MINISTRY OF TRANSPORTATION

2013 – 2014

Accessibility Plan

2013 – 14 Accessibility Plan

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2013 - 14 Accessibility Plan

Introduction

For over ten years, every ministry has taken steps to prevent, identify and remove barriers for persons with disabilities. Ministries do this through the preparation of their annual Accessibility Plan as required under the <u>Ontarians with Disabilities Act, 2001 (ODA).</u>

Recently, the <u>Accessibility for Ontarians with Disabilities Act (AODA)</u> established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010, the Ministry of Transportation (MTO) met the requirements of the first standard on <u>customer service</u>.

In 2011, ministries began to meet the requirements of the other four standards found in the <u>Integrated Accessibility Standards Regulation (IASR)</u>.

On January 1, 2012 the Ontario Public Service (OPS) published a single <u>Multi-Year Accessibility Plan (MYAP)</u>. The MYAP included the following commitment:

> 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 plan will build on these laws and the MYAP. It will outline how the Ministry of Transportation will contribute to a barrier-free Ontario by 2025.

To access this and other ministries' 2013 – 14 Accessibility Plans, visit <u>Ontario.ca</u>.

Section One: Report on Measures Taken in 2012 - 13

The following is a list of the commitments made in last year's Plan and the measures taken.

Reporting on 2012 - 13 Accessibility Plan commitments

2012 – 13 Commitments for Customer Service	Measures Taken

Continue to include the mandatory customer service training and the OPS Customer Service Policy into the orientation package for new employees and on-boarding processes.	• MTO continued to instruct new employees to complete the mandatory customer service training and to read and follow the OPS Accessible Customer Service Policy
	• The mandatory customer service training requirement is closely monitored and managed through a well-established process at all levels of the organization
	  o MTO and divisional orientation programs include the mandatory customer services training and the OPS Customer Service Policies and Guidelines
	  o New hires are told about the mandatory training
	  o Records are kept and reminders are sent to make sure that the training is completed
	  o Face-to-face employee orientation sessions include information about the accessibility training requirements
	  o Training is offered in various formats including e-modules, DVD and hard copy
	  o All divisions report back quarterly to a central office where records are kept
	• A group session for new 2013 summer students was delivered on June 4, 2013 where 45 students participated in five locations through an online collaboration tool
	• An additional 134 students completed the training using a DVD
	• To date, 3536 employees completed the customer service training

Build and improve on the current customer feedback system and share reports with the Accessibility Leadership Team and program areas as appropriate. A notification regarding availability of the feedback system will alert both internal and external customers.	MTO considered 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 questions. Feedback is received through various channels, and this year managers were asked, as part of a broader consultation, about their needs regarding implementing accessibility requirements. Feedback was used to help to improve services and products for both internal and external customers. As a result, a number of solutions and improvement measures were carried out or are currently being developed. The following are a few examples of improvement measures resulting from feedback, comments and questions received in the past months: • A set of specific tools to help with creating accessible Portable Document Format (PDF) documents was developed and posted on the intranet. • Assistive communication devices to better serve people with hearing and speech disabilities were explored and recommendations were shared • The MTO Accessibility Intranet was refreshed and now provides easy to find information, tools and resources o Events such as career fairs and the public viewing of a rapid bridge

2012 – 13 Commitments for Customer Service	Measures Taken
	replacement were accessible to allow for full participation from visitors
	• Both the public and employees' web sites include an offer to give feedback on accessible customer services
	• A summary of all questions received and tracked through a central system was shared with the Accessibility Leadership Team divisional representatives. This information assisted with implementing improvement measures.
	• For this reporting period, over 200 feedback and questions were received
Continue to review policies, procedures and practices that govern how we deliver services to the public.	• MTO continues to review policies, procedures and practices to improve services to the public. Here are a few examples: o One pillar of the MTO Human Resources Plan is a commitment to build a strong, engaged and inclusive workforce o The MTO Inclusion Plan's goal is to build a positive work culture and to build inclusion into all policies, programs and services o The OPS Inclusion Lens was applied to various policy development initiatives and marketing products/campaigns o With the introduction of the Ontario Photo Card, a procedure was developed to help with processing transactions where it is difficult to capture a photo or signature from people with disabilities or other special needs o MTO Communications Branch developed policies and standards for the intranet that must be followed to meet accessibility standards o The minister's template for letters as well as other correspondence templates were revised and formatted to increase accessibility o When Policy and Planning Division staff participate in external and internal events and trade shows, they design and lay out the display booth to be accessible for people with physical and visual disabilities o The Information and Information Technology (I&IT) Cluster that supports MTO continues to partner with other I&IT groups in the OPS to drive inclusion and AODA compliance as part of I&IT business (i.e. project architecture & review process) o The training delivered to all OPS employees requiring a vehicle for government business was accessible. To date, approximately 600 employees in the OPS have been trained using two different accessible training formats o MTO/Accommodations Management Office (AMO) participated in MTO Emergency Evacuation procedures for persons with disabilities. As an outcome, the Evacuation "Green Sheets" were reproduced to meet accessibility requirements and Central Region Management Team has received clear instructions and procedures to evacuate persons with disabilities • Under the legislative review process, a number of policies, processes, procedures and practices are being reviewed for accessibility barriers
Confirm ongoing compliance requirements with the Accessible Customer Service regulation using various controllership methods.	• In May 2013, MTO senior executives confirmed that the ministry was in compliance with current accessibility standards under the AODA as part of an internal OPS controllership process, the Certificate of Assurance. o All directors, assistant deputy ministers and the chief administrative officer confirmed compliance of their areas of responsibility

2012 – 13 Commitments for Customer Service	Measures Taken
	o A letter outlining all accessibility compliance requirements was made available to Directors to distribute to staff, as appropriate
	• The ODA planning process serves as a mid-year check point for compliance, where program areas report on their implementation processes and activities
	• A very robust process to manage the customer service training requirement is in place and records are kept centrally
	• Starting in the fall of 2013 in the Road User Safety Division, information on accessibility obligations and compliance requirements is being shared at branch management meetings
	• In light of the strike of the International Union of Elevator Constructors Locals in Ontario, a reminder about our obligations under the Customer Service regulation and the service disruption notification for service used by persons with disabilities was widely communicated to all managers

2012 – 13 Commitments for Information and Communications	Measures Taken
Increase accessibility knowledge for staff that create information and communications products 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.	This year, a number of initiatives and activities helped to increase the knowledge and skills of staff on how to create accessible information and communication products **Corporate level:** • The web team in Communications Branch has created policies and standards that must be used to meet accessibility guidelines MTO developed a comprehensive communication action plan including tools and resources to help with developing accessible information and communication products. Some of the activities under this plan include: • The "access-MTO" intranet web site was refreshed and now provides easy to find, useful and authoritative online tools and resources • A series of "learn-mail" e-mails started in the fall and were distributed to all MTO staff to build awareness and knowledge about using various accessibility techniques • A series of training modules about how to create accessible information was developed and made available to staff to deliver at staff meetings • An interactive e-tool is being developed to help staff with creating accessible documents. The first module for document writers was released in the fall of 2013 • An Accessibility Fair was held in the fall in six locations across the province where staff were offered workshops and learning activities geared to increasing their skills in preparing accessible information • Expert advice and solutions were given to staff responsible for preparing various communication products o Questions about accessibility of information and communication products are becoming more sophisticated and refined, which is a sign that competence is rising in this field • A computer program is available for staff to create e-learning modules. A training session about how to use this system and develop training modules was delivered to staff. This course included instructions about

2012 – 13 Commitments for Information and Communications	Measures Taken

	how to create accessible e-modules
	
	Local level:
	• A Divisional Web Lead attended an all-day workshop on the Web Content Accessibility Guidelines (WCAG) 2.0
	• Numerous sessions were delivered on how to create accessible e-mail messages and accessible documents
	  o In total, over 250 staff members were trained
	  o In some areas, the ability and knowledge of staff to create accessible e-mails is regularly checked and reminders are sent
	  o In some areas, tips on how to create accessible documents are kept on a shared drive for easy access by staff
	  o Several training sessions on 'how to create accessible documents' were delivered to different functional groups
	  o A series of Lunch and Learns on various accessibility topics began in the fall
	• The I&IT Labour and Transportation Cluster's (LTC) communications toolkit available on their intranet site was shared with staff at branch meetings and includes information about accessibility requirements including, but not limited to:
	  o Templates and documents that have built-in accessibility features, and
	  o Tips/guidelines for meeting accessibility standards
	• At a recent Project Manager Forum, an accessibility workshop and presentation was delivered to the Cluster Project Management Office and Cluster Architecture Office
	• Accessibility has been built into the Cluster's intranet style guide
	• The following events, conferences and workshops (which included instructions on creating accessible documents) were promoted to and attended by MTO staff:
	  o JOIN Platinum Standards on Accessibility and Inclusion – March 4, 2013
	  o Accessibility Conference at the University of Guelph – May 2013
	  o National Access Awareness Week – June 2013
	  o Promoted OPS Diversity Office intranet – which provided a compilation of all ministry and external National Access Awareness Week events
	  o Policy, Innovation and Leadership Event: Inclusion Now! The OPS Inclusion Strategic Plan, 2013-16 – August 15, 2013
	  o JOIN Annual Conference and Accessibility Expo – November 15, 2013
	  o International Day of Persons with Disabilities
	  o Webinar series on accessible web and documents

MTO is one of the first ministries to move its internet content to the Ontario.ca web site that will host all Ontario government sites, making it the online destination for all	• MTO content that migrated to the Ontario.ca web site meets accessibility standard requirements • Staff responsible for producing the materials to be posted on the web site are aware of their responsibilities under the accessibility regulations • Templates for Internet sites are used and compliance of materials is

2012 – 13 Commitments for Information and Communications	Measures Taken
government information and services. This new web site 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.	tested by Cabinet Office before being posted

Continue to assess and monitor public facing web sites and intranet sites for compliance with WCAG 2.0 Level AA with the exception of (live) captions and (pre-recorded) audio descriptions	• The Communication Branch corporate web coordinator led the Ministry Web Coordinators Committee and continues to provide guidance to divisional web coordinators to follow OPS accessibility standards. A representative from the Ministry's Accessibility Unit is a member of the committee. Advice, guidance and support are provided to the committee about accessibility requirements and how to meet them
	• The web team in Communications Branch developed policies and standards which include meeting accessibility guidelines for staff that post content on the ministry's intranet site
	• Videos produced by Communications Branch for employee intranet now include closed captioning, even though it is not yet a requirement
	• The following tools are used to evaluate content before it is posted:
	  o For HTML pages, the W3C HTML Validator is used
	  o For PDF documents, Acrobat Adobe Professional is used
	  o The PDF Accessibility Checker is increasingly being used as an evaluation tool
	
	At the local level
	• A divisional working group within the I&IT Cluster was established to drive accessibility and inclusion on web sites and meet target deadlines for compliance.
	• Numerous improvement measures about meeting accessibility requirements of web sites have been implemented. For example:
	  o Internal Emergency and Management Planning Office sites are maintained following the best practice guidelines
	  o The Provincial Highway Management Division staff are directed to review WCAG 2.0 Level AA standards when developing and editing regional sites
	  o The Policy and Planning Division intranet home page and the Resource Centre were redesigned to comply with the WCAG 2.0 Level AA standards with the exception of (live) captions and (pre-recorded) audio descriptions
	  o The Corporate Services Division web staff know about and apply accessibility standards when posting content on the internal web site
	• The assistive technology available in the Universal Access Centre was used more frequently to evaluate accessibility of documents and web sites

The Accessibility Unit is creating a resource, an Accessibility Wizard, to assist	• An interactive e-tool is being developed to assist staff with creating accessible documents. It is designed to be self-guided, intuitive and easy to navigate. This tool will benefit employees who have

2012 – 13 Commitments for Information and Communications	Measures Taken
MTO staff who contribute to the intranet with easily understanding and complying with WCAG 2.0 Level AA	responsibilities with the Internet and intranet including content contributors. It will also benefit staff that prepare documents distributed via other channels that are intended for a large audience. The first module for document writers was released in the fall of 2013.

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 from December 2012 - 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 - Road Data Capture Business Data Portal – This project is proposed to build an application that would allow specifically authorized users to be able to Add, Change,	• The Project Gate Checklists were updated to ensure Project Managers confirm that accommodation of persons with disabilities has been considered in the system/solution being delivered
	• Projects are required to specifically identify the applicability and compliance to WCAG 2.0
	• e-Certified Documents compliant to the WCAG 2.0 - Level AA
	• Medical Review Program e-Reporting for Physicians (re-named to Medical Review Content Manager Enhancements) deals with back-end business application modifications only. Therefore, accessibility and WCAG 2.0 Level AA are not in scope for this project as no modifications to the front-end are being performed
	• e-Collisions compliant to the WCAG 2.0 – Level AA
	• International Registration Plan and Oversize/Overweight are using a phased delivery approach for implementation and deployment. Accessibility will be addressed by the Vendor in each of these phases and will be implementing solutions as per a roadmap which is currently under development
	• Road Data Capture Business Data Portal project was not started or implemented during the reporting period covered in this Plan.
	• Automated Vehicle Locator is not yet fully functional in production and once the functional issues are resolved, resources will be assigned to assess WCAG 2.0 Level AA compliance
	• Carrier and Road User Safety Enterprise Services has WCAG 2.0 Level AA compliance as a requirement in the signed contract with the solution provider. Vendor accessibility testing has commenced for the first release, with a phased delivery approach to be determined for accessibility requirements
	• In addition to the applications listed under last year's plan, a progress report is provided on the following business applications:
	  o Driver Certification Program - this application will reduce the administrative burden for both staff and program participants leading to efficient program control and oversight. It will meet WCAG 2.0 Level AA compliance
	  o An in-house Training Management System (TMS) was developed where accessibility was an integral part of the planning process both from a business and technical perspectives. The accessibility of the system was tested and evaluated by various parties and identified issues were addressed. TMS was launched in September 2013

2012 – 13 Commitments for Information and Communications	Measures Taken
or Delete Reference table information in the Enterprise Database. • Automated Vehicle Locator • Carrier and Road User Safety Enterprise Services	
Evaluate the accessibility of publications and proceed to work with program areas to determine appropriate publishing tools and training requirements.	**Internal publications** • An inventory of internal publications was compiled, including authoring and publishing tools used to create and distribute these communication products • Accessibility assessments were conducted on all publications to identify good practices currently being used and areas for improvement. • Accessible document training workshops were held for the authors and contributors to these publications to enhance knowledge and skill level for creating accessible documents and other information and communications products • In addition to work completed under this corporate commitment, a number of publications were either retrofitted and/or new and revised versions were prepared in an accessible format. These publications were evaluated using different assessment methods and in consultation with authoritative sources **Public publications** • The Driver's Handbook was prepared following accessible graphic design guideline which was developed by the Association of Registered Graphic Designers of Ontario in partnership with several accessibility sponsors. This guide describes a collection of typographical features that needs to be considered to determine accessibility and readability. The Driver's Handbook is currently in the process of recording an audio version scheduled to be completed in the spring of 2014. • Environmental Standards and Guidelines have been reviewed and prioritized with respect to ensuring accessible versions are available **Internal publications distributed and available to a large audience:** • Among others, the Pocket Guide to Transportation and MTO Quarterly Economic Bulletin are being reviewed and redesigned to be accessible • The Employee Emergency Handbooks and Building Emergency Evacuation Plan for New Liskeard, Huntsville, Sudbury and North Bay were redesigned to an accessible format

2012 – 13 Commitments for Employment MTO is committed to fair and accessible employment practices.	Measures Taken
Continue to promote and showcase the Universal Access Centre (UAC) 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.	The Universal Access Centre continues to be a great resource that serves multiple purposes for both MTO and the OPS. For example: • Guided tours of the facilities were provided to MTO and other ministries' groups as well as grade nine students as part of "Take Your Kids to Work" day • Demonstrations of the Testing Room's assistive devices were provided on numerous occasions • A number of consultations on the usage of assistive technologies, including the upgraded version of JAWS, were done • The Testing Room was used to evaluate accessibility of documents and web sites, including business applications • The documents describing the UAC universal design features were shared with other ministries in the early planning stages of their facility projects. • The Testing Room was and continues to be used to test applicability and accuracy of guidance documents during their development • The facility was used by MTO and other ministries for several recruitment activities • The UAC was positively profiled under the employers' toolkit: Making Ontario Workplaces Accessible to People with Disability that was produced by the Conference Board of Canada in collaboration with the Accessibility Directorate of Ontario in support of the accessible employment standards under the IASR
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.	• MTO recently released its 2013-2016 multiyear Inclusion Plan, a key strategic goal of which is to build an accessible and healthy workplace free from harassment and discrimination: o Under the Diversity Recruitment Initiative, work is underway for a pilot project to explore ways to build diversity and inclusion into MTO's recruitment practices. This will assist in the creation of a Best Practices Guide for inclusive recruitment practices
• 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.	• Nine Diversity Action Team (DAT) members completed a two-year term in the fall of 2013 and transitioned into an alumni body. The alumni will support new DAT members that were recruited in November 2013. Participants in this program have and continue to provide support in implementing inclusion-related initiatives

Strengthen managers' and employees' ability to build a more inclusive work environment through inclusive competency training.	• The goal of this initiative is to strengthen managers' and employees' ability to build a more inclusive and healthy work environment. Program outcomes for both managers and employees were established and a vendor will be procured to deliver training to managers under the auspices of MTO's Leadership Excellence Program, and general training to employees
Increase the number of managers and employees who have diversity and inclusion commitments in their performance plans.	• A menu of diversity and inclusion performance commitments was shared with managers, from which they could select those that resonated with their personal and professional growth and development in this area
Develop and launch a mental health initiative that will move the ministry toward having a healthy work environment that fosters employee well-being	• Under this initiative, MTO is working to have a healthy work environment that promotes employee mental health and well-being, increases employee engagement, and supports all employees to reach their full potential. The goals of this initiative are to: increase awareness, reduce fear, stigma and discrimination through education and communication; build managers' capacity to manage mental health events in the workplace; support the creation of an organizational culture that is supportive of employees' mental health At the local level: • The I&IT LTC Cluster raised awareness and provided training on mental health and the services available to staff through a staff town hall meeting. Information from the session was posted on the Cluster site for continual reference • The OPS Mental Health Toolkit was profiled and promoted in the Manager HR Newsletter. The toolkit consists of a guide, section overviews of the guide, and checklists. Each of these components provides different levels of support, depending upon the nature of the issue

Additional in-year employment-related achievements that support an inclusive workplace have been reported for this reporting period	LTC continues to promote diversity, inclusion and accessibility awareness:
	• Training of Senior Management and staff
	• Topic is a standing agenda item at management forums and meetings
	• Promoted through divisional web sites as well as in the Cluster Orientation Program.
	• Ongoing participation in cross I&IT groups to drive diversity/inclusion/accessibility on a go- forward basis
	• Include specific commitments in Management's performance plans with the intent for those commitments to trickle down to the staff level
	• Using the OPS Inclusion Lens and I&IT Roadmap, new strategies for continuous adoption and integration of diversity/inclusion and accessibility were established throughout LTC.
	In the Policy and Planning Division:
	• Continue to actively offer employment accommodation to individuals invited for an interview
	• Offer letters to new employees include accommodation language to ensure that employees are aware that they can work with their manager to develop an individual accommodation plan to meet their accessibility needs
	• Continue to work with current employees with accommodation needs and develop individual accommodation plans. Examples of services provided:
	   o Ergonomic assessments
	   o Appropriate equipment provided, i.e. desk, chair, voice recognition software
	   o Flexible work arrangements such as working from home and remote access to the network

	In the Corporate Services Division: • Finance Branch Managers are aware of the requirement to provide individualized workplace emergency response information to persons with disabilities and have made their staff members aware of this requirement • Employee relocation procedures were put to the test when an employee with a disability permanently relocated to a different location. In collaboration with external relocation service providers, accessibility measures were put into place to ensure accommodation requirements were met resulting in a seamless transition • One pillar of the MTO Human Resources Planning Plan is supporting a strong, engaged and inclusive workforce. As a result, inclusion is a fundamental element of all initiatives outlined under the plan. • An online HR Manager's Toolkit outlines accessibility and inclusion requirements • An online e-learning Emergency Management Training Module for Employees was developed and launched including accessibility evacuation considerations and a checklist for employees. The module was also prepared in an accessible format and is available online on the Emergency Management and Planning Office (EMPO) SharePoint page. All MTO employees were notified of the availability of the accessible version as part a deputy minister all-staff memo launching the training module • In 2013, new managers at MTO have also taken the online e-learning Emergency Management Training module for Managers which includes a section on accessibility considerations • A presentation on inclusive interviews was delivered to approximately 25 staff members. It included an interactive exercise where staff members learned what accessibility barriers a candidate may be faced with during the interview process
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.	• In October 2013, MTO wrapped up its 2012-2013 mentoring program (44 participants) and launched the 2013-2014 round of the program. This unique program is available to those employees who self-identify as belonging to one of the five under-represented groups in senior management in MTO, including those who self-identify as having a disability.

2012 – 13 Commitments for Transportation	Measures Taken
The Ministry of Transportation will continue to work to help make transportation and related services more accessible to people with disabilities.	• Since 2003, the Province has invested more than $16.1 billion in public transit, including more than $7.7 billion in GO Transit. • All provincial transit funding programs require that any transit vehicles purchased with provincial funding must be fully accessible. • Since 2003, transit vehicle funding, including one-time funding, helped improve accessibility for the provincial bus fleet. The percentage of the bus fleet in Ontario that is accessible to persons with disabilities has increased from 38.62% in 2003 to 96.42% in 2011.

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.	• The following projects will be accessible to persons with disabilities:
	  o In 2010, the Province committed $8.4 billion for the implementation of rapid transit projects in Toronto, including the Eglinton Crosstown, Finch West and Sheppard East Light Rail Transit projects, and an extension of the Bloor-Danforth subway line to Scarborough.
	  o A commitment of $1.4 billion for the VIVA Bus Rapid Transit project in York Region.
	  o Up to $600 million for the Ottawa Light Rail Transit project known as the Confederation Line.
	  o Up to $300 million in support of Waterloo Region's rapid transit initiative.

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.	The ministry received a request from members of the disability community to allow people with disabilities to use Segways in place of wheelchairs. • Based on this request and those from other potential users the ministry established a pilot project that will expire in 2018 • Prior to the end of the pilot, the ministry will assess the data and information gathered regarding on-road Segway safety and will make a final decision on whether to continue to allow Segways

2012 – 13 Commitments for Built Environment	Measures Taken

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.	• As lead Ministry at the Downsview and St. Catharines locations, MTO/Accommodations Management Office (AMO) continues to press for more rigorous accessibility considerations in work initiated by service providers, Infrastructure Ontario (IO) and building management. MTO's AMO continues to ensure that accessibility is a prime consideration in all projects it initiates and undertakes
	  o Handrails were installed at the walkway from Building C and building B at the Downsview complex
	  o Stair nosing in all stairwells in St. Catharines were painted bright yellow to enhance visibility
	  o Building management is diligent in posting service disruption signage including alternatives and time of return to normal operation
	• At the Barrie location, accessibility features were included in all work undertaken under the Threat Risk Assessment exercise including security improvements. As a result, Barrie security improvements included accessible counters for service to the public, automatic exterior door operators, accessible washrooms and signage that meets accessibility requirements

	At the regional level, many built environment achievements can be reported:
	
	Northeastern Region
	• Floor numbers installed in North Bay regional office stairwells include Braille format
	• A transport wheelchair for emergency situations was purchased for North Bay regional office
	• A new "Evacu-trac" evacuation chair was purchased to accommodate people with limited mobility in an emergency evacuation situation
	• Six automatic door openers were installed on each floor, in the employee lunch room and in two washrooms.
	• Remote Northern Transportation Office works with air carriers to have a transport chair available at remote northern airport terminals for assisting passengers with limited mobility
	Eastern Region
	• In Eastern Regional complex, the washroom renovation project was completed in 2013 with four washrooms being fully accessible
	• Fire alarm strobe lights were placed in all washrooms.
	• Additionally, the following work was conducted by building management to increase accessibility:
	  o Ramp at the Conference Building was reconstructed for visibility and ease of use
	  o Stair treads were installed in the Regional Complex to ensure better visibility at stairs
	  o Fire strobe alarm system was installed in a work area

	Additional achievements: A Road User Safety Office located at 903 Barton Street, Stoney Creek, which includes programs for the public such as driver counselling and international permits, has been recently renovated. The following features were incorporated into the design: • exterior concrete curb cut to allow wheelchair access • exterior grab rail installed • push plate power door opener • public counter height meets accessibility requirements • enlarged signage, including Braille • fully accessible washroom including raised toilet, slanted mirror, accessible sink, panic button both on wall and on floor • door operators installed for all exterior and accessible washroom doors • Policy and Planning Division in collaboration with the Facilities Management, incorporates accessibility into its renovations and/or redesign projects of current workspaces and rental spaces
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.	• The construction of the Truck Inspection Station/Commercial Vehicle Inspection Facility on the north side of Highway 401 at Putnam was completed in the fall of 2013 and, as per the south side location, is equipped with automatic door openers and accessible public washrooms
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.	• In Northwestern Region, 20 of 40 rest areas/lookouts are now accessible. As facilities are upgraded, they are replaced with accessible washrooms. • Eastern Region continues to upgrade roadside rest stops to be accessible. Several of the upgrades were part of the Area Maintenance Contract and five additional roadside rest stops were upgraded in the fall to have accessible rain shelters and washrooms: These include: Innivsille - Hwy 7, Cobden - Hwy 17, Petawawa - Hwy 17, Gibson Lake - Hwy 17, Meilleurs Bay - Hwy 17

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, 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.
	• The new Barrie ONroute Highway Service Centre opened in August 2013.
	• 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:
	  o Accessible doors 965 mm wide (the Building Code's minimum door width is 900 mm)
	  o Corridors 1,370 mm wide (the Building Code's minimum egress width is 1,100 mm)
	  o Clear turning radii 2,000 mm (as opposed to 1,500 mm)
	  o Adjustable adult change tables and emergency call switches in the family washrooms
	  o Signage and way-finding that includes raised letters using a sans serif font and Braille as necessary
	  o An accessible public telephone with teletypewriter (TTY) features
	• Additionally, the picnic / rest area has tables and seating that meets accessibility standards

2012 – 13 Commitments for Procurement	Measures Taken
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.	• The MTO Procurement and Costing Office inserted a section on accessibility requirements in the Procurement Business Case, which is required to be completed by staff who prepare procurement documentation. This process prompts them to assess accessibility requirements in the early stages of the process and to provide an explanation if accessibility was not incorporated Numerous achievements can be reported at the local level: • It is common practice among divisional procurement leads to review procurement documentation to verify that the OPS Accessibility Checklist is appropriately completed • LTC has incorporated AODA into its architecture gating / review process as well as included into its consultant procurement • In 2013, the Ministry entered into contractual agreements with over 70 functional assessment centres across the province. The services these centres provide are a critical component in the medical review process and determining driver fitness for a variety of medical conditions. Accessibility design and criteria was a key requirement in the selection of these centres • MTO recently selected a new service provider to deliver Driver Examination Services for the next 10 years, commencing September 1,

2012 – 13 Commitments for Procurement	Measures Taken
	2013. Under the terms of the new contract, the new service provider is required to comply with all applicable legislation and regulations, including the new IASR, where applicable

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.	• During the accessibility in procurement file review exercise, divisional procurement coordinators reported that the Procurement and Costing Office provided support and advice on accessibility requirements. Findings of the review also showed that accessibility language was incorporated into the early stages of the process
	• The MTO Accessibility Unit provided advice and guidance to staff regarding accessibility procurement language and considerations in the development of their procurement documents as a result of requests for assistance
	• There are many good examples where MTO services, facilities and products are becoming more accessible to the public and our employees, such as:
	  o Accessible accommodations at the viewing of the rapid bridge replacement included accessible parking, gates, seating, shaded viewing monitors, and accessible washrooms
	  o Transit Supportive Guidelines Request for Proposal included accessible format for final guidelines, training materials, etc.
	  o The Pan/Parapan Am Games Branch uses an accessibility lens in the development of all procurement documents and consults with partners (such as the Accessibility Directorate of Ontario) to ensure accessibility is a key consideration in each stage of the procurement process

Streamline the procurement process by simplifying / customizing existing tools to better suit divisional priorities and current procurement activities at MTO	• Best practices found through the accessibility in procurement file review were shared with staff • Existing tools were modified to better support staff with incorporating accessibility into procurement activities • Once available, the OPS corporate procurement templates will be shared with staff • The I&IT LTC developed AODA language within its procurement approval documents for VOR and non-VOR procurements. A memo confirming compliance to accessibility requirements is signed off by approvers
MTO will continue to improve competence by offering / delivering training on accessibility in procurement to staff involved with procurement activities and employees who evaluate proposals.	Policy and Planning Division • An annual procurement training session was delivered in the summer for Project Managers and staff • Project Managers are becoming more knowledgeable in understanding the accessibility component of their projects • Divisional Procurement Lead continues to provide Project Managers and staff with new corporate procurement information, toolkits and resources; ensuring that Project Managers are using the most current templates and forms in preparing their procurement documentation • Divisional Procurement Lead continues to work with program areas to ensure that the Project Managers and appropriate staff are kept informed of the process and provides procurement training sessions as required
Review a random sample of procurement documentation to	• MTO conducted a review of a sample of its procurement documentation

2012 – 13 Commitments for Procurement	Measures Taken
determine compliance rate and areas for improvement.	to determine best practices and areas for improvement o In total, 22 procurement files were reviewed • A report was prepared outlining best practices and potential solutions for improvement • Best practices were shared and agreed upon solutions were implemented

Other 2012 – 13 Commitments	Measures Taken

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.
	• An aggressive campaign introducing the IASR mandatory e-modules and providing instruction about completing the training was launched in December 2012
	  o Corporate and divisional orientation programs were updated to reflect the new mandatory training requirements
	  o DVDs were distributed to regional offices and areas that have limited access to a computer
	  o MTO took a phased approach where management and staff that provide customer service to the public were first to complete the training; the second phase included the remainder of the staff
	  o Progress was tracked and monitored using existing system and process
	  o Group sessions and face-to-face training were provided to staff who have limited or no access to a computer. For example, in mid-January of 2013, 68 staff from Ferry Services in Eastern Region completed the IASR training modules as part of their annual staff meeting
	• To date, 3906 employees completed the IASR mandatory training

Continue to promote and deliver training on the application of the OPS Inclusion / Accessibility Lens to staff at all levels in the organization.	The following is in addition to numerous training sessions delivered in the past year:
	
	• Face-to-face training
	  o Trained about 70 employees, including employees from another ministry, on the use and application of the inclusion lens
	  o Delivered Inclusion Lens training under the auspices of the Diversity Mentoring Partnership Program to an additional 20 employees
	  o Trained MTO's newly recruited Diversity Action Team members on the use and application of the Inclusion Lens
	• e-learning
	  o 85 employees completed the online e-module training: Diversity – Using the OPS Inclusion Lens
	• MTO Diversity Unit and MTO Accessibility Unit worked with the Ministry of Government Services as part of its working group to determine the best strategy to apply the Inclusion Lens to the financial planning process
	• Amended MTO's standard Diversity Awareness Training to include a component on the Inclusion Lens
	• Applied the inclusion lens to various policy development initiatives and marketing products/campaigns
	• The application of the OPS Inclusion Lens is promoted through various channels

Other 2012 – 13 Commitments	Measures Taken

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.	• Functional groups' awareness and knowledge on accessibility requirements is increasing significantly
	  o Requests received are much more sophisticated, which suggests that the knowledge base is increasing. For instance, requests received may be to validate and review draft documents instead of providing initial assistance and tools
	  o Many divisions have developed process to assist staff in meeting their obligations. In some areas, the first point of contact for assistance is at the local level

As appropriate, the MTO Accessibility Unit will partner with other departments to deliver the accessibility component as it relates to the training being provided.	The MTO Accessibility Unit continued to build solid partnership with various program areas: • The MTO Accessibility Unit worked jointly with the MTO Diversity Unit on various presentations and initiatives • Through the accessibility in procurement file review, a strong partnership was built with the divisional Accessibility Leadership Team, the Procurement and Costing Office and Divisional Procurement Coordinators • Under the Legislative Review, partnerships with Legal Services branch and divisional policy experts were strengthened • As members of various committees, partnership was strengthened with the web community and HR community • At the corporate level, MTO works collaboratively with the OPS Diversity Office and the OPS I&IT Accessibility Centre of Excellence Partnership is also being built at other levels of the organization • MTO's I&IT Cluster is working with partners across the I&IT Organization to build and implement a roadmap as a template for driving diversity / inclusion / accessibility across the I&IT Organization
Training falling outside of mandatory AODA requirements will be tracked through an in-house tracking system.	Training on the application of accessibility requirements at MTO is not limited the AODA mandatory training. Here are a few examples of what has been accomplished this year: • A presentation with hands-on practical activities on inclusive interviews was delivered at a branch meeting • Numerous one-on-one and group sessions on how to evaluate information products using assistive devices were delivered • Training was offered on how to develop accessible e-training modules • Several information sessions were delivered to staff on: Accessibility 101, OPS Inclusion Lens, Accessibility and Procurement. • Accessibility How To's are shared with staff on an on-going basis through e-mail • Staff attended a training session on Duty to Accommodate

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	• The intern assigned to this project accepted another offer and work on this commitment was limited to an inventory of resources, tools and best practices compiled from various sources
	  o Participation at accessibility conferences and webinars
	  o Accessibility newsletters and publications
	  o Networking opportunities with organizations representing people with disabilities and accessibility experts
	  o Recognized organizations and governments leaders on the

Other 2012 – 13 Commitments	Measures Taken
accessibility standards, particularly in the areas of: customer service, information and communications, and employment.	accessibility files • A library page and calendar of events was created on the MTO accessibility intranet site
Launch an informal recognition program to recognize the contributions that employees make to improve the accessibility of their work environment.	• The 'Barriers-Busters' recognition program was launched during the fall of 2013. During the program's inauguration, four awards were presented to acknowledge staff contribution to identifying, preventing or removing accessibility barriers
Develop and implement various components of the multi-year communication strategy developed in 2012. Evaluate and measure impacts against objectives	MTO developed a comprehensive communication action plan with five communication streams: 1. Tools and resources which will provide online foundational resources 2. Communication streams supporting consistent messaging across the organization 3. Build awareness and understanding of accessibility, barriers and disabilities 4. Build staff knowledge and capacity and, 5. Change campaigns which will promote cultural change in MTO through initiatives and standardized approaches As a result, a number of products and activities were already deployed and implemented • The access-MTO intranet web site was refreshed and now provides easy to find, useful and authoritative online tools and resources. Number of hits is monitored and recorded • In recognition of National Access Awareness Week in the OPS, MTO launched an accessibility awareness campaign: The Accessibility Hat Challenge. Staff were challenged to demonstrate their commitment and make accessibility part of their everyday job by 'wearing' the accessibility hat at their meeting and events. Prizes were awarded for the 'best displayed' and 'best decorated' hats. The winners' prize was a dinner at O.Noir, a concept restaurant where people dine in the dark. No sources of illumination are permitted in the dining room, including cell phones and watches. The restaurant employs wait staff who are blind. Their experience was profiled on the intranet home page site and shared with MTO staff. The winners gained a greater appreciation for the skills of those who are blind and are now better equipped to provide accessible customer service to customers with a visual disability • An accessibility fair was held in the fall in six locations where staff were offered workshops and learning activities geared to increasing staff ability in preparing accessible information. It also helped staff gained insight and awareness of disability and how accessibility enables participation. Additionally, it was a great forum to promote the Accessibility Unit's resources and support services. The Fair was well attended and received positive reviews
Increase accessibility representation on project teams, committees, working groups, etc.	• Accessibility "voice" at various tables increased this year. Members of the Accessibility Unit are participating on numerous OPS and MTO working groups and committees that have an impact on process developed and corporate direction (e.g. web-related, human resources,

Other 2012 – 13 Commitments	Measures Taken
	new business applications, new program, legislative review, alternate formats, etc.) • Additionally, members of the Accessibility Leadership Team (ALT) committed to make it known that they, in addition to their current role in their division, are also members of the ALT and will offer recommendations on matters that impact people with disabilities. • LTC members are involved in many committees and working groups throughout the OPS with respect to accessibility • The Pan/Parapan Am Games Branch established an Accessibility Working Group, as accessible transit and transportation is a major focus of Games Planning for both athletes and spectators for the Transportation Master Plan • Through the 'Accessibility Hat' awareness campaign, a reminder that accessibility is part of doing regular business was one of the key messages. By 'wearing' the accessibility hat, this friendly reminder was widely spread
Develop a set of templates for the Class Environmental Assessment project Ontario Government Notices primarily for newspapers.	• Initial work on this commitment was started in the fall and is not yet finalized. Although not consistently used by all program areas, a number of best practices in this field have been implemented
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. Steps are 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.	• The development of the Transportation Master Plan is underway with a final draft expected in the fall 2013. The Pan/Parapan Am Games Branch worked working closely with the consultant, the Accessibility Directorate of Ontario and transportation partners to ensure that the Plan focuses on accessible transportation components concurrently for para athletes and spectators
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 travel, open a bank account, board a domestic flight and perform any other	This Ontario photo identification card benefits many citizens who do not drive, including nearly 380,000 people who are blind or partially sighted • As of 2013, more than 140,000 Ontario photo identification cards have been issued

Other 2012 – 13 Commitments	Measures Taken
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.	
MTO continues to revitalize its accessibility governance structure to reflect current and future accessibility realities.	MTO has groups of leaders throughout the organization to guide and oversee the implementation of the accessibility standards. This solid administrative framework was necessary to build the next level of accountability. MTO observed tremendous development this year at the program areas and the divisional levels which positively impact accessibility business activities • **The Senior Management Team** commitment to having an inclusive organization is evident. Not only is it reflected in their performance contracts but it is becoming part of doing regular business. The deputy minister's submission under the Accessibility Hat campaign was the first one received. The new Chief Administrative Officer is very passionate about the inclusion agenda and championed current change initiatives. As the approvers of new programs, Senior Management regularly asked staff about what they did to ensure no new barriers are being created. • **The MTO Accessibility Unit** of the Strategic Human Resources Branch was established in 2008 and consists of two dedicated employees. The unit coordinates accessibility requirements for the ministry. Temporary resources are now regularly assigned to the unit to assist with current initiatives thus enhancing its ability to better serve MTO staff. • **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. During the past year, their commitment to the accessibility agenda was remarkable. The I&IT Labour and Transportation organization embedded accessibility throughout many of their processes, has established controllership measures and has become a model of excellence for other OPS clusters. The Policy and Planning Division definitely took their division to the next level. Staff at all levels are engaged, more knowledgeable and responsive to accessibility needs. Processes and controllership measures were developed to better understand and measure their accessibility activities. Road User Safety Division continues to build on their already well-established and solid foundation. Their commitment to accessibility remains a high priority. Other divisions are also making good progress in further developing their accessibility framework. • **The MTO Diversity Unit** of the Strategic Human Resources Branch was established in 2010. The unit is responsible for developing and

Other 2012 – 13 Commitments	Measures Taken
	coordinating the implementation of a MTO Diversity Action Plan and is supported by a team of volunteers, the Diversity Action Team (DAT). The Diversity Unit and members of the DAT were instrumental in supporting and providing leadership on initiatives connected to accessibility-related activities. • **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, web site 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 relates to their respective areas of responsibility.
Emergency Management and Planning Office is committed to building accessibility considerations into all facets of its mandate	• Accessible formatting and accessibility considerations in evacuation planning were incorporated into the December 2012 updates of the Continuity of Operations Plan (COOP) and the Ministry Emergency Response Plan • All emergency response and COOP plans that are available to the public are provided in an accessible format upon request • The reconstituted Building Evacuation & Emergency Plans (BEEP) were reformatted following AODA standards for the use of the Building Response teams. This was done for 11 of the 12 sites for which MTO is the Building Lead at buildings where various ministries are co-located and was distributed directly to the members of the Building Response teams by the Building Site Lead and are not posted online • In addition, an Employee Site Handbook was created. Unlike the BEEPs, these handbooks have been posted to the MTO intranet site at for access to all building occupants at the 11 locations. The Handbooks contain site-specific information that employees would likely want, or benefit from knowing and were created in an AODA compliant format • In order to aid with site evacuations for persons with disabilities, in 2012 MTO reformatted the MTO Emergency Evacuation Assistance Request Form into an accessible format and incorporated it into the EM Training Module for Managers, the EM Training module for Staff as well as in the MTO COOP. It has now also been included in the Employee Site Handbook noted above and is available on the MTO intranet web site • An employee Evacuation Preparation Checklist was developed in 2013 which included a section on "Actions for Employees with Disabilities" describing the role of the employee and the manager in an evacuation

Section Two: Report on Measures Planned for 2013 - 14

Last year, the OPS published a Multi-Year Accessibility Plan (MYAP) that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, although we highlight the deliverables and timelines of the MYAP until 2016, the Ministry of Transportation is only reporting on measures it will take or begin during the 2013 -14 reporting period.

Measures Planned for 2013 - 14

MYAP Outcomes / Deliverables	Ministry Proposed Measures for 2013 -14
Customer Service People with disabilities who are OPS customers receive quality goods and services in a timely manner • New staff are trained on accessibility • Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training • Increased awareness in OPS of accessibility best practices in customer service and the workplace • Staff and customer feedback sought on accessibility innovations and improvements • Inclusion Lens applied to all policies and practices • Accessibility is part of all OPS business	• Continue to monitor and improve the quality of services provided to customers with disabilities through various methods • Continue to implement services and products outlined under the Accessibility Communication Action Plan • Staff organizing external and internal events and trade shows are exploring audio options for their visual presentations
Employment Accommodation People with disabilities who are OPS employees participate fully and meaningfully in services and employment • Conduct management review on accommodation for employees with disabilities • Increased awareness in OPS of accessibility best practices in customer service and the workplace • Senior managers have accessibility performance commitments • Best practices on employment accommodation and return to work implemented • Better accommodation for employees with disabilities resulting from management review • Managers and staff have accessibility performance commitments	• Continue to create accessible formats and to provide communication supports for employees as appropriate • Increase awareness of employment accommodation directives, policies and plans with managers • Provide a menu of potential commitments and accessibility-related learning opportunities to be considered under staff and managers performance plan • Increase awareness of available accessibility and diversity programs and resources

MYAP Outcomes / Deliverables	Ministry Proposed Measures for 2013 -14
Information and Communications Information and Communications are available in accessible formats to all OPS staff and customers • Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training • Accessibility Expo • Communications, web sites, technology solutions and documents employ accessibility best practices • Accessibility Expo continues annually	• Continue to meet WCAG 2.0 Level AA standards with the exception of (live) captions and (pre-recorded) audio descriptions • Communications Branch and the Ministry Web Coordinators Committee (MWCC) have been holding preliminary discussions to develop resources and 101 training for all contributors to MTO's intranets and co-ordinators of collaborative online work spaces (team sites), which will include information and training on web accessibility. The hope is to begin developing and implementing these resources during 2014 • The Ministry Web Coordinators Committee (MWCC) is moving to establish a "SharePoint Power Users Group" of contributors to the ministry's intranet who, while not web editors, are particularly skilled and adept at using the SharePoint systems for intranet pages and team sites. This volunteer group would act as informal SharePoint champions and coaches for their co-workers who are new and less experienced contributors to SharePoint, and be able to advise users on matters such as web accessibility. This Power Users Group would meet regularly to share knowledge and best practice learning and help the MWCC to develop information and training resources, including accessibility training, for all users and perhaps help deliver sessions. It is hoped that the SharePoint Power Users Group will be established in 2014 • Increase knowledge of the web community and content creators in preparing accessible information and communication products • Communicate the availability of accessible formats and communication supports to the public by January 1, 2014 • The Cluster Architecture Office is working in partnership with the I&IT Accessibility Centre of Excellence to develop best practices for inclusion of accessibility requirements into the OPS Enterprise Architecture review process • The findings and recommendations from the LTC accessibility pilot will be presented to the Corporate Architect group and shared with other clusters for inclusion and re-use in their project review processes. • Under the RUS Modernization project, the Carrier Solution is being implemented in 2013 and 2014 through three Releases. Each of these Releases will undergo assessment for AODA compliance. If full AODA compliance is not achieved for implementation, an approach, including timelines, will be identified to ensure the solution is fully AODA compliant

MYAP Outcomes / Deliverables	Ministry Proposed Measures for 2013 -14

Built Environment
There is greater accessibility into, out of and around OPS facilities and public spaces
 	
• Continue to create plans for addressing infrastructure barriers
• OPS ready to implement requirements of the IASR's Design of Public Spaces Standards that come into effect on January 1, 2015
	Government Facilities
	- 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
	
	Public Spaces
	• Prepare for January 1, 2015 IASR Design of Public Spaces Standards requirements for the OPS
	
	Specific built environment projects:
	• Accessible Pedestrian features will be installed at all newly constructed signalized intersections where pedestrian signals exist. Currently there are two locations:
	  o Highway 401 Westbound Ramp Terminal at Montreal Street scheduled for completion in 2015
	  o Highway 401 Westbound Ramp terminal at Highway 138 where the design has incorporated APS scheduled for completion in 2014
	• The new Traffic Operations Centre in Central Region that is being built in 2014 will be accessible
	• The front entrance of the Eastern Regional Complex will be enhanced to improve its current accessibility state.

Transportation There is greater accessibility into, out of and around OPS facilities and public spaces • Continue to develop strategies to address accessibility in infrastructure barriers	**Public Ferries** • Contract is in place for new accessible washrooms to be built on each ferry dock to and from Amherst Island. Construction will start in 2014 with a completion date of 2015 • New MTO drawing for depressed sidewalk curb treatment to be implemented for all MTO contracts by fall 2014. • Monitor the maintenance, and improve as necessary, all roadside rest stops in Eastern Region to ensure AODA standards are maintained • The Government of Ontario remains committed to helping municipalities improve their transit systems so that they are more accessible, affordable, convenient and a safer mode of travel • MTO will continue to work to help make transportation and related services accessible to people with disabilities
Leadership The OPS endeavours to demonstrate leadership for accessibility in Ontario • Ongoing consultations with persons with disabilities • Ministries continue to publish annual accessibility plans • Accessibility continues as strong organizational commitment	Continue to enhance MTO Governance Accessibility Structure • Develop a Provincial Highway Management divisional accessibility framework / governance to build functional team, branch and regional competency and accountability for accessibility in relation to planning, monitoring and reporting o Incorporate accessibility requirements and special initiatives into team, branch and regional work plans as

MYAP Outcomes / Deliverables	Ministry Proposed Measures for 2013 -14
	part of regular business to normalize accessibility considerations o Participate in a review of improving accessibility requirements for public information centres to confirm compliance and identify opportunities for improvement • Provide senior management team with meaningful questions to be asked during approval process of new programs, services and products to make sure no new barriers are created • LTC will develop strategies that will help the ministry meet its IASR obligations in areas such as web accessibility and procurement

Section Three: Report on Legislative Review

In support of the government's commitment to improve accessibility for persons with disabilities, the Ministry of Transportation will continue to review legislation, regulation and policies to identify and remove barriers to accessibility.

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that will prioritize the review of high impact legislation including:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
2. By the end of 2014, review of 52 targeted high-impact statutes that meet the following criteria:
   a. Statutes that affect persons with disabilities directly;
   b. Statutes that provide for the delivery of widely applicable services or programs;
   c. Statutes that provide benefits or protections; or
   d. Statutes that affect a democratic or civic right or duty; and
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those Ontarians who have accessibility needs.

As part of this process, the Ministry of Transportation is reviewing:
- Metrolinx Act
- Public Vehicles Act
- Highway Traffic Act, Part IV Licences

We will continue to report on the progress of the review in our annual accessibility plan.

Glossary of Terms and/or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

IASR – Integrated Accessibility Standards Regulation

I&IT – Information and Information Technology

LTC – Labour and Transportation Cluster

MTO – Ministry of Transportation

MYAP – Multi-Year Accessibility Plan

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

WCAG - Web Content Accessibility Guidelines

How to Contact us

Questions or comments about the Ministry of Transportation's Plan are always welcome.

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Visit the AccessOn web portal found on the Ministry of Economic Development and Trade's website. AccessOn promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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