 2012 Accessibility Achievements - Transit

The City of Barrie Transit department, together with Facilities Staff, and Barrie Transit, has been proactive and has accomplished much in relation to accessibility improvements within its facilities, policies, and services. As a result, many of the requirements set out within the Transportation Standard of the IASR are currently in effect and compliance has already been achieved for these requirements by the City of Barrie.

In 2012, the City of Barrie Transit Department has made adjustments and changes to existing policies and operating procedures, as necessary, to ensure continued compliance with the AODA and the IASR. The City of Barrie Transit Department and Barrie Transit, supports the intent of the IASR and will continue to improve accessibility within the City's transit system as compliance requirements come into effect.

The following improvements were implemented during 2012 to improve Barrie Transit Service and BACTS Service:

- Mayor's Plan for Transit
- Accessible Transit Fleet – All new buses are fully accessible as of December 2012
- Communication System on Buses – An automated next stop call system was implemented and completed during 2011 and in 2012 became fully operational on all conventional buses. This system calls and displays all approaching bus stops.
- Transit Infrastructure – Continued work to reconstruct transit stops to make them accessible, thus increasing total number of accessible transit stops, including the accessible bus platforms that were constructed at the RVH.
- Priority Seating – The IASR requires seats at the front of the bust to be reserved for people with disabilities only. The City Transit Department collaborated with the Ontario Provincial Transit Association (OPTA) to produce decals, posters, and communication materials to effectively address priority seating and courtesy seating issues.

- Customer Service/Sensitivity Awareness Training – Barrie Transit provides mandatory training on Accessible Customer Service, in accordance with O.Reg. 429/07, to all transit operators, and other front-line staff.
- Support Persons – The City of Barrie has a new policy regarding fares to Support Persons/Attendants accompanying persons with disabilities. People with disabilities who require an attendant to accompany them while on public transit may, upon application and request to the Transit Coordinator, receive a support person/attendant I.D. card to allow their attendants to ride free of charge on Barrie Transit.
- Fare Parity – Fare parity established on May 1, 2011.

5.2 Conventional Transit Service Profile

Barrie Transit operates conventional, fixed route transit service within the boundaries of the City of Barrie.

Barrie Transit has made substantial progress in achieving its goal of fully-accessible service. Currently the Barrie Transit Terminal is accessible, along with 100% of its regular routes. As of the end of 2012, Barrie Transit's entire fleet now consists of fully accessible buses – that is, all Barrie Transit buses are low floor, kneeling buses equipped with ramps and two wheelchair areas (also priority seating) that allow passengers to board and exit the bus with ease. Barrie Transit's future plans, as outlined in this document, will result in all services and facilities being accessible before the accessibility goal of 2025, as established by the AODA.

Conventional Services – 2012/2013 Service Profile

Types of Services: – conventional public transit

Service Area: 78.0 square kilometres

Hours of Service: Monday to Friday 5:45 am to 0:30 am Saturday 7:15 am to 0:30 am and Sunday 9:00 am to 19:15 pm

Annual Revenue Ridership: 2,601,730

Annual Service hours: 140,559

Annual Revenue Kilometers: 3,211,854

Number of Routes: 21 fixed routes

Fleet Composition: 1 Arboc bus (28 ft) 2 Eldorado (30 Ft) 37 New Flyer (40 Ft) 1 Orion 6 (40 Ft)

Fare Structure: see appendix A

5.3 BACTS Service Profile

Barrie Accessible Community Transportation Service (BACTS) started operating in 1980 as established by Bob Kerr of the Barrie and District Association for the Physically Disabled now called Independent Living Services (ILS), and Bob Peebles, then regional

manager for the Ontario March of Dimes. The “two Bobs” as they became known, formed the Barrie Accessible Transit Service (BACTS) which operated from a small shared office for 10 years. The service initially operated one accessible bus which had been donated by Easter Seals and the Kiwanis Club.

The BACTS service continued to grow and in 1989 there were over 400 registered riders, totaling 22,000 trips using 4 buses. In the fall of 1989, Barrie General Committee approved the transfer of the BACTS operation to the City of Barrie starting in 1991 with a subsidy for 50 per cent of the service coming from the Ontario Ministry of Transportation and Communications, and the addition of a fifth bus.

The BACTS service continues to prosper and currently operates with 10 buses and 2 accessible vans to provide transportation within the community from accessible door to accessible door and is available on a temporary or permanent basis. Trips must be booked in advance.

The City acquired scheduling software, Trapeze, in 2001 to improve the efficiency of the service and assist the BACTS clients with some of their trip booking needs. BACTS provides service seven days a week. The service is delivered through a Private Operator who is contracted by the City of Barrie.

BACTS Services – 2013 Service Profile

Type of Services: Specialized transit service

Service Area: 100.0

Hours of Service: Monday to Friday 7:30 am to 23.00 pm, Saturday

Fleet Make-up: 10 small buses, 2 accessible minivans

Registrants: 3770

Projected Annual Eligible Passenger Trips: 43,389

Projected Attendant/Companion Trips: 5718

Projected Annual Revenue Service Hours: 23,121

Section 6: Multi-year Transit Accessibility Plan

Over the next five years, City of Barrie Transit will focus its efforts on a number of measures to continue to make it easier for community members and visitors to use the transit system, increasing the number of people who feel confident traveling in the City via public transportation.

There are four basic principles to achieving this aim:

1. To provide clearer, simpler and more personal accessible transport advice so members of the public can make informed travel choices more easily.
2. To deliver infrastructure improvements so the Transit network can be navigated with greater ease.
3. To improve training so all staff consistently, offer excellent assistance to customers and passengers.
4. To further our engagement with people with disabilities within the community, so Transit management and staff can understand and learn from the experiences from the community, and make the changes the community wants to see.

The following itemized list of AODA Integrated Accessibility Standards Regulation (IASR) compliance requirements and details, comprises the City of Barrie's Transit Departments priorities and multi-year accessibility plan:

AODA Integrated Accessibility Standards Regulation (IASR) Compliance Requirements and Priorities to Be Addressed 2013 – 2018			
Transit			
Project Title	Description	Time Frame	Lead Department/Details
Transportation Initiatives			
Establishment of accessibility policies - transit	Develop and maintain policies about how the City will continue its commitment to accessible transportation by not creating new barriers, through meeting the requirements in the AODA. This includes: <ul style="list-style-type: none"> • The Integrated Accessibility Standards Regulation (IASR) specific to Transit • The Integrated Accessibility Standards Regulation (IASR) specific to Open Public Spaces • The Accessible Customer Service Regulation, and • The Accessible Built 	2013	Accessibility Coordinator and Transit Staff

	<p>Environment Standard when it becomes law</p> <p>Existing transit policies and standard operating procedures will be reviewed and revised for accessibility as required.</p>		
Information about accessible transit	<p>Ensure information about accessibility equipment and features of buses, routes and services is updated on a regular basis.</p> <p>Ensure updated information regarding transit accessibility and routes is on City of Barrie Website and detailed in Transit communications (i.e. Ride Guide). Ensure this information is made available in an accessible format upon request.</p>	<p>2012</p> <p>Compliant</p>	<p>Transit and Communications Staff</p>
Multi-year transit accessibility plan (specific requirements for both conventional and specialized transit providers)	<p>The transit accessibility plan will be updated every five years, and an annual status report on improvements made on the system will be done.</p> <p>Consultation and feedback regarding the Transit Plan and status reports will be sought by AAC members and any community members in attendance at AAC meetings.</p>	<p>2013</p>	<p>Accessibility Coordinator and Transit Staff through consultation with the City's Accessibility Advisory Committee</p>
Courtesy/Priority Seating	<p>The courtesy seating/priority seating policy will be revised and a communication plan will be prepared and delivered, along with the new revised priority seating decals.</p>	<p>2012</p> <p>Compliant</p>	<p>Transit</p>
Announcements on transit buses	<p>Pre-boarding and on-board announcements (visual and auditory) have been implemented on all buses.</p>	<p>2011 verbal;</p> <p>2017 electronic</p> <p>Compliant with 2011 and 2017</p>	<p>Transit</p>
Service disruptions	<p>Non-functioning accessibility equipment on buses will be repaired as soon as practicable.</p>	<p>2013</p> <p>Compliant</p>	<p>Transit with policy support from Accessibility Coordinator.</p> <p>If a service disruption occurs mid-route for conventional or specialized transit, the Transit Operator</p>

			<p>will immediately contact dispatch and an alternate bus will be sent to the bus location to transfer the passengers and continue the route. Or in the case of conventional transit, if the bus is near a transit stop, dispatch will be notified of the disruption and passengers will be encouraged to disembark and transfer to the next bus.</p> <p>If a service disruption occurs on specialized transit prior to a scheduled pick-up, transit dispatch will make every attempt to contact the passenger to advise them of the disruption and delay. Transit Dispatch can only contact individual BACTS riders that provide contact information that includes a cell or home phone number.</p>
Design, Redesign, Construction and Renovation of City Bus Stops and Shelters	<p>Conventional transportation service providers shall consult with the Accessibility Advisory Committee and members of the public about the design, construction, renovation or replacement of bus stops and shelters.</p>	<p>2013</p>	<p>Transit will meet with the City's Accessibility Advisory Committee yearly to discuss Transit issues and initiatives, including construction or replacement of bus stops and shelters within the City of Barrie. As all AAC meetings are open to the public, any feedback from community members present will also be considered.</p>
Technical requirements, including: <ul style="list-style-type: none"> • Grab bars • Floors and carpeted surfaces • Allocated mobility aid spaces • Stop-requests and emergency 	<p>Regulations made under O.Reg. 629 of the Revised Regulations of Ontario, 1990 Vehicles for the Transportation of Physically Disabled Passengers, made under the <i>Highway Traffic Act</i></p>	<p>2013</p> <p>Compliant</p>	<p>Per a 2011 compliance requirement, the City of Barrie transitioned transit vehicle contracts to ensure movement towards a fully accessible fleet. As a result our fleet is 100% accessible and is in full compliance of all requirements under Ontario Regulation 629.</p>

response controls <ul style="list-style-type: none"> • Lighting features • Lifting devices • Steps • Indicators and alarms 			
Signage	To ensure vehicle signage is consistently located, glare free, high contrast and visible at the passenger boarding point.	2013 Compliant	Transit
Fare parity	Where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that there is fare parity between conventional transportation services and specialized transportation services.	2013 Compliant	Transit – compliant 2011
Visitors	To ensure that specialized service providers allow visitors (who qualify for specialized transit service in their home jurisdiction) to travel on their service.	2013 Compliant	<p>Accessibility Coordinator to work with Transit staff to formalize process for 2013 compliance. Policy developed and will be included in Accessible Transit Policies.</p> <p>Information regarding eligibility requirements of visitors accessing BACTS services is available on the City's website at: www.barrie.ca</p>
Co-ordinated service	Requires specialized transit providers in adjacent municipalities within contiguous boundaries or urban areas, to facilitate connections between communities and respective services.	2013 N/A unless we enter into an agreement	<p>Transit</p> <p>As a single-tier municipality with few adjacent municipalities in contiguous urban areas, this does not currently apply to the City of Barrie.</p>
Hours of service	Ensure that the specialized transit services have, at a minimum, the same hours and days of service as the conventional transit services.	2013 Compliant	Transit
Service delays (specialized transit)	Ensure that service delays to specialized transit are reported to customers and resolved as soon as practicable.	2013 Compliant	Transit
Consultation with Accessibility	Ensure that the City of Barrie Accessibility Advisory Committee is	2013	Accessibility Advisory Committee, Accessibility

Advisory Committee (AAC)	consulted about accessibility issues with Transit services and advised of progress to remove barriers to Transit.	Compliant	Coordinator, Transit. Transit staff meets with the AAC at a minimum, once a year to discuss Transit issues and initiatives within the City of Barrie. Staff will consult with the AAC more than once a year as necessary to ensure accessibility goals are achieved. As all AAC meetings are open to the public, any feedback from community members present while Transit staff is consulting the AAC, will also be considered.
Accessibility Training	Ensure that the Barrie Transit Operators and front-line staff have updated training on the AODA's Integrated Accessibility Standards Regulation pertaining to Transit and the Ontario Human Rights Code pertaining to persons' with disabilities.	2014 Partially compliant	Transit, Accessibility Coordinator, Transit Contractor
Fares Support Persons (attendants)	Ensure that persons with disabilities, who are medically required to travel with a support person or attendant, are not charged a transit fare.	2014 Compliant	Transit staff, with feedback from the Accessibility Coordinator, facilitated the development of an Attendant Support Card application and process in 2012.
Eligibility application process (specialized transit)	Ensure process is in place to determine eligibility for specialized service within fourteen (14) days of receipt of application.	2014 Partially compliant	Transit
Emergency or compassionate grounds	To develop a procedure relating to the provision of temporary access to the service on compassionate grounds (prior to eligibility assessment).	2014 Compliant	Transit – City of Barrie has a long history of providing specialized transit services based on emergency or compassionate grounds.
Booking	Ensure that specialized service providers provide same day service to the extent it is available. Ensure that where same day service is not available, booking requests be accepted up to three (3) hours prior to the end of service the day prior to the intended day of travel.	2014	Transit, Transit contractor
Trip Restrictions	Ensure that specialized transit service providers do not limit the availability of service through restricting trip requests and/or implementing any policy that	2014	Transit, Transit Contractor

	unreasonably limits service availability.		
Categories of eligibility	Requires three (3) categories of eligibility criteria for specialized transit services.	2017 Partially compliant	Transit staff to formalize current process as soon as practicable. Information regarding eligibility criteria requirements for accessing BACTS services is available on the City's website at: www.barrie.ca
Fare parity	To ensure that all fare media options for conventional service in a jurisdiction be available on specialized service.	2017 Partially Compliant	Transit
Hours of Service	Ensure that the hours of service for specialized transit are consistent with those for conventional transit service.	2017	Accessibility Coordinator will work with Transit staff to ensure compliance is achieved.

Section 7: Conclusion and Next Steps

The City of Barrie has made great strides in achieving its goal of fully accessible transit for all City of Barrie residents and we are committed to continue to make improvements as we work towards this goal.

This City of Barrie Transit Multi-year Accessibility Plan provides an update on activities that have been undertaken to improve the accessibility to all of its services and facilities. This plan also summarizes the results, to date of the extensive planning and implementation activities the City of Barrie Transit department and the City's contracted service provider, will undertake to make the system more accessible in the future.

7.1 Get Involved

The next five years will be an exciting time for improvements to the accessibility of the City's Transit network, where more and more improvements will be introduced to make it even easier to get around the City.

As we make these improvements, and seek the solutions to some of the problems that persons with disabilities living in or visiting Barrie continue to face, we want you to help us. We have already received some great feedback from the community to help us develop this document. Now, we want to hear from the community about its experiences and ideas for how we can further enhance the accessibility of Barrie's Transit Network beyond 2018.

Feedback provided to staff about our Transit services will be summarized and documented in an annual update that will be provided to the City's Accessibility

Advisory Committee and posted on the City's website. This feedback will inform future improvements and initiatives of both our conventional and specialized transit service.

Please contact our Transit Coordinator, Julie MacDonald, by e-mailing her at: JMacDonald@barrie.ca or call: (705) 739-4220 Ext. 4497.

7.2 For More Information

For more information please visit the City of Barrie website at: <http://www.barrie.ca>