



**MINISTRY OF  
TRANSPORTATION**

**2012-2013**

**Annual Accessibility Plan**

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# Introduction

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

The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is Ontario's roadmap to become accessible by 2025. It includes accessibility standards in:

- Customer service
- Information and communications
- Employment
- Transportation
- Built environment

This year, the accessibility plans must also address the [Integrated Accessibility Regulation \(IASR\)](#) under the AODA enacted June 2011. The IASR required the OPS to develop a multi-year accessibility plan to prevent and remove barriers for persons with disabilities. It published the [OPS Multi-year Accessibility Plan](#) on January 1, 2012. This included a statement of commitment for the OPS to demonstrate leadership for accessibility:

- The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

Building on the OPS Statement of Commitment, the OPS multi-year plan, and the Ministry's 2011-2012 former Accessibility plan, the new 2012-13 accessibility plan will continue moving the Ministry of Transportation (MTO) and the OPS to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

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

To view every ministry's Accessibility Plans, visit [Ontario.ca](#).

# Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2011-12

The Government of Ontario is working to be the most accessible province by 2025.

Since 2001, the OPS has prepared an annual accessibility plan, which has been made available to the public through the Government of Ontario's website.

During the last ten years, MTO has been a leader in accessibility. Some of its memorable achievements were:

- MTO has groups of leaders throughout the organization to guide and oversee the implementation of the accessibility standards.
  - **The Senior Management Team** is committed to having an inclusive organization and this is reflected by commitments to diversity and inclusion in their performance contracts.
  - **The MTO Accessibility Unit** of the Strategic Human Resources Branch was established in 2008 and is staffed with two dedicated employees. The unit coordinates accessibility requirements for the ministry.
  - **The Accessibility Leadership Team** was established in 2003 and is composed of divisional representatives who are knowledgeable and committed to advancing the accessibility agenda and responsive to issues brought forward. They provide support to their respective program areas in meeting accessibility-related legislative requirements.
  - **The MTO Diversity Unit** of the Strategic Human Resources Branch was established in 2010. The unit is responsible for developing and coordinating the implementation of a MTO Diversity Action Plan and is supported by a team of volunteers, the Diversity Action Team.
  - **Policy and Planning Division** is the ministry lead on transportation-related accessibility standards and provides leadership to transportation service providers administered under MTO.
  - The MTO Accessibility Unit established **partnerships with program areas** that have responsibilities for managing procurement, website development and content, communications, emergency management and employment. These program areas have been very responsive and are taking a lead role in

providing accessibility advice and guidance to their clients as it pertains to their respective areas of responsibility.

- The Government of Ontario remains committed to helping municipalities improve their transit systems so that they have a more accessible, affordable, convenient and safe mode of travel.
  - Since 2003, the Government of Ontario invested more than \$13.4 billion in public transit in Ontario. Through numerous funding programs, MTO is working with municipalities to increase the percentage of municipal transit bus fleets that are accessible to persons with disabilities and aims to increase the percentage of fully accessible municipal buses from 38.6% in 2003 to 96% by the end of 2012.
- In 2006, MTO introduced program improvements to the Disabled Person Parking Permit, now called the Accessible Parking Permit.
  - More than 50 stakeholders were involved in the review process including organizations that represent people with disabilities.
  - Processing time for applications was cut in half and permits were made more secure and tamper-resistant to guard against fraud and misuse.
  - As a result of feedback received from a member of the public, a new traveller permit was created to enable travellers with disabilities to park in designated Ontario airport parking spaces and take their regular permit with them for use in other areas.
  - Registered nurses can now certify applications, benefiting people living in remote locations.
- In 2010, the Universal Access Centre was launched. The Centre was constructed, in partnership with stakeholders, at the St. Catharines location. It was configured and designed by a reputable architect who specializes in universal design, for use by employees, the public and stakeholders. It includes a meeting room, a waiting area and a testing room equipped with different types of assistive devices and technology. Many features of the Centre have been reproduced in other areas as the 'blue print' has been made widely available to other program areas and line ministries.
- In 2011, a new Ontario photo identification card was introduced to make it easier for people who do not have a driver's licence to open a bank account, and perform any other activities that require official identification. Ontarians with disabilities, seniors and other advocacy groups provided input on the design and availability of the card.

The Canadian National Institute for the Blind applauded the Government of Ontario for introducing the much-needed photo identification card. This card benefits many citizens who do not drive, including nearly 380,000 people who are blind or partially sighted. To date, over 78,000 Ontario photo identification cards have been issued.

- To date, 16 of the new [ONroute](#) highway service centres have been built and re-opened. In all, 20 of Ontario's 23 service centres are [scheduled](#) to be redesigned to include modern amenities, fuel and restaurant services, enhanced tourism information and upgraded, accessible comfort facilities. Ontario's Highway Service Centres are being redeveloped to include consistent design and accessibility features that go above and beyond the Ontario Building Code requirements. They include, but are not limited to:
  - Accessible doors 965 mm wide (the Building Code's minimum door width is 900 mm)
  - Corridors 1,370 mm wide (the Building Code's minimum egress width is 1,100 mm)
  - Clear turning radii 2,000 mm (as opposed to 1,500 mm)
  - Adjustable adult change tables and emergency call switches in the family washrooms
  - Signage and wayfinding that includes raised letters using a sans serif font and Braille as necessary
  - An accessible public telephone with teletypewriter (TTY) features



# Reporting on 2011-2012 AODA obligations

In 2011-12, the government continued to comply with the [Accessibility Standards for Customer Service regulation](#) and met the first set of requirements under the IASR. As well, it had begun activities to meet future compliance of some of the requirements of the IASR in the areas of employment, information and communications and transportation and procurement. The government continues to implement initiatives to enhance accessibility in other areas such as the built environment.

The following section is an account of the accessibility initiatives demonstrating MTO's continued leadership and commitment to the accessibility agenda:

- In June 2012, MTO senior executives confirmed that the ministry was in compliance with current accessibility standards as part of an internal OPS controllership process, the Certificate of Assurance. No exception reports were filed for this ministry. The results of this process informed the OPS AODA Accessibility Compliance Report filed with the regulator during the fall of 2012.

## Customer Service

### Training

- The mandatory accessible customer service training is no longer limited to employees who fall within the scope of the Customer Service regulation as it was extended to all staff including students (summer, co-op and interns). This training was also provided to security guards working in various locations where MTO is the main tenant.
  - Approximately 56 students participated in a group session delivered on May 31, 2012 via webcast. For those students who could not attend the webcast, they completed the training through other means.
  - Existing and new security guards in Downsview, St. Catharines and London received accessible customer service training.
- MTO continues to improve and follow the process that was implemented in 2009 to ensure that records are current, accurate and easily retrievable.
  - Monthly reports of newly hired employees are generated and distributed to divisional representatives for action.

- Additionally, processes at the divisional level were strengthened to facilitate regular monitoring of the training requirements of new employees.
- The orientation information for new employees, which is made available on the MTO intranet, was updated to reflect that training was now mandatory for all. Additionally, regional measures were implemented to strengthen the corporate process:
  - As part of the orientation/on-boarding in Northwestern Region, all new staff receive an orientation package, including Equal Opportunity Operating Policy and Workplace Discrimination Harassment Prevention policies and mandatory accessible customer service training. A face-to-face orientation/on-boarding session with all new employees is conducted to review the content of the orientation binder. Staff are required to sign-off they have read and understood the binder.
  - In Central Region, customer service accessibility training is incorporated into orientation for new staff. All staff must complete this training.
  - In St. Catharines, an all-day orientation session was organized for new students. The MTO Accessibility Unit delivered a presentation and introduced various accessibility topics, which captured their interest. It generated several requests to receive supplementary information specifically on preparing accessible information and communications products.
- As of December 2012, over 3,000 MTO employees completed the accessible customer service training.
- Supplementary training sessions in support of accessible customer service were delivered to various groups across the organization.
  - Training was provided to staff involved in the development/editing of e-Learning modules as it relates to interacting and communicating with persons with various types of disabilities under the Accessible Customer Service regulation.
  - Numerous demonstrations of the Universal Access Centre's assistive technology were provided to staff, which increased their understanding of communication barriers faced by persons with disabilities. By better understanding the reality of accessibility barriers faced by people with disabilities, they are now better equipped to develop products that support better interaction with people of different abilities.
  - Several sessions were delivered to staff and service providers on the application of the OPS Inclusion Lens, which is an online tool that helps staff



incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility.

- An in-house learning management system was created to track all learning and training activities not captured under the corporate system.

## **Temporary Service Disruption**

MTO continues to work with building management to address their obligations as described in the Service Disruption Protocols by posting signs to advise the public where alternate service may be obtained, while repairs to existing service locations are completed.

## **Customer Feedback**

MTO considers feedback from both internal and external customers. Feedback and comments received are not limited to the accessibility of our customer service. It includes a variety of accessibility-related areas. This feedback helps improve a wide range of accessibility priority areas.

- Feedback is received through various channels including online, phone, face-to-face, during presentations and training events, e-mail messages and so on.
- A feedback management system was developed to track activities and generate reports. This information system also helps monitor the progress on outstanding issues and facilitates consistent approaches and solutions across the organization.

The following provides a sample of feedback received during the past year and actions MTO took to address these comments.

- An external vendor provided feedback on the accessibility of boardroom booking procedures and documents given to facilitators. As a result, the Facilitator's Responsibility Guide and emergency evacuation procedures were modified. The guide was re-formatted and the Evacuation Assistance Form in the Emergency Management and Response document now provides personal choice during an emergency evacuation. The boardroom signage was also changed and can be read by occupants who have a visual disability. This experience was shared with regional colleagues. Similar plans to improve the facilitator's guideline and emergency procedures are being explored.

- A participant at a senior driver program session provided feedback on how to better accommodate participants with hearing disabilities. Suggestions were shared with the facilitator and implemented.
- Feedback received from a user of the Universal Access Centre resulted in the posting of signs requesting users to refrain from wearing perfume or cologne when using the facility. Automated booking confirmation includes information about the facility being a low-scent environment. In meeting invitations, organizers are encouraged to include a note to participants about refraining from wearing perfume or cologne. Following consultation and advice provided by a member of the former OPS Disability Network, an air purifier was installed in the meeting room.
- Members of the MTO Accessibility Leadership Team sought feedback from program areas within their divisions and report that they would greatly benefit from receiving sample procurement language pertaining to their respective procurement activities. Additionally, they requested that existing tools be modified / simplified to better meet their needs. The Accessibility Unit in collaboration with divisional Team representatives met with each division to determine procurement activities specific to their business. Sample language will be developed and examples will be provided to assist with meeting IASR procurement-related activities. Existing tools will be modified and made readily available to staff involved with procurement activities. Products and services that may not require the incorporation of accessibility criteria and features are being assessed and will be identified. The procurement community of practice staff are satisfied with the proposed improvement plan and will be better positioned to meet their obligations under the IASR.
- Positive feedback was received from various visitors who toured the Universal Access Centre. Some commented about how impressed they were about the equipment and assistive devices that the facility offered. Visitors from another ministry took pictures and notes that were used to implement similar features in a facility that was being designed. Other visitors gained ideas for improvement to their areas of business.
- Given that the OPS is receptive to receiving feedback and strives to constantly improve accessibility for both its internal and external customers, the MTO Accessibility Unit regularly provides feedback on processes, guidelines and products that are managed corporately.
- MTO received over 120 comments / feedback from internal and external customers on a variety of accessibility-related topics. Feedback is being tracked and progress is monitored on improvements being made as a result of the feedback.

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

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

Additionally, we flag barriers and provide recommendations for improvement on corporate policies, procedures and practices. The following accomplishments have been achieved during this reporting period:

- In Eastern Region, the emergency evacuation procedures were modified and now provide personal choice during an emergency evacuation. This experience was shared with regional colleagues and similar plans to improve facilitator's guideline and emergency procedures are being explored.
- The Minister and Deputy Ministers correspondence templates were revised and are now accessible. The new templates were posted and communicated to all staff who deal with Minister and Deputy Minister's correspondence. This best practice was adopted by various program areas:
  - The Finance Branch memo and letter templates were updated to be formatted for accessibility. Additionally, resources and tips on how to create accessible documents are readily available to staff.
  - In the Emergency Management and Planning Office, a staff member was trained on preparing accessible documents and provides leadership to office staff on accessible formatting requirements. An in-house checklist was developed and is being used as a quality assurance tool. An information package was circulated to staff in the office to support quality and consistency in applying accessibility formatting to their products.
- A best practice growing across the organization is for the accessibility 'voice' to be present at various tables. Many committee meetings and general staff meetings have at least one participant who will ask about accessibility as it pertains to the topic being discussed. It accomplishes a few things aside from ensuring accessibility is being considered as part of doing regular business, for example:
  - Participants are becoming more knowledgeable about various accessibility-related issues
  - Individual and team accountability is strengthened
  - Participants are provided an opportunity to ask questions
  - It provides a point of contact where participants can go to for advice and
  - They may in turn raise the questions at other meetings

- Offering accommodation to ensure full participation at various events is becoming more and more common across the organization.
  - A number of training invitation notices offered accommodation to participants.
  - Invitations to meetings, information sessions and other like-events included an active accommodation offer.
  - Public Information Centre open house sessions allow members of the public to review display material and discuss the information with project team members. Public information notices posted in newspapers inviting the general public to attend the Information Centres often include an active offer to participants to request accommodation.
  
- MTO built on last year's accomplishment and further strengthened the Results-based Planning process this year. The program area responsible for coordinating this process provided clear expectations and direction to divisional leads and senior executives with respect to addressing barriers to accessibility and diversity by applying the OPS Inclusion Lens during the development of new proposals. Where potential accessibility / diversity barriers were identified, a risk assessment including a mitigation strategy was prepared.
- Work is underway to develop a set of templates for Ontario Government Notices used to advertise Class Environmental Assessment projects in newspapers. MTO's Environmental Assessment process requires public notification for at least the start of a project and completion of the project.
- Third party service providers' bulletins and memoranda are reviewed for diversity, inclusion and accessibility implications.
- The Ontario's Highway Service Centres Redevelopment public internet website (in both official languages) was updated to include information about full-serve fuelling availability and after hour fuelling assistance availability. The service provider was requested to update the same information on their [ONroute public Internet website](#).
- Through a well established network, the MTO Accessibility Unit finds and/or receives interesting informative resources from various organizations around the world. Pertinent new resources and tools are regularly distributed and shared with various individuals and groups as it relates to their area of expertise. It helps shape new ideas for service and products.
- A generic IASR presentation was developed and shared with the Accessibility Leadership Team members to deliver within their respective divisions, thus supporting a consistent message and approach throughout the organization.
- Policy and Planning Division participates in external and internal events and trade shows. The design and layout of the booth provides adequate physical and visual

accessibility and organizers are working towards providing alternative methods of information delivery in the future by adding audio to our visual presentations.

- In addition to the achievements listed above, various procedures and practices in support of a better customer experience are described in other sections of this document.

## **Integrated Accessibility Standards Regulation**

The IASR under the AODA came into effect in June 2011 and the OPS was the first obligated organization to comply with the initial set of standards as of January 1, 2012.

The IASR includes accessibility standards in the areas of information and communications, employment and transportation. The IASR also contains some general accessibility requirements addressing accessibility in procurement and the development of a multi-year accessibility plan.

As a first step, direction regarding implementation was regularly and widely communicated. Corporate communications and resources received from enterprise leads on the various requirements were further distributed to staff and / or targeted audiences (e.g. procurement community of practice, webmasters, etc.):

- Human Resources Newsletter is distributed to all staff and profiled many articles on accessibility-related topics, including IASR obligations and links to resource materials and contacts. Some of the subjects featured include:
  - MTO Diversity Mentoring Program
  - Workplace Emergency Response Plans for Employees with Disabilities
  - Diversity and Accessibility key learning opportunities for consideration in employee business performance and learning plans
  - Scented products in the workplace and health impact it has on some individuals
  - Accessibility at Source campaign which is a corporate initiative that provides information about how to integrate accessibility into work practices
  - Employee wellness learning events
  - IASR training requirements
- MTO Intranet home page showcased information on IASR requirements and other accessibility-related initiatives.
- Numerous presentations were delivered at meetings and committees.

- The MTO Accessibility intranet page was updated to include relevant resources to staff on how to implement requirements.
- The Accessibility Team members actively promoted current requirements, delivered presentations and distributed resources within their division.
- Senior management communicated new accessibility requirements and provided direction and resources supporting compliance on a number of occasions.
- The Certificate of Assurance package (briefing note and presentation) distributed to participants in the assurance process provided detailed information and instructions about compliance requirements.

As a result, MTO staff are now aware and more familiar with current IASR requirements and their respective roles in meeting their obligations. Staff directly impacted by the new requirements can seek further assistance and guidance from appropriate OPS and MTO offices. As a result of these discussions, various ideas and recommendations to create, improve and / or customize existing tools were advanced. The MTO Accessibility Unit in collaboration with Accessibility Team representatives, enterprise leads and affected program areas have and continue to build a solid support system that facilitates accessibility solutions.

## **Procurement**

When procuring or acquiring goods, services or facilities, MTO is committed to incorporating accessibility criteria and features into its procurement process. When it is not practicable to include accessibility criteria and features into its procurement activities, an explanation is provided. The following provides a summary of activities over the past year supporting accessibility in procurement:

- Corporate communications outlining new procurement requirements were widely distributed across the organization through various channels.
- The Accessibility Unit provided an overview of the IASR legislation and impacts on ministry procurement to divisional procurement coordinators in the MTO Procurement and Costing Office.
- The Procurement Office and the MTO Accessibility Unit partnered and joined efforts in supporting the organization meeting its accessibility in procurement obligations. Jointly, Accessibility Unit and Procurement have provided guidance, support and training to develop program and regional capacity on accessibility. To date, three training sessions have been provided to over 100 ministry managers, coordinators and staff who have a procurement role within their divisions. Additional training sessions are available upon request.

- Procurement and Costing Office has provided links to procurement-related accessibility resources on the MTO Procurement Services intranet site and updated their training materials and resources to reflect current legal requirements.
- Divisional procurement coordinators responsible for providing support to divisions on procurement activities advise staff about their obligations and supply appropriate language as required.
- Procurement and Costing Office introduced a new quarterly reporting strategy to track all procurements over \$5,000. Program areas are now required to submit a director-approved quarterly procurement report to the Procurement Office indicating, among other things, if accessibility requirements were addressed. The report is shared with the Accessibility Unit for purposes of quality assurance and spot audits to ensure compliance. The findings will help the Unit determine areas for improvement. The initial report was issued to program areas for completion in July 2012.
- The Accessibility Unit has been working collaboratively with the Procurement and Costing Office / Information & Information Technology (I&IT) Labour and Transportation Cluster procurement offices and program areas to incorporate accessibility best practices into the procurement process, including but not limited to customizing corporate tools to meet MTO's business environment, addressing knowledge gaps during the evaluation process, addressing exceptions where it is clear that no accessibility considerations are required, and developing a Question & Answer document.
- In some instances, MTO went above and beyond current accessibility requirements by including accessibility criteria and features that are not yet required by law. For example, the Request for Proposals for the renewal of the Driver Examination Centre contract included comprehensive wording describing accessibility expectations in the areas of built environment, customer service as well as a provision asking the successful service provider to provide assurance that accessibility requirements have been met.
- As required, a team with accessibility expertise is available to provide assistance with certain procurement activities that are complicated and that will affect a large number of people.
- MTO advice is solicited by other line ministries to provide proposed language into their procurement documentation. Additionally, in collaboration with the OPS Diversity Office and Supply Chain Management, MTO is currently exploring the development of a corporate Vendor of Record that will pre-qualify vendors to provide accessibility services.

## Information and Communications

MTO is committed to providing the same quality and service of information and communications to all Ontarians.

### **Developing capacity (training / awareness / knowledge transfer):**

During the past number of years, MTO has invested considerable time and effort on delivering customized training sessions and developing tools supporting accessible information and communications. As a result, there is an increasing level of awareness and skilled employees across the organization. MTO continues to build knowledge and develop tools to support staff with producing accessible information and communications products. The following achievements demonstrate MTO's progress made this year in this field:

- Several customized training sessions and workshops on how to create accessible information and communications products were delivered to staff. For example:
  - Eighteen staff members involved in the development of e-learning modules completed a training session in January 2012. This training session was on how to use the e-learning program / platform to develop training modules and accessibility was included as a part of the curriculum.
  - Training was delivered on how to create accessible documents to Strategic Human Resources Branch staff and members of the MTO's Diversity Action Team.
  - A refresher training session on how to create accessible documents was delivered to Corporate Services Division administrative staff.
  - An all-day workshop was held to provide and discuss in-depth implications of the web accessibility requirements of Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Participants included divisional intranet coordinators, Accessibility Unit staff, Communications Branch staff and Information Technology (IT) staff.
- Resource materials such as training modules, webinars, reference documents, guidelines, how-to manuals that are available on a central website were promoted and distributed.
- Instructions on how to convert e-mail to an accessible format were included in a division-wide rollout of e-mail improvement training. A correspondence guide that includes some information on accessibility was shared throughout the ministry and made available to staff.



- Staff in the Correspondence & Editorial Services Office is fully knowledgeable about accessibility of information and communications. Staff involved in ministry-wide correspondence activities were made aware of accessibility requirements.
- The Fleet, Accommodations and Customer Services Branch continues to review and revise branch templates to ensure accessibility of printed and web forms.
- The Gas Tax Program funding forms were revised and are now accessible and were rolled out this year.
- The Finance Branch memo and letter templates were reviewed for accessibility and are kept on a shared site. On this site, tips on how to create accessible documents can also be found.
- The Strategic Human Resources Branch ensures that both its print and electronic documents are accessible and accessibility testing / assessment is an integral part of the development process.
- As part of improving on the alternate format process, a statement stating this organization's commitment to being inclusive which includes an active offer to provide alternate format upon request was developed. We are planning to expand on the application of this best practice.
- MTO is currently developing an Accessibility Wizard tool that will be hosted on the intranet to assist MTO staff to conform with WCAG 2.0 Level AA (with the exception of (live) captions and (pre-recorded) audio descriptions) as it relates to their function.
- The Labour and Transportation Cluster developed a Communications Toolkit that outlines accessibility requirements in planning / preparing communication products.

## **Quality assurance / testing**

- The number of inquiries related to assessing accessibility of information and communication products have increased significantly this year.
- Evaluation processes have been developed in some program areas as well as centrally, through the MTO Accessibility Unit.
- The web-based assessment methodology developed by the OPS I&IT Accessibility Centre of Excellence was distributed and posted on the MTO Accessibility intranet.
- The HiCompliance Sheriff automated assessment tool was promoted with staff responsible for website design and those who develop and post web content.
- In some program areas, a lead was identified to oversee accessible document requirements. Checklists and resources about how to develop accessible information and communications were made readily available to staff.
- The Universal Testing Room is equipped with assistive technology that is used to evaluate the accessibility of information and communications products. In some cases, document authors are provided with an orientation to the Universal Access

Centre assistive devices that are used as part of the assessment process. They are also educated about the benefit of considering accessibility in the early developmental stages. Information materials and resources about preparing accessible products are shared with them and their team. Training is also offered.

- The MTO Accessibility Unit invested time and effort in developing and enhancing its technical knowledge in this field to better serve program areas and ministry staff.
- Numerous documents and communication products were submitted to the Unit for an accessibility evaluation during this reporting period. Following the initial in-house testing and repairing, products were forwarded to the OPS I&IT Accessibility Centre of Excellence for a final evaluation prior to being released. Here are a few examples of accessible documents that were evaluated and produced:
  - Collaborated with the Road User Safety Division and Serco Des Inc. (third party service provider for driver examination) in the development of an accessible flyer for senior drivers wanting to renew their driver's licences.
  - The new MTO Delegation of Authority and Risk Assessment form was posted on behalf of the Controllorship Office, Finance Branch, on the OPS forms repository on May 23, 2012. MTO is "among the first" to have an accessible form in the repository.
  - Financial Planning and Strategies Office has confirmed that the online 2012-13 Estimates Briefing Book meets WCAG 2.0 Level AA.
  - An instruction guide that was developed for managers and employees on completing performance plans was created in an accessible format.
- A benefit seen this year as a result of the assessment process was the evaluation of certain software and applications currently being used to produce information and communication products such as:
  - Publishing software that supports the creation of professional print-ready and accessible electronic document (publication, newsletters, etc.)
  - Web surveys
  - E-learning modules
  - Web audio and video conferencing
  - Closed captioning for videos
- These software / applications were evaluated for accessibility and the results were shared with users who in turn were able to make an informed decision about software / applications selection.

## **Communications:**

- In St. Catharines, a pager system designed to notify persons with a hearing disability of an emergency evacuation was implemented.
- In Downsview, a self-identification/buddy system is in effect to aid people with hearing disabilities during emergency evacuations.
- MTO produced and posted sixteen closed-captioned videos on its intranet. Positive feedback has been received following the release of these videos.
- The Road Safety Marketing Office integrated information and communications accessibility considerations in their projects. The Marketing Office applied the OPS Inclusion Lens in the development of two major public-facing resources:
  - Graduated Licensing System video series entitled “Getting Your Ontario Driver’s Licence”
  - Child car seat installation videos
- The MTO Accessibility intranet site was refreshed. Information regarding current and future requirements, tools and resources are now easier to find. The upgrades were completed in the fall of 2012. Usage and usefulness of content will be monitored to inform continuous improvement.
- An inventory of publications was compiled. A plan is currently being developed to evaluate the accessibility of these publications. Additionally, as part of this evaluation, we will identify authors, audiences, assess publishing tools used and determine training requirement as appropriate.

## **Emergency and Public Safety Information**

- In addition to the documents that fall under the IASR emergency and public safety information obligations, a number of internal emergency-related documents were reviewed for accessibility.
- Accessible formatting and accessibility considerations in evacuation planning were incorporated into the Continuity of Operations Plan, Ministry Emergency Response Plan and MTO Nuclear Emergency Response Plan.
- All emergency response and Continuity of Operation Plans that the public has legislative access to, are available in an accessible format upon request.
- MTO improved the accessibility of the Evacuation Posters format and circulated to MTO Site Leads for their adoption at all OPS sites where MTO is the lead. The Emergency Management and Planning Office provided one-on-one help to MTO site leaders across the province in adapting these to their specific locations.

- The internal Emergency Management and Planning Office collaborative sites were refreshed and followed the best practice guidelines (sites include Continuity of Operations Plan, Critical Infrastructure Program, Corporate Services Division site, and Emergency Management Planning).

## **New websites (Internet, intranet and web-based business applications)**

MTO made or has included as part of their plan for any new websites to conform with WCAG 2.0 Level AA with the exception of (live) captions and (pre-recorded) audio descriptions.

- Regular membership on the MTO Web Coordinators Committee and the Corporate Services Division Web Committee includes a staff member from the MTO Accessibility Unit. As a result, accessibility requirements, challenges and solutions are being discussed at these forums and included under any web-related initiatives.
- Some senior managers, directors and staff from the Labour and Transportation Cluster attended an I&IT Town Hall event which had OPS and industry experts presenting on accessibility. The information delivered at this meeting greatly increased the Cluster's awareness and commitment towards supporting the accessibility agenda.
- The I&IT architecture organization hosted an information session during the summer of 2012 on the IT Accessibility Handbook with representatives from the IT Accessibility Centre of Excellence who presented the material on the uses of the handbook. The audience consisted of 20 professionals across the Cluster. Included in this number were two developers, two I&IT managers, one security specialist, one Accessibility Unit Lead, five architects and nine project management personnel.
- A Labour and Transportation Cluster Project Managers forum was held on April 16, 2012. Of the 37 attendees and presenters, 16 project managers and eight architects were in attendance. Among the agenda items for this forum, accessibility standards were discussed and how these requirements would impact the Unified Project Methodology and the roles that would be impacted within the cluster as a result of these accessibility standards and requirements.
- Project Management Office and the Architecture group are actively promoting and incorporating accessibility considerations throughout the Project Methodology and System Development Life Cycle with requirements built into the "gating" and "checkpoint" reviews where appropriate.

- Two business applications went into production and meet the WCAG 2.0 Level AA (with the exception of (live) captions and (pre-recorded) audio descriptions) accessibility requirements.
- Documents of five Cluster Projects had undergone a review performed by the Accessibility Centre of Excellence for accessibility in regards to the IASR. The results of the review were shared with project leads and, where appropriate, recommendations were implemented.

## **Employment**

### **Individual Workplace Emergency Response Information**

Managers are aware of the requirement to provide individualized workplace emergency response information to persons with disabilities. This requirement was communicated on various occasions in different ways:

- Managers completed a mandatory e-learning module that included a section on the new IASR requirement. In order to aid with site evacuations for persons with disabilities, MTO developed an MTO Emergency Evacuation Assistance Request Form and incorporated it into the Emergency Management Training Module for Managers, the draft Emergency Management Training module for all staff as well as in the MTO Continuity of Operations Plan.
- Individualized workplace emergency response information for person with disabilities was profiled in an article in the Human Resources Newsletter distributed to all staff and managers.
- This requirement was defined as part of the Certificate of Assurance corporate controllership process, which was signed by all senior executives.

### **Employment accommodation**

MTO is very responsive to addressing employment accommodation requests and supports employees' full participation in all aspects of work activities. Here are a few examples demonstrating MTO's commitment to removing barriers through the employment accommodation process:

- Some fleet vehicles were retrofitted to accommodate employees of shorter stature. Hand control vehicles are available upon request.

- Communication Access Real time Translation (CART) services were retained for an employee who is hard of hearing. The employee is very satisfied and able to participate fully in the various meetings through teleconference and/or face-to-face meetings. The employee also receives written transcripts of the meetings which are shared with all attendees.
- Webcast training for two staff members who are hard of hearing was facilitated through CART services.
- It is becoming more and more common for meeting and event organizers to offer accommodation as part of their invitation.
- The Universal Testing Room is available to employees to sample assistive devices and technologies. This service assisted a number of employees in selecting appropriate devices that suit their need.

## **Recruitment**

- Application of the OPS Inclusion Lens to the recruitment process is recommended and the use of this tool was profiled in the Human Resources Newsletter provided to all managers.
- It was reported by numerous program areas that their recruitment activities are barrier-free.
- The Universal Access Centre is being used regularly during the interview and testing process and supports applicants with various disabilities.
- Developmental opportunities for staff with a disability are provided under the Diversity Action Team mandate, the MTO's Diversity and general mentorship programs.
- A recruitment e-learning module currently under development addresses integrated IASR standards (collaborative effort between MTO and Ministry of Government Services).
- A strong, engaged, and inclusive workforce is one of MTO's five strategies under the Human Resources Capital Plan.
- The 2012 Diversity Action Plan outlines a number of commitments supporting inclusive recruitment.

## **Transportation**

The Government of Ontario remains committed to helping municipalities improve their transit systems so that they are a more accessible, affordable, convenient and a safer mode of travel. Since 2003, the Government of Ontario invested more than \$13.4 billion in public transit in Ontario. Through numerous funding programs, MTO is working with

municipalities to increase the percentage of municipal transit bus fleets that are accessible to persons with disabilities.

## **Funding programs**

From 2003 to 2009, the Province has invested \$458 million to support the municipal procurement of more than 2,700 transit buses through the Ontario Bus Replacement Program and predecessor programs.

In 2004, the Gas Tax Program for municipal transit was launched. Since 2004, \$2 billion has been committed to Ontario municipalities to help grow and enhance public transit across the Province. For the 2011-2012 Gas Tax program year, 95 Ontario transit systems serving 126 municipalities will share \$321 million in provincial funding.

It is a condition of these previous funding programs and the Gas Tax program that all vehicles purchased with provincial funding must be fully accessible. By linking these provincial funding programs with the purchase of fully accessible vehicles, the bus replacement programs and the Gas Tax program played a key role in increasing the percentage of fully accessible municipal conventional transit buses in Ontario from 38.6% in 2003 to 93.4% in 2010.

In 2008, MTO worked with municipal transit services in Ontario and initiated the development of a joint procurement process for the annual purchase of municipal transit buses. In early 2011, through Metrolinx, a request for 12-metre transit buses on behalf of various Ontario municipalities was issued. This request used the draft transportation standards developed under the AODA to describe the technical requirements of the vehicles. All vehicles purchased under this program were compliant with a draft of the AODA's transportation standards months before they were enacted. It is expected that 280 accessible 12-meter buses will be procured through this process from 2011 to 2013.

By combining these funding investments and procurements tools, the Province, working with its municipal partners aims to increase the percentage of fully accessible municipal buses from 84.6% in 2009 to 96% by the end of 2012.

## **Enforcement**

Through the inspection and enforcement of commercial motor vehicles, MTO's enforcement officers play an essential role in ensuring that Ontario's roads remain among the safest in the world. Ontario Regulation 629, Accessible Vehicles under the

Highway Traffic Act, provides technical vehicle standards for accessible vehicles operating in Ontario. MTO's enforcement officers ensure that accessible buses and accessible school purpose vehicles comply with Regulation 629 through roadside and terminal inspections as part of the Provincial Bus Inspection Program.

## **Government Agencies and Crown Corporations**

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

## **Communications**

- The Transit-Supportive Guidelines 2012 provides assistance to urban planners, transit planners and others in creating and transforming communities that are supportive of transit and to increase transit ridership in Ontario. The guidelines have been made available online as well as distributed to municipalities and municipal transit systems across the province.
  - The online guidelines were formatted to conform with WCAG 2.0 Level AA, as well as made available in print form in both the English and French languages.
  - The guidelines also contain a section on Universal Design for Accessibility that provides strategies and actions municipalities and transit agencies can take to improve accessibility to transit facilities, vehicles and services and that are consistent with the Transportation Standards.

## **Ferry services**

- The elevator on the MV Jiimaan ferry was replaced in the spring of 2012 with an enhanced elevator specially built for the marine environment and better able to transport people using a wheelchair.
- The MV Jiimaan enhanced signage for customers with a hearing disability so when the alarm goes off, there will be visual indicators as well.



## **Built Environment**

The Fleet, Accommodations and Customer Service Branch and the Provincial Highway Management Division worked diligently with service providers, Infrastructure Ontario and building management to remove and prevent built environment barriers.

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

- The Truck Inspection Station on the south side of Highway 401 at Putnam was reconstructed and completed in the fall of 2012. It is equipped with automatic door openers and accessible public washrooms.
- Accessibility features at the new Field Services Office building relocated at 1860 Wilson Avenue includes, but is not limited to, accessible entrances, counters and adequate accessible parking spaces.
- MTO and Fleet, Accommodations and Customer Service Branch continue to work with Infrastructure Ontario at the Downsview complex to ensure adequate accessible parking spots are maintained and provided during various phases of construction.
- Accessibility features were included in all work undertaken under the Threat Risk Assessment exercise including security improvements in Barrie.

### **Northwestern Region**

- An additional accessible parking spot was added to the visitor's parking area.
- The crosswalk lines were repainted and a sign warning the motoring public to slow down as they approach the crosswalk area was refastened.

### **Eastern Region**

- Several roadside rest stops in Eastern Region have been upgraded to have accessible rain shelters and washrooms. Plans are underway for the remaining roadside rest stops to be similarly upgraded.

### **Across Ontario**

- Ontario's Highway Service Centres are being redeveloped to include consistent design and accessibility features for all main service centre buildings. They include, but are not limited to:
  - Accessible doors 965 mm wide (the Ontario Building Code minimum door width is 900 mm)

- Corridors 1,370 mm wide (the Ontario Building Code's minimum egress width is 1,100 mm)
  - Clear turning radii 2,000 mm (as opposed to 1,500 mm)
  - Adjustable adult change tables in the family washrooms
  - Emergency call switches in the family washrooms
  - Millwork designs which include a portion of lowered service counter section that is accessible for people using wheeled mobility devices
  - Signage and wayfinding that includes raised letters using a sans serif font and Braille as necessary
  - An accessible public telephone with TTY features
- To date, 16 of the new ONroute centres have been built and re-opened to the public including Mallorytown South service centre on Highway 401 eastbound.
  - On June 1, 2012, staff relocated to the new field office in Mitchell benefited from accessibility improvement as the new office is equipped with a wheelchair ramp.
  - A commuter parking lot for the MTO-GO station was constructed in Kitchener (Sportsworld) during the fall of 2012 and includes adequate barrier-free parking spaces.
  - Curbs are lowered to facilitate access for people using a wheelchair for any work being done on an intersection within a construction project (i.e. signals replaced, lane added, etc.) that is near a residential area or business.
  - As part of the Payment Card Industry compliance project plan, all the point of sale pads in 17 locations throughout the province have been modified. They are no longer fixed to the counter top but are now tethered.

## **Other**

- In consultation with others, MTO has prepared and successfully implemented nine accessibility plans.
- MTO actively participates on Inter-Ministerial accessibility-related committees and OPS working groups. It also assists with the development of accessibility solutions touching a wide range of topics.
- MTO's Senior Management Team fully supports accessibility and this is reflected under their performance contracts as they include commitments on diversity and inclusion. Accessibility commitments are also found in numerous middle management and employees' business performance contracts.
- A successful MTO Diversity Mentoring Partnership Program is now entering its third year. The program is open to various groups including staff with disabilities.

- Dedicated time is being allocated to the development of a mental health initiative which will supplement existing policies, guidelines and practices already in place.
- MTO continues to revitalize its accessibility governance structure to reflect current and future accessibility realities. Partnerships have been established with functional leads in the areas of: procurement, emergency management, communications, information technology, and employment.
- MTO actively supports and contributes to OPS accessibility-related initiatives by reviewing, providing comments and contributing content on various tools / resources being developed for OPS line ministries.
- MTO continues to build strong and professional relationships with OPS enterprise leads and OPS centres of excellence. By strengthening these relationships, it provides MTO with an opportunity to better collaborate with these offices and contribute to enterprise-wide solutions.
- A comprehensive multi-year communication strategy was developed to support employees in understanding and applying accessibility considerations into their day-to-day work activities.
- MTO continues to deliver presentations and information sessions on different accessibility topics to various audiences.
- Numerous tip sheets / tools were developed and posted on the Accessibility Unit intranet site as reference / resource materials for staff to access.
- An Informal Recognition Program is currently being developed to raise awareness about accessibility. The intent of this program is to recognize staff who contribute to making an inclusive workplace a reality by being a model of excellence and / or by submitting recommendations for improvement.
- A number of accessibility-related articles were featured in MTO and OPS newsletters and on the MTO intranet home page:
  - A newsletter was produced and distributed in recognition of the International Day for Persons with Disabilities.
  - The Labour and Transportation Cluster published an article in their Quarterly Newsletter.
  - At a media event, Celebrating OPS Diversity, the Honourable Minister Harinder Takhar profiled the Highway Service Centres as an example of demonstrating government's responsiveness to accessibility and respectfulness of customers' needs.
  - An article on MTO Diversity and Accessibility Units' intranet sites was profiled in the OPS Diversity e-bulletin and posted on their intranet site.
  - An article celebrating the National Accessibility Awareness week was posted on the MTO intranet home page.

- IASR requirements as well as the OPS Guide for Achieving Compliance with January 2012 Requirements were profiled on the MTO intranet home page.
  - Numerous articles on accessibility-related topics were featured in the MTO management and employees' Human Resources Newsletters.
  - An article profiling the Universal Access Centre was published in the Topical, an OPS newsletter.
- 
- Developed various tip sheets on mental health disabilities as well as a presentation that was delivered to over 50 staff members. These resources are posted on the MTO Accessibility intranet site.
  - An assignment proposal was developed and accepted for an internship program. The focus of this research project is to conduct an environmental scan to identify innovative approaches, effective practices and tools that are being used successfully by other organizations to achieve the highest possible accessibility standards, particularly in the areas of: customer service, information and communications, and employment.
  - MTO is well represented on the OPS Disability Advisory Council. This body is made up of Deputy-appointed staff from every ministry who have lived experience and expertise in accessibility. Their role is to provide a consumer perspective on the implementation of the AODA in the OPS by engaging employees with disabilities in this process. MTO's Advisory Council representative is an associate member on the MTO Accessibility Leadership Team.

## **Section Two: Measures Planned for 2012-13 and Beyond**

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

This year, the Ministry of Transportation accessibility plan focuses on sustaining current legislated requirements while preparing to meet future accessibility standards. In order to demonstrate leadership in accessibility, our ministry is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the AODA and other areas including, but not limited to, employment, transportation, information & communications, built environment, procurement and accessibility-related training.

### **Customer Service**

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

#### **Action planned:**

- Continue to include the mandatory customer service training and the application of the OPS Customer Service Policy into the orientation package for new employees and on-boarding processes.
- Build and improve on the current customer feedback mechanism and share reports with the Accessibility Leadership Team and program areas as appropriate. A notification regarding availability of feedback mechanism will be communicated to both internal and external customers.
- Continue to review policies, procedures and practices that govern how we deliver services to the public.
- Confirm ongoing compliance requirements with the Accessible Customer Service regulation using various controllership methods.

**Timeframe:** Ongoing

## Information and Communications

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

The IASR came into effect on July 1, 2011. Compliance requirements under this regulation have various timelines. MTO will focus its efforts on sustaining current obligations, meeting requirements with a January 2013 timeframe while preparing for future requirements. In many cases, it is this ministry's goal to demonstrate leadership by going above and beyond the scope of this regulation.

### Action planned:

- Increase information and communications accessibility knowledge of the following groups through information sharing, participation at meetings, training, development of tools and resources and liaising with OPS authoritative experts:
  - Web writers, designers, developers and content providers
  - Information and Technology staff
  - Staff involved with creating newsletters, manuals, brochures, news releases, web content, public correspondence, etc.
  - MTO is one of the first ministries to move its internet content to the Ontario.ca website, which will host all Ontario government sites, making it the online destination for all government information and services. This new website will be required to use the latest accessibility and usability requirements and content owners will be required to follow strict guidelines before their content is to be made available to the public.
- Continue to assess and monitor public facing websites and intranet sites for compliance with WCAG 2.0 Level AA with the exception of (live) captions and (pre-recorded) audio descriptions.

**Timeframe:** Ongoing

**Action planned:**

- The Accessibility Unit is creating a resource, an Accessibility Wizard, to assist MTO staff who contribute to the intranet with easily understanding and complying with WCAG 2.0 Level AA.

**Timeframe:** Spring of 2013

**Action planned:**

- Web-based applications planned to be implemented will meet WCAG 2.0 Level AA standards with the exception of (live) captions and (pre-recorded) audio descriptions. The following applications will be implemented during the next 18 months:
  - e-Certified Documents (Red Seal) – the purpose of this project is to develop an end-to-end electronic process to enable law enforcement, crown prosecutors, provincial and municipal prosecutors to request and retrieve certified documents.
  - Medical Review Program e-Reporting for Physicians – This project will enable on-line reporting by physicians.
  - e-Collisions Project 4 Enhancements, Extracts, Reporting – This project will allow for automation of collision data to allow police services to electronically submit error free and timely data to MTO.
  - International Registration Plan 1A and International Registration Plan 1B / Oversize Overweight
  - International Registration Plan Phase 2
  - Oversize Overweight Phase 2
  - RDC Business Data Portal – This project is proposed to build an application that would allow specifically authorized users to be able to Add, Change, or Delete Reference table information in the Enterprise Database.
  - Automated Vehicle Locator
  - Carrier and Road User Safety Enterprise Services

**Timeframe:** December 2012 to June 2014

**Action planned:**

- Evaluate the accessibility of publications and proceed to work with program areas to determine appropriate publishing tools and training requirements.

**Timeframe:** December 2012 to December 2013

## **Employment**

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

### **Action planned:**

- Continue to promote and showcase the Universal Access Centre and increase usage during the interview and testing process.
- Promote and encourage an active offer of accommodation with hiring managers during all phases of the recruitment process.

**Timeframe:** Ongoing

### **Action planned:**

- MTO has various employment-related commitments under its 2012 Diversity Action Plan with a vision to create a diverse and inclusive organization that delivers excellent service and supports all employees to achieve their full potential:
  - Develop a best practices guide / toolkit to support diversity in recruitment.
  - Continue to offer opportunities to staff with a disability through the mentorship program, the Diversity Action and Accessibility Leadership Teams.
  - Explore integration of diversity and inclusion into MTO's succession planning process.
  - Strengthen managers' and employees' ability to build a more inclusive work environment through inclusive competency training.
  - Increase the number of managers and employees who have diversity and inclusion commitments in their performance plans.
  - Develop and launch a mental health initiative that will move the ministry toward having a healthy work environment that fosters employee well-being.
- Continue the MTO's Diversity Mentoring Program, which is designed to provide an environment of two-way learning about diversity, accessibility and inclusion between executive and employee partners.

**Timeframe:** December 2012 to December 2014 (various timelines)



## **Transportation**

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

### **Action planned:**

- In addition to ongoing work with Ontario municipalities and Metrolinx in support of an accessible public transportation system, significant funding will be invested into major transit projects that will greatly benefit all commuters in the Greater Toronto Area and other parts of the province.

**Timeframe:** Ongoing

### **Action planned:**

- A new ferry to service Pelee Island is currently in its preliminary design phase, which will incorporate accessibility considerations.

**Timeframe:** Multi-year project

### **Action planned:**

- Effective July 1, 2011, the Segway pilot was extended for another two years. The pilot will expire on October 19, 2013. Prior to the end of the pilot, the ministry will assess the data and information gathered from the pilot and make recommendation to Cabinet.

**Timeframe:** October 2013

## **Built Environment**

The Ministry of Transportation is committed to greater accessibility in, out of and around the buildings we use. The Fleet, Accommodations, and Customer Service Branch and the Provincial Highway Management Division will continue to work diligently with service providers, Infrastructure Ontario and building management to remove and prevent built environment barriers.

**Action planned:**

- The Truck Inspection Stations on the north side of Highway 401 at Putnam will be reconstructed and will be equipped with automatic door openers and accessible public washrooms.

**Timeframe:** Summer 2013

**Action planned:**

- Several roadside rest stops in Eastern Region have been upgraded to have accessible rain shelters and washrooms. Plans are underway for the remaining roadside rest stops to be similarly upgraded.

**Timeframe:** Various timelines

**Action planned:**

- Twenty of Ontario's 23 400-series highway service centres are being modernized to meet the changing needs of today's highway travellers. The service centres were built in the 1960s, and while three centres were rebuilt in the 1990s, the other 20 are being updated to reflect travel expectations and to provide better parking, more comfortable and accessible restrooms and restaurants and tourist information. Redevelopment of the next service centre is in progress at the following sites:
  - Barrie - Highway 400 northbound
  - Cambridge North - Highway 401 westbound
  - Cambridge South - Highway 401 eastbound
- Partial services that are offered at some of these locations include an accessible washroom in their portable building.

**Timeframe:** 2013

**Procurement**

The Ministry of Transportation is committed to incorporating accessibility criteria and features into its procurement documentation. If not practicable, an explanation will be prepared and kept on file.

**Action planned:**

- MTO's Procurement and Costing Office and the Accessibility Unit will continue to provide support and assistance to staff involved with procurement activities. The Procurement Office and Accessibility Unit will work proactively with program areas to ensure that accessibility considerations are made in the forefront of all new procurements to ensure compliance with the new IASR legislation, where applicable. This will be an ongoing effort by both parties.
- Streamline the procurement process by simplifying / customizing existing tools to better suit divisional priorities and current procurement activities at MTO:
  - Develop common language specific to certain procurement activities.
  - Modify / customize the checklist to assist program areas with implementation.
  - The Accessibility Unit has been working collaboratively with the Procurement and Costing Office / Labour and Transportation Cluster procurement offices and program areas in addressing exceptions where it is clear that no accessibility considerations are required (e.g. asphalt, road salt, construction materials, etc.).
  - Review / revise as appropriate the accessibility of MTO procurement templates. Post revised tools and resources on the intranet site.
  - Procurement Office is proposing changes to internal process and templates to streamline paperwork and ensure accountability for accessibility considerations, and will continue to ensure links to procurement related accessibility resources are available on the MTO Procurement Services website.
  - Currently exploring additional solutions to strengthen the process by including accessibility language on forms and templates used for the acquisition of information and technology services.

**Timeframe:** March 2013

**Action planned:**

- MTO will continue to develop capacity by offering / delivering training on accessibility in procurement to staff involved with procurement activities and employees who evaluate proposals.

**Timeframe:** Ongoing

**Action planned:**

- Review a random sample of procurement documentation to determine compliance rate and areas for improvement.

**Timeframe:** December 2012 to November 2013

**Other****Action planned:**

- Continue to increase awareness, knowledge and skills of MTO staff:
  - Once the e-learning modules training materials are available, MTO staff at all levels will complete the appropriate IASR mandatory training requirements. Records of staff who completed the training will be tracked.
  - Continue to promote and deliver training on the application of the OPS Inclusion / Accessibility Lens to staff at all levels in the organization.
  - MTO will continue to provide accessibility information and communications training to various functional groups including but not limited to: procurement community of practice, web-related functions, and administrative groups.
  - MTO will launch an Accessibility Wizard tool for staff who have responsibilities with the Internet and intranet as well as content contributors.
  - As appropriate, the MTO Accessibility Unit will partner with other departments to deliver the accessibility component as it relates to the training being provided.
  - Training falling outside of mandatory AODA requirements will be tracked through an in-house tracking system.

**Timeframe:** December 2012 to November 2013

**Action planned:**

- An internship assignment will focus on conducting an environmental scan to identify innovative approaches, effective practices and tools that are being used successfully by other organizations to achieve the highest possible accessibility standards, particularly in the areas of: customer service, information and communications, and employment. The results of this research project will be used by MTO to adapt or develop tools, best practices and innovative approaches to increasing accessibility within the ministry. The findings will be shared with other accessibility partners within the OPS.

**Timeframe:** December 2012 to November 2013

**Action planned:**

- Launch an informal recognition program to recognize the contributions that employees make to improve the accessibility of their work environment.

**Timeframe:** Spring 2012

**Action planned:**

- Develop and implement various components of the multi-year communication strategy developed in 2012. Evaluate and measure impacts against objectives.

**Timeframe:** Ongoing

**Action planned:**

- Increase accessibility representation on project teams, committees, working groups, etc.

**Timeframe:** Ongoing

**Action planned:**

- Develop a set of templates for the Class Environmental Assessment project Ontario Government Notices primarily for newspapers.

**Timeframe:** Spring 2013

**Action planned:**

- The Pan/Parapan Am Games Branch will include public engagement strategies in the Transportation Master Plan; accessibility is a priority in all public engagement strategies. Step is also taken to make certain that the framework for the Transportation Master Plan for the 2015 Pan/Parapan Am Games plans for both games concurrently, to ensure that the Toronto games equalize both games events.
- Pan/Parapan Am Games Branch will ensure that the successful consultant that will help develop the Transportation Master Plan focuses equally on Parapan planning, including accessible transportation for all para athletes.

**Timeframe:** Summer 2013

# Section Three: Review of Acts, Regulations and Policies

The OPS Diversity Office and the Ministry of the Attorney General have developed a coordinated approach to continue with the review of government legislation for accessibility barriers. In this next phase, high impact statutes that meet the following criteria will be reviewed:

- Statutes that affect persons with disabilities directly
- Statutes that provide for the delivery of widely applicable services or programs
- Statutes that provide benefits or protections, or
- Statutes that affect a democratic or civic right or duty

This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it anticipates that changes in these areas will have the highest impact on those Ontarians who have accessibility needs. We will continue to report on the review in our annual accessibility plan.

## Action planned:

- MTO has a dedicated staff member who will coordinate the legislative review project and provide leadership to a divisional team that will review and identify accessibility barriers of MTO high impact statutes.
- The following statutes will be the first two statutes to be reviewed:
  - Metrolinx Act
  - Public Vehicles Act

**Timeframe:** December 2014

## Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the OPS launched the OPS Inclusion Lens. The OPS Inclusion Lens is an analytical tool that helps staff incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility. The OPS Inclusion Lens can be used when initiating a project or reviewing policies, programs, legislation, guidelines

and procedures. The OPS Inclusion Lens can assist in identifying, removing and preventing barriers to accessibility and other dimensions of diversity.

In 2011-12, the Ministry of Transportation delivered numerous presentations on the application of the OPS Inclusion Lens. A survey was completed and results were positive. The tool was profiled in an article in a newsletter distributed to management and all employees. Training was also delivered to our service provider, the Drive Test Centre supervisors. Following this training session, they requested a train-the-trainer session to facilitate training delivery to front line staff.

- The Pan/Parapan Am Games Branch received training on the application of the OPS Inclusion Lens in the fall of 2012.
- The application of the Lens was recommended to hiring managers during the recruitment process.
- The accessibility in procurement training profiled the OPS Inclusion Lens section on procurement.
- Key staff responsible for the Results-based Planning process received training on the application of the OPS Inclusion Lens.
- The MTO Accessibility Unit was an active participant on the Results-based Planning team and reviewed new proposals / flagged potential accessibility issues with appropriate parties.
- The OPS Inclusion Lens was applied to road safety marketing projects including two major public-facing videos, marketing campaigns and public road safety survey.

MTO will continue to deliver training / information sessions / presentations on the application of the OPS Inclusion Lens. Many staff have been trained to deliver these sessions across the province: MTO Diversity Unit, members of the Diversity Action Team and the MTO Accessibility Unit. General training / presentation materials on accessibility-related topic includes a section on the OPS Inclusion Lens as part of their material package.

MTO will continue to use, and encourage all staff to use, the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.

# Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

CART – Communication Access Real time Translation

IASR – Integrated Accessibility Standards Regulation

IT – Information Technology

I&IT – Information and Information Technology

MTO – Ministry of Transportation

ODA – Ontarians with Disabilities Act, 2001

OPS – Ontario Public Service

TTY – Teletypewriter

WCAG – Web Content Accessibility Guidelines



# For More Information

General inquiry number:           GTA area: (416) 235-4686  
Toll free 1-800 number:           1-800-268-4686  
TTY number:                       (905) 704-2426 (St. Catharines area)  
Toll free TTY 1-866 number:       1-866-471-8929  
E-mail:                            [AccessMTO@ontario.ca](mailto:AccessMTO@ontario.ca)  
Ministry website address:        [www.mto.gov.on.ca](http://www.mto.gov.on.ca)

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

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