



2024- 2028 Multi-Year Accessibility Plan



November 2023

Table of Contents

2024- 2028 Multi-Year Accessibility Plan.....	1
Introduction:	7
Key Accomplishments Snapshot: Past Barrier Removal Initiatives.....	8
Executive Summary	10
General Requirements.....	11
Accessibility Policies.....	11
Accessibility Plans.....	12
Annual Status Report	12
Procuring or Acquiring Goods, Services, or Facilities.....	12
Training	13
Customer Service	14
Policies.....	14
Service Animals.....	15
Support Persons.....	15
Temporary Disruptions	16
Training	16
Feedback Process.....	18
Format of Documents	18
Information and Communications	19
Feedback.....	19
Accessible Formats and Communication Supports	20
Emergency Procedure, Plans, or Public Safety Information.....	21

Accessible Websites and Web Content, WCAG Level A.....	22
Accessible Websites and Web Content, WCAG Level AA	23
Employment.....	23
Recruitment.....	23
Recruitment, Assessment, or Selection Process.....	24
Notice to Successful Applicants	25
Informing Employees of Supports	25
Accessible Formats and Communication Supports for Employees	26
Workplace Emergency Response Information	26
Documented Individual Accommodation Plans	27
Return to Work Process	28
Performance Management and Career Development and Advancement	28
Transportation.....	29
Availability of Information on Accessibility Equipment, Etc.....	29
Non-Functioning Accessibility Equipment.....	29
Accessibility Training.....	30
Emergency Preparedness and Response Policies.....	30
Fares, Support Persons.....	31
Transition Existing Contracts and Vehicles	31
Accessibility Plans, Conventional Transportation Services	32
Accessibility Plans, Specialized Transportation Services.....	32
Accessibility Plans, Conventional and Specialized Transportation Services	33
General Responsibilities.....	33

Alternative Accessible Method of Transportation	34
Fares	35
Transit Stops	35
Priority Seating	35
Service Disruptions.....	36
Pre-Boarding Announcements	36
Electronic Pre-Boarding Announcements.....	37
On-Board Announcements – Visual and Audible Transmission of Information	37
Requirements Re: Grab Bars, Etc.	38
Allocated Mobility Aid Spaces	38
Stop-Requests.....	39
Lighting Features.....	39
Signage	40
Lifting Devices, Etc.	40
Steps	41
Indicators and Alarms.....	41
Categories of Eligibility	41
Eligibility Application Process	42
Emergency or Compassionate Grounds.....	42
Fare Parity.....	43
Visitors.....	43
Origin to Destination Services	44
Co-ordinated Service.....	44

Hours of Service	44
Booking	45
Trip Restrictions.....	45
Service Delays	45
Companions and Children	46
Duties of Municipalities, General	46
Duties of Municipalities, Accessible Taxicabs	47
Duties of Municipalities, Taxicabs–Fare	47
Vehicle Registration and Identification.....	48
Design of Public Spaces	48
Consultation, Recreational Trails.....	48
Technical Requirements for Trails, General	49
Technical Requirements for Beach Access Routes, General.....	49
Common Technical Requirements for Trails and Beach Access Routes, General.....	50
Outdoor Public Use Eating Areas, General Requirements	50
Outdoor Play Spaces, Consultation Requirements	51
Outdoor Play Spaces, Accessibility in Design	51
Exterior Paths of Travel, Technical Requirements	52
Exterior Paths of Travel, Ramps.....	52
Exterior Paths of Travel, Stairs	52
Exterior Paths of Travel, Curb Ramps	53
Exterior Paths of Travel, Depressed Curbs	53
Exterior Paths of Travel, Accessible Pedestrian Signals	54

Exterior Paths of Travel, Rest Areas 54

Types of Accessible Parking Spaces..... 54

Access Aisles 55

Minimum Number and Type of Accessible Parking Spaces 55

Signage 56

On-Street Parking Spaces 56

Service Counters 56

Fixed Queuing Guides..... 57

Waiting Areas 57

Maintenance of Accessible Elements 57

Introduction:

The Town of Tecumseh continues to strive to remove barriers for those in the community with accessibility needs. This includes numerous projects in a variety of areas of need. The Town is subject to the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) and the Town is required to enact and update a multi-year accessibility plan every five years. This plan outlines the accomplishments in the removing of barriers to date, as well as the plans to continue this process in the future. This plan demonstrates the continued commitment of the Town of Tecumseh to identify, prevent, and remove barriers for all persons within the municipality. The notions of dignity, independence, integration, and equal opportunities form crucial pillars of the Multi-year Plan, as well as in the training, policies, and procedures of the Town. The Town of Tecumseh values the engagement and input from individuals with disabilities, and will continue to draw upon their knowledge, experiences, opinions, and ideas to continue the removal of barriers.

A Municipality that is accessible and barrier free means that residents and customers with disabilities receive quality services and goods in a timely manner and in a way that helps to preserve their independence and integrity. Through the continuation of the removal of barriers, people with disabilities can participate in Town programs, and Special Events, as well as having great accessibility to all Town parks and facilities. The Town is committed to ensuring that information and communication supports are available in accessible formats to all residents and staff. Finally, an accessible Tecumseh means that accessible employment practices during the recruitment process and for current employees will form a crucial pillar to the functioning of the Town.

Tecumseh Town Council recognizes that improving is important to all residents. Approximately 22% or 6.2 million people in Ontario have a disability, or roughly one in seven persons in Ontario. That number is expected to grow as the population ages. The Town of Tecumseh is committed to meeting the accessibility needs of persons with disabilities in a respectful, equitable and timely manner, and will do so by preventing and removing barriers to accessibility and meeting the requirements under AODA.

Key Accomplishments Snapshot: Past Barrier Removal Initiatives

1995-1999

Building of the Tecumseh Arena with full wheelchair access.

2000-2004

1. Renovation of the Essex County Cada Library Complex with full wheelchair access.
2. Installation of the Tecumseh Leisure Pool with full wheelchair access.
3. Building the Town of Tecumseh Fire and Rescue Station #1 with full wheelchair access.
4. Renovation of the Town of Tecumseh Municipal Complex with full wheelchair access.
5. Installation of barrier free doors at the Golden Age Club with full wheelchair access.
6. Installation of a boundless playground in Lacasse Park.

2005-2009

1. Renovation of the Town of Tecumseh Municipal offices with full wheelchair Access.
2. Accessible swings installed at all play equipment sets.

2010-2014

1. Customer service training provided to all Town staff in 2010 in accordance with Ontario Regulation 429/07.
2. Implementation of annual funding agreements with the Community Support Centre for the provision of public transportation services for the elderly and persons with disabilities.
3. Installation of a wheelchair accessible ramp at the Tecumseh Area Historical Society.
4. Installation of a roundabout at Riverside Drive and Manning Road with full access for blind and visually impaired pedestrians.
5. Adoption of multi-year accessibility plan.
6. BrowseAloud implemented on the Town's website.
7. Fencing removed at Gouin Street to Rocheleau Park for easier wheelchair access.
8. Public Works department replaced nine (9) ramps along the length of St. Gregory's.
9. Construction of accessible roundabout complete.
10. Chain added to Dog Park gate latch.
11. Approval of internet and telephone voting as an accessible voting method for the 2014 municipal election.
12. Update the Town's website to enhance accessibility features.

2015-2019

1. Sidewalks constructed on Shawnee and Arbour streets.
2. Trails paved at Lakewood Park.
3. Consulted with TACC and installed some new accessible playground equipment at Lacasse Park.
4. Purchased second Town transit bus with a lower floor for accessibility. There is designated wheelchair dedicated seating at the front of the bus.
5. Review of all transit stops completed and corrective measures are in place to ensure accessibility and ease of use for riders.
6. Employment opportunities on Town website provide a notice to indicate accessible accommodations are available upon request.
7. New ramps installed at St. Thomas and St. Pierre Streets.
8. At the intersection of Southfield and Tecumseh Road, installed tack tile plates on ramps for greater accessibility.
9. New Town website designed with meeting WCAG 2.0 Level AA requirements.

2020-2023

1. Livestream Council and Committee meetings which are posted on the Town's website and YouTube Channel. The YouTube recording has closed captioning available.
2. New crosswalk and curb cut constructed at the corner of St. Thomas and Lesperance Roads.
3. Town of Tecumseh Emergency Response Plan developed and posted on website in accessible format.
4. Equipped new transit buses with decals designating priority seating area.
5. Construction of Riverside Drive Multi-Use Path (City of Windsor to Manning Road) with accessible ramps at the cross streets
6. Removal of brick pavers along Tecumseh Road (City of Windsor to VIA Rail) and on Lesperance Road (St. Denis to Lanoue Street), including removal of trees and tree stumps located within the sidewalk to make it AODA accessible.

Executive Summary

We are pleased to present the Town of Tecumseh's 2024-2028 Multi-Year Accessibility Plan. This is our second multi-year accessibility plan which builds on the accomplishments of the previous years' plans.

The Plan was developed in consultation with Best practices research, the Town's Accessibility Advisory Committee, persons with disabilities and staff. The 2024-2028 Plan acts as our accessibility road map, outlining key actions to meet our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). It helps us relay our commitment to accessibility and an inclusive community.

2024-2028 Accessibility Initiatives

The new five-year accessibility plan includes both new and continuing initiatives that will help the Town's commitment to an inclusive community where all residents and visitors have access to Town services, programs and facilities in a manner that is integrated and promotes dignity and independence. Accessibility is everyone's responsibility and will be incorporated by design into the work of all Town Departments.

The initiatives fall under the key areas identified by the AODA legislative obligations of the Integrated Accessibility Standards (IASR) enacted January 1, 2023. These standards are rules that businesses and organizations in Ontario have to follow to identify, remove and prevent barriers so that people with disabilities have more opportunity to participate in everyday life.

The IASR is broken down into five standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces

These requirements operate in addition to the duty to accommodate under the Ontario Human Rights Code and the Ontario Building Code. The planned initiatives listed in this Plan are subject to annual budget allocations.

General Requirements

Applies to all five standards of the Integrated Accessibility Standards Regulations (IASR).

Accessibility Policies

January 1, 2013

Requirement: Develop policies, including a statement of organizational commitment, on how to meet the integrated standards requirements, make them available to the public, and provide them in an accessible format, upon request.

2012-2023 Key Accomplishments

- Expanded Accessibility Policy scope and created new supporting procedures.
- Accessible Customer Service procedure.
- Planning Accessible Meetings procedure.
- Accessible Information and Communications procedure.
- Accessible Employment procedure.
- Accessible Transportation procedure.
- Design of Public Spaces procedure.
- Conducted policy and procedure review in advance of Town's five-year review schedule; completed in 2016.
- Accessibility policies and procedures posted on Town website and provided in an accessible format, upon request.
- Implemented policy and procedures corporate-wide.

2024-2028 Key Actions/Initiatives

- Continued implementation of policy and procedures corporate-wide; update as required.
- Update policy and procedures as part of Town's policy review process.

Accessibility Plans

January 1, 2013

Requirement: Develop multi-year accessibility plan that outlines what will be done to implement IASR requirements. Post multi-year accessibility plan on website and provide in an accessible format, upon request. Report to the province every two years and review plan every five years. Consult with persons with disabilities and Accessibility Advisory Committee (AAC). Our Current Accessibility Plan can be found [here](#).

2024-2028 Key Actions

- File compliance report with the province when required.
- Implement requirements of Multi-Year Accessibility Plan Town-wide; update with provincial amendments to standards as required.

Annual Status Report

January 1, 2013

Requirement: Prepare annual status report on progress of measures set out in the multi-year accessibility plan, post on website, and provide it in an accessible format, upon request.

Key Accomplishments

- Status update presented to AAC and Council annually.
- Status update posted on Town website in an accessible format.

2024-2028 Key Actions/Initiatives

- Provide annual status report to AAC and Council and post annual status update on Town website in an accessible format.

Procuring or Acquiring Goods, Services, or Facilities

January 1, 2013

Requirement: Incorporate accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, except where it is not possible to do so.

Key Accomplishments

- Created [Procurement Policies and Procedures by-law](#) in 2014 ensuring staff and vendors comply with AODA requirements; updated in 2017 to reflect amended requirements to the Accessible Customer Service Standard and the Integrated

Accessibility Standards Regulation Corporate Information System updated to include accessibility criteria.

- Town purchasing reference guide developed, outlining accessibility requirements and considerations.
- Accessible purchasing requirement incorporated in training for staff.

2024-2028 Key Actions/Initiatives

- Incorporate accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, where possible.

Training

January 1, 2014

Requirement: Ensure training on the integrated standards and the Human Rights Code is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services, or facilities on behalf of the Town.

Key Accomplishments

- Training on the integrated standards and Human Rights Code rolled out to staff, Council, volunteers, and those who provide goods, services, or facilities on Town's behalf in 2012.
- Updated training materials in 2017 to include amended Customer Service Standard requirements. Rolled out to new staff, volunteers and those who provide goods, services, or facilities on the Town's behalf.

2024-2028 Key Actions/Initiatives

- Provide training to new and existing staff, Council, volunteers, and those who provide goods, services, or facilities on the Town's behalf as required.
- Train staff to interact and communicate with people with diverse types of disabilities.
- Continue to provide training to employees about the requirements of the Ontario Human Rights Code.

Customer Service

Outlines how the Town will make it easier for everyone to use its goods, services, and facilities.

Policies

January 1, 2010

Requirement: Develop policies on the provision of goods, services, and facilities, that are consistent with the principles of dignity, independence, integration, and equality, make them available to the public, and provide them in an accessible format, upon request.

Key Accomplishments

- Created [Accessible Customer Service](#) procedure to incorporate all requirements of the Customer Service Standard; received by Council in 2009. Updated procedure to incorporate the province's amended Customer Service Standard requirements in 2016.
- Accessibility Policy and Accessible Customer Service procedure posted on The Town website and provided in an accessible format, upon request.
- Implemented policy and procedure corporate-wide.

2024-2028 Key Actions/Initiatives

- Update Accessible Customer Service procedure by 2028 as part of Town policy review process.
- Ensure ongoing compliance.
- Continuing to ensure that as new emergency procedures, plans, and public safety information becomes available, that the information is developed in formats that are easily convertible upon request.
- Livestream Council and Committee meetings which are posted on the Town's website with closed captioning available. Provide electronic meeting attendance for persons with disabilities upon request.
- Include persons with disabilities as part of any future diversity, equity, and inclusion initiatives or committees that the Town implements.
- Continuously review, amend, and update the policies regarding accessible customer service to ensure compliance with the often-changing legislative changes administered by the Government of Ontario, as well as complying with Town policy review process.

- Continue to ensure that all residents are cared for in which their individual needs are met, and accommodations are made when needed.
- Continue to ensure that all signs and instructions at all facilities meet the guidelines for accessible signage, considering clear type/font, size in relation to distance, letter and line spacing, location and placement, colour contrast, tactile lettering, and surface type.

Service Animals

January 1, 2010

Requirement: Ensure guide dogs and other service animals are permitted to be used in all Town areas/premises that are open to the public unless otherwise prohibited by law. If a service animal is prohibited by law from the premises, ensure other measures are available to enable the individual the ability to obtain, use or benefit Town goods, services, or facilities.

Key Accomplishments

- Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard; received by Council in 2009. Updated procedure to incorporate the province's amended Customer Service Standard requirements in 2018 to include service animals.

2024-2028 Key Actions

- Update Accessible Customer Service procedure as part of Town policy review process.
- Ensure ongoing compliance.

Support Persons

January 1, 2010

Requirement: Ensure people with disabilities can access their support persons when using goods, services or facilities provided by the Town. Provide advance notice when a fee for the support person may be applicable. Consult the person with a disability if the Town requires a support person to accompany them to protect the individual's health and safety or of others on the premises.

Key Accomplishments

- Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard; received by Council in 2009. Updated procedure to incorporate the province's amended Customer Service Standard requirements in 2018.
- Consulted with individuals when a support person was required to protect the health and safety of the individual or others on the premises.

2024-2028 Key Actions/Initiatives

- Update Accessible Customer Service procedure as part of Town policy review process.
- Ensure ongoing compliance.

Temporary Disruptions

January 1, 2010

Requirement: Provide notice of a service disruption to any service or facility, including the reason for the disruption, its anticipated duration and a description of alternative facilities or services that may be available, on a website and posted at the location, where possible. Prepare a document setting out the steps taken during a temporary disruption and make that document available, upon request.

Key Accomplishments

- Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard; received by Council in 2009. Updated procedure to incorporate the province's amended Customer Service Standard requirements in 2018.
- Created Service Disruption Guidelines, posted on Town website and provided in an accessible format, upon request.
- Posted service disruption information on Town website, RSS feed and communicated through social media.
- Provided alternative facilities or services where possible.

2024-2028 Key Actions/Initiatives

- Update Accessible Customer Service procedure as part of Town policy review process.
- Ensure ongoing compliance.

Training

January 1, 2010

Requirement: Ensure training is provided to employees, volunteers and those who act on behalf of the Town on the purpose of the AODA, requirements of the Customer Service Standard, and the Town's Accessible Customer Service Procedure including how to interact and communicate with people with various types of disabilities in accessing Town goods, services, or facilities.

Key Accomplishments

- Training on the AODA and Customer Service Standard rolled out to staff, Council, volunteers, and those who provide goods, services, or facilities on Town's behalf in 2012.
- Updated training materials in 2017 to include amended Customer Service Standard requirements. Rolled out to new staff, volunteers and those who provide goods, services, or facilities on the Town's behalf.
- Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard; received by Council in 2009. Updated procedure to incorporate the province's amended Customer Service Standard requirements in 2018.

2024-2028 Key Actions/Initiatives

- Provide training to all staff, Council, volunteers, and those who provide goods, services, or facilities on the Town's behalf, as required.
- Update Accessible Customer Service procedure as part of Town policy review process.
- Provide ongoing training and update guides for staff members on creating accessible documents, as required.
- Provide advanced and ongoing training for key employees of the Town who produce documents for circulation to the public.
- Foster a working group of employees who act as departmental experts in document accessibility.
- When practicable, provide fundamental training on the concepts and best practices of the creating of accessible documents for all employees of the Town, at the time of onboarding employees, and as soon as practical for existing employees.
- Continuously review, amend, and update the policies regarding accessible customer service to ensure compliance with the often-changing legislative changes administered by the Government of Ontario, as well as complying with Town policy review process.
- Ensure that all departments in the Town are utilizing best practices for accessibility when planning events, and consulting the Ontario Planning Accessible Events Guide, to ensure events are barrier free and inclusive for all.
- Ensure ongoing compliance.

Feedback Process

January 1, 2010

Requirement: Establish a process for receiving and responding to feedback about the manner in which goods, services and facilities are provided to persons with disabilities, the actions taken if a complaint is received, ensure the process is accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Prepare a document about the feedback process and notify the public about availability of the document and post it on the Town's website.

Key Accomplishments

- Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard; received by Council in 2009. Updated procedure to incorporate the province's amended Customer Service Standard requirements in 2018.
- Multi-channel options for providing and responding to feedback including accessible online customer service feedback form.
- Statement created about availability of accessibility support for Town meetings, events, surveys, and any instance when feedback is requested by the Town.

2024-2028 Key Actions/Initiatives

- Update Accessible Customer Service procedure as part of Town policy review process.
- Continually improving and removing barriers in feedback mechanisms to ensure accessibility.
- Ensure ongoing compliance.

Format of Documents

January 1, 2010

Requirement: Provide or arrange for the provision of a document, or the information contained in a document, in a timely manner after consulting with the individual, taking into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons, upon request.

Key Accomplishments

- Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard; received by Council in 2009. Updated procedure to incorporate the province's amended Customer Service Standard requirements in 2018.

- Town-wide process for responding to requests for accessible documents and communications supports implemented.
- Training on creating accessible documents rolled out to all web publishers and staff in Corporate Communications, Clerk's, and the Office of the Mayor and Council.
- Tutorial and reference guide on creating accessible documents developed, rolled out to staff.
- Statement about availability of accessible formats and communication supports maintained on website.
- Statement created about availability of accessibility supports for Town meetings, events, surveys, and any instance when feedback is requested by the Town.

2024-2028 Key Actions/Initiatives

- Ensure that all Town documents have accessible formats available online and in-person (upon specific request for specific documents such as maps, designs).
- Update Accessible Customer Service procedure by 2028 as part of Town policy review process.
- Develop an Accessibility Strategy on the format of documents on the Town's website.
- Ensure ongoing compliance.

Information and Communications

Outlines how the Town will create, provide, and receive information and communications in ways that are accessible for people with disabilities.

Feedback

January 1, 2014

Requirement: Ensure processes for receiving and responding to feedback are accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Notify the public about availability of accessible formats and communication supports.

Key Accomplishments

- Created Accessible Information and Communications procedure to incorporate all requirements of the Information and Communications Standard; received by Council in 2012. Updated procedure in 2016.

- Multi-channel options for providing and responding to feedback including accessible online [customer service feedback form](#) on Town website.
- Statement about availability of accessible formats and communication supports posted on Town website.
- Statement created about availability of accessibility supports for Town meetings, events, surveys, and any instance when feedback is requested by the Town.
- Training to make documents accessible has been provided to staff in each Department. Training documents and quick help guides are available on the Intranet.
- Subscribe to Site Improve that monitors Town website daily and provides weekly reports on accessibility level of the Town website.

2024-2028 Key Actions/Initiatives

- Update Accessible Information and Communication procedure as part of Town policy review process.
- Continue to monitor feedback processes to ensure that receiving and responding to feedback is made available in an accessible format upon request or with appropriate communication supports.
- Ensure ongoing compliance.

Accessible Formats and Communication Supports

January 1, 2015

Requirement: Provide accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request. Notify the public about availability of accessible formats and communication supports.

Key Accomplishments

- Created Accessible Information and Communications procedure to incorporate all requirements of the Information and Communications Standard; received by Council in 2012. Updated procedure in 2016.
- Adopted [Policy No. 66 – Accessible Customer Service](#) for responding to requests for accessible documents and communications supports in 2016.
- Training on creating accessible documents rolled out to all staff.

- Tutorial and reference guide on creating accessible documents developed, rolled out to staff and available on Town.
- Acquired accessible agenda management software to assist in creating accessible Council documents.
- Statement created about availability of accessibility supports for Town meetings, events, surveys, and any instance when feedback is requested by the Town.
- Installed Browse Aloud on website which provides screen reader capabilities.
- Developed templates and programs for letters, documents, and presentations for staff use in accessible formats.

2024-2028 Key Actions/Initiatives

- Provide ongoing training with standard operating procedures and support to staff on creating accessible documents.
- Update Accessible Information and Communication procedure as part of Town policy review process.
- Provide accessible formats and communication supports on Town website, including key documents posted such as: Council Strategic Plan, Multi-Year Accessibility Plan, Accessibility Annual Status Update, Accessibility Actions, Annual Compliance Reports.
- When posting images online, ensure that alternative text options are available both on social media and on the Town website.
- Maintain and update TAAC social media, sharing relevant and current information regarding accessibility initiatives, and social awareness.
- Ensure ongoing compliance.

Emergency Procedure, Plans, or Public Safety Information

January 1, 2012

Requirement: Provide emergency procedures, plans or public safety information that is publicly available in an accessible format or with appropriate communication supports, upon request.

Key Accomplishments

- Statement about availability of accessible formats and communication supports posted on Town website.
- Secured [Emergency Notification System](#) (Tecumseh Alert System) which allows for accessible emergency notifications.
- [Emergency Response Plan and Flood Response Plan](#) posted on the Town's website in accessible format.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.
- Prepare annual Town Emergency Plan posted on Town website in an accessible format.
- Review, consult on and update 5-year Multi-Year Accessibility Plan. Current plan is for a five-year period of 2024-2028, with ongoing annual reviews.

Accessible Websites and Web Content, WCAG Level A

January 1, 2014 (applies to web content published on websites after January 1, 2012)

Requirement: Ensure new internet websites and web content conforms to WCAG 2.0 Level A.

Key Accomplishments

- Regularly reviewed compliance of tecumseh.ca through accessibility quality tool.
- Evaluated new responsive design through accessibility tools and vendor.
- WCAG 2.0 Level AA requirements.
- Provided training and support to all web publishers on web content accessibility and creating accessible documents.
- Key documents posted on Town website in accessible format including the Town's [Strategic Plan](#), [Multi-Year Accessibility Plan](#), Accessibility Annual Plan, Transit Accessibility Plan.

2024- 2028 Key Actions/Initiatives

- Provide training to staff, as required.
- Ensure ongoing compliance.

Accessible Websites and Web Content, WCAG Level AA

January 1, 2021

Requirement: Ensure internet websites and web content conforms with WCAG 2.0 Level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded).

Key Accomplishments

- Developed and provided accessible templates for reports, correspondence, and by-laws as part of web content.
- Provide ongoing guidance to staff on accessible web content.
- Website refreshed in 2019 to WCAG Level AA.
- Livestream video of Council and Committee meetings on Town website with Closed Captioning.

2024-2028 Key Actions/Initiatives

- Continue to incorporate WCAG 2.0 Level AA requirements on Town website.
- Develop and provide templates and guidance to staff on accessible web content.
- Website refresh scheduled for 2024.
- Provide training to staff, as required.
- Ensure ongoing compliance.

Employment

Outlines how the Town will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

Recruitment

January 1, 2014

Requirement: Notify employees and the public about availability of accommodation for applicants with disabilities in the recruitment processes.

Key Accomplishments

- Updated the Employment Practices – Recruitment, Retention, Notification etc. and Accessible Customer Service Policy in 2016. Acknowledgement statement on job applications updated to include statement of availability of accessibility accommodations in recruitment process.
- Partner with community organizations to support two-way access to people of all abilities.
- Employment opportunities web page updated to include statement of availability of accessibility accommodations in recruitment process.
- Implemented Recruit Right software for employment opportunities with the Town.

2024-2028 Key Actions/Initiatives

- Continue to partner with community organizations to support two-way access to people of all abilities.
- Continue to partner with community organizations to support two-way access to people of all abilities.
- Ensure ongoing compliance.

Recruitment, Assessment, or Selection Process

January 1, 2014

Requirement: Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request.

Key Accomplishments

- Updated recruitment process to ensure candidates are notified of the availability of accessibility accommodations when contacted for an interview or assessment.

2024-2028 Key Actions/Initiatives

- Continue to update [Accessible Employment and Accommodation procedures](#): Policy No. 81 Employment Practices: Recruitment, Retention, Notification, etc., Policy No. 79. Integrated Accessibility Standards Regulation (IASR), Policy No. 66 Accessible Customer Service.

Notice to Successful Applicants

January 1, 2014

Requirement: Notify successful applicants of policies for accommodating employees with disabilities, when making offers of employment.

Key Accomplishments

- Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Employment Practices- Recruitment, Retention, Notification, etc. policy.
- Surveyed new employees on need for work accommodation and assistance during an emergency.

2024-2028 Key Actions/Initiatives

- Continue to update Accessible Employment and Accommodation procedures.
- Ensure ongoing compliance.

Informing Employees of Supports

January 1, 2014

Requirement: Inform employees of policies to support employees with disabilities.

Key Accomplishments

- Created Employment Practices- Recruitment, Retention, Notification, etc. policy to incorporate all requirements of the Employment Standard; received by Council in 2012. Updated procedure in 2016.
- Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Employment Practices- Recruitment, Retention, Notification, etc. policy.
- Updated orientation materials to inform new employees of policies and procedures to support employees with disabilities during on-boarding and orientation.

2024-2028 Key Actions/Initiatives

- Continue to update Employment Practices - Recruitment, Retention, Notification, etc. policy as part of Town policy review process.
- Conduct employee workshops aimed at removing attitudinal barriers surrounding individuals that may experience intermittent, temporary, or permanent mental health, cognitive or physical disabilities.
- Ensure ongoing compliance.

Accessible Formats and Communication Supports for Employees

January 1, 2014

Requirement: Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request.

Key Accomplishments

- Created Employment Practices- Recruitment, Retention, Notification, etc. to incorporate all requirements of the Employment Standard. Updated procedure in 2016.
- Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Health & Safety Policy & Procedures and Employment Practices – Recruitment, Retention, Notification etc. policy.
- Accessible formats and communication supports provided to employees.

2024-2028 Key Actions/Initiatives

- Update Employment Practices- Recruitment, Retention, Notification, etc. policy as part of Town policy review process.
- Ensure ongoing compliance.

Workplace Emergency Response Information

January 1, 2012

Requirement: Provide individual workplace emergency response information to employees who have a disability, as required.

Key Accomplishments

- Created Accessible Employment procedure to incorporate all requirements of the Employment Standard; received by Council in 2012. Updated procedure in 2016.
- Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Health & Safety Policy & Procedures and Employment Practices – Recruitment, Retention, Notification etc. Respectful Conduct policy.
- Individual accommodation plans created for employees requesting assistance.
- Individual accommodation plans reviewed annually.

2024-2028 Key Actions/Initiatives

- Review and update individual accommodation plans annually.
- Update Accessible Employment and Accommodation procedures as part of Town policy review process.
- Review emergency plans on Town website.
- Ensure ongoing compliance.

Documented Individual Accommodation Plans

January 1, 2014

Requirement: Develop and implement a written process for documentation of individual accommodation plans for employees with disabilities.

Key Accomplishments

- Created Accessible Employment procedure to incorporate all requirements of the Employment Standard; received by Council in 2012. Updated procedure in 2016.
- Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Health & Safety Policy & Procedures and Employment Practices – Recruitment, Retention, Notification etc. policy.

2024-2028 Key Actions/Initiatives

- Support employees who need temporary or permanent work accommodation.
- Update Accessible Employment and Accommodation procedures as part of Town policy review process.

- Ensure ongoing compliance.

Return to Work Process

January 1, 2014

Requirement: Develop a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

Key Accomplishments

- Created Accessible Employment procedure to incorporate all requirements of the Employment Standard; received by Council in 2012. Updated procedure in 2016.
- Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Return-to-Work Policy and Employment Practices- Recruitment, Retention, Notification, etc. policy.
- Implemented return to work and employment accommodation program.

2024-2028 Key Actions/Initiatives

- Work with employees returning to work who require accessibility accommodations.
- Update Accessible Employment and Accommodation procedures as part of Town policy review process.
- Ensure ongoing compliance.

Performance Management and Career Development and Advancement

January 1, 2014

Requirement: Consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process and when providing career development and advancement.

Key Accomplishments

- Created Accessible Employment procedure to incorporate all requirements of the Employment Standard; received by Council in 2012. Updated procedure in 2016.
- Created Accommodation procedure to support employees who need temporary or permanent work accommodation as part of Employment Practices- Recruitment, Retention, Notification, etc. policy.

2024-2028 Key Actions

- Consider accessibility needs during performance management process and when providing career development and advancement.
- Update Accessible Employment and Accommodation procedures as part of Town policy review process.
- Continue to update Accessible Employment and Accommodation procedures and policies.
- Ensure ongoing compliance.

Transportation

Outlines how the Town will make it easier for anyone to use its public transportation services.

Availability of Information on Accessibility Equipment, Etc.

January 1, 2012

Requirement: Make available to the public current information on accessibility equipment and features of vehicles, routes, and services, and provide in an accessible format, upon request.

Key Accomplishments

- Information on accessibility equipment and features of vehicles provided on request.
- Review and update transit print material.

2024-2028 Key Actions/Initiatives

- Retain copy of Accessible Transportation procedure from Transit Service provider.
- Continue to promote the Town transit system as a safe, reliable, and accessible mode of transportation.
- Ensure ongoing compliance.

Non-Functioning Accessibility Equipment

July 1, 2011

Requirement: Take reasonable steps to accommodate persons with disabilities who would use the equipment and repair equipment as soon as possible if accessibility equipment in a vehicle is not functioning and equivalent service cannot be provided.

Key Accomplishments

- Reasonable steps taken to accommodate persons with disabilities where accessibility equipment was not functioning.
- Implement maintenance process for vehicles and equipment through the service provider.

2024-2028 Key Actions/Initiatives

- Ensure reasonable steps are taken to accommodate persons with disabilities if accessibility equipment is not functioning.
- Continue to monitor the condition of accessibility equipment in transportation infrastructure.
- Provide alternate services to transit bus.
- Ongoing reviews of required modifications.
- Update Accessible Transportation procedure as part of Town policy review process.

Accessibility Training

January 1, 2014

Requirement: Conduct employee and volunteer accessibility training as prescribed, in addition to training requirements under the General Requirements section.

Key Accomplishments

- Conducted accessibility training for transit drivers on safe use of accessibility equipment and features, acceptable modifications, and emergency preparedness.

2024-2028 Key Actions/Initiatives

- Conduct ongoing training as required.
- Continue to give transit staff accessibility training through the transit service provider.

Emergency Preparedness and Response Policies

January 1, 2012

Requirement: Establish emergency preparedness and response policies that provide for the safety of persons with disabilities, make policies available to the public and provide in an accessible format, upon request.

Key Accomplishments

- Developed emergency preparedness and response policies that provide for the safety of persons with disabilities.
- Provided policies in an accessible format, upon request.

2024-2028 Key Actions/Initiatives

- Provide emergency preparedness and response policies that provide for the safety of persons with disabilities, in an accessible format, upon request.
- Update Accessible Transportation procedure as part of Town policy review process.
- Develop Tecumseh Transit Accessibility Plan annually and include both Tecumseh Transit conventional and Community specialized services.

Fares, Support Persons

January 1, 2014

Requirement: Provide no-charge fare to a support person who is accompanying a person with a disability where a support person is needed.

Key Accomplishments

- Provided no-charge fare on both Tecumseh Transit conventional service and Customer Support Centre specialized service to a support person who is accompanying a person with a disability.

2024-2028 Key Actions/Initiatives

- Ensure compliance.

Transition Existing Contracts and Vehicles

Dates as prescribed.

Requirement: Transition conventional vehicles existing as of June 30, 2011, to meet requirements. Meet technical requirements to retrofit as required. Meet accessibility requirements when modifying or upgrading a portion of a vehicle after July 1, 2011.

Key Accomplishments

- No existing or outstanding contracts to purchase vehicles as per the prescribed dates.

- Provide a second low floor on Tecumseh Transit bus fleet to achieve 100 percent (100%).

2024-2028 Key Actions/Initiatives

- Ensure ongoing review if modifications are required.

Accessibility Plans, Conventional Transportation Services

January 1, 2013

Requirement: Establish a transit accessibility plan that identifies conventional and specialized transportation services, in addition to the multi-year accessibility plan. Hold one annual public meeting involving persons with disabilities to review the plan. Identify process for managing, evaluating, and taking action on customer feedback.

Key Accomplishments

- Tecumseh Accessibility Plan developed annually.
- Feedback on plan received through annual public consultation with AAC Key Actions.
- Develop Tecumseh Accessibility Plan annually and include both Tecumseh Transit conventional and Community Support Centre specialized services.
- Hold annual public consultation with AAC and persons with disabilities.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Accessibility Plans, Specialized Transportation Services

January 1, 2013

Requirement: Identify process for estimating demand for specialized transportation services. Develop steps to reduce wait times for specialized transportation services.

Key Accomplishments

- Developed process to establish demand for Community Support Centre specialized service and steps to reduce waiting times.
- Feedback on plan received through annual public consultation with AAC and persons with disabilities.
- Address demand for Community Support Centre specialized service and implement steps to reduce wait times.

2024-2028 Key Actions/Initiatives

- Hold annual public consultation with AAC and persons with disabilities.
- Ensure ongoing compliance and review if modifications are required.

Accessibility Plans, Conventional and Specialized Transportation Services

January 1, 2013

Requirement: Describe procedures for dealing with accessibility equipment failures on both types of transportation vehicles in transit accessibility plan.

Key Accomplishments

- Respond to any feedback received through annual public consultation with AAC and persons with disabilities.

2024-2028 Key Actions/Initiatives

- Include procedures in annual Tecumseh Transit accessibility plan.
- Develop Tecumseh Transit Accessibility Plan annually and include both Tecumseh Transit conventional and Community Support Centre specialized services.
- Hold annual public consultation with AAC and persons with disabilities.
- Ensure ongoing compliance and review if modifications are required.

General Responsibilities

January 1, 2012

Requirement: Deploy lifting devices, ramps, or portable bridge plates, upon request. Ensure adequate time is provided to safely board, be secured and deboard transportation vehicles with assistance, upon request. Assist with safe and careful storage of mobility aids or assistive devices. Allow persons with disabilities to travel with medical aid. Make information available in an accessible format, upon request.

Key Accomplishments

- Assist persons with disabilities by complying with all requirements.
- Accessibility training for transit drivers provided on an ongoing basis by the Transit service provider.

2024-2028 Key Actions/Initiatives

- Provide Accessibility training for transit drivers.
- Ensure ongoing compliance.

Alternative Accessible Method of Transportation

January 1, 2013

Requirement: Provide specialized transportation services to persons with disabilities who are unable to use conventional transportation services.

Key Accomplishments

- Provided Community Support Centre specialized service as an alternate accessible method of transportation to Tecumseh Transit conventional service.
- Launched home to Hub, on-request transit service in 2015 delivering convenient transit services to the new communities of north Tecumseh through co-mingling specialized and conventional transit trips.

2024-2028 Key Actions/Initiatives

- Provide Community Support Centre specialized service.
- Provide Home to Hub, on-request transit service.

Fares

July 1, 2011

Provide same fare structure to persons with disabilities.

Key Accomplishments

- Offered same fare structure to persons with disabilities on Tecumseh Transit conventional service and Community Support Centre specialized service.

2024-2028 Key Actions/Initiatives

- Offer same fare structure to persons with disabilities on Tecumseh Transit conventional service and Community Support Centre specialized service.

Transit Stops

January 1, 2012

Requirement: Allow persons with disabilities to board/deboard at a safe location if an official stop is not accessible.

Key Accomplishments

- Allow non-official, safe location transit stops.

2024-2028 Key Actions

- Allow non-official, safe location transit stops, when required.
- Improve accessibility of transit stop locations.
- Audit of all transit stop locations to identify and prioritize opportunities to improve accessibility ongoing Storage of Mobility Aids, Etc.
- Safely store and secure mobility aids and assistive devices at no charge (July 1, 2011).

Priority Seating

January 1, 2012

Requirement: Clearly mark priority seating for persons with disabilities, located as close as possible to the vehicle entrance. Provide signs to indicate that other passengers vacate seating if required by a person with a disability. Develop communications strategy.

Key Accomplishments

- Priority and courtesy seating for persons with disabilities on all Tecumseh Transit buses; decals installed.
- Information regarding priority and courtesy seating provided on Town website and available in alternate formats upon request.
- Equip new vehicles with decals designating priority seating area.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Service Disruptions

July 1, 2013

Requirement: Make available alternate accessible arrangements to transfer persons with disabilities to their route destination where a route or scheduled service is temporarily changed and known in advance of the trip.

Key Accomplishments

- Known service disruption information posted on Town website and communicated through social media.

2024-2028 Key Actions/Initiatives

- Provide service disruption information on Town website and through social media.
- Provide alternate accessible arrangements to transfer persons with disabilities to their route destination where a route or scheduled service is temporarily changed and known in advance of the trip.

Pre-Boarding Announcements

July 1, 2011

Requirement: Provide pre-boarding verbal announcements of the route, direction, destination, or next major stop, upon request.

Key Accomplishments/Initiatives

- Verbally announced route, direction, destination, or next major stop, on request until Intelligent Transportation System introduced.
- Launched new Intelligent Transportation System in 2018 which provides electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination, or next major stop.

2024-2028 Key Actions

- Ensure ongoing compliance.

Electronic Pre-Boarding Announcements

January 1, 2017

Requirement: Provide electronic pre-boarding announcements of route, direction, destination, or next major stop and ensure announcements satisfy signage requirements.

Key Accomplishments

- Launched new Intelligent Transportation System in 2018 which provides electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination, or next major stop.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

On-Board Announcements – Visual and Audible Transmission of Information

January 1, 2017

Requirement: Provide destination points or available route stops by announcing and legibly and visually displaying through electronic means; and visually displaying destination points or stop information to satisfy signage requirements.

Key Accomplishments

- Launched new Intelligent Transportation System in 2018 which provides electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination, or next major stop.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Requirements Re: Grab Bars, Etc.

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Requirement: Equip vehicles with grab bars, handholds, handrails, or stanchions, as prescribed.

Key Accomplishments

- Met all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators, and alarms, as prescribed.
- Procured vehicles through Town process to ensure all vehicle purchases adhere to specifications.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Allocated Mobility Aid Spaces

Applies to conventional transportation vehicles manufactured on or after January 1, 2013.

Requirement: Have two or more mobility aid spaces that meet space requirements and are equipped with securement devices.

Key Accomplishments

- Met all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators, and alarms, as prescribed.
- Procured vehicles through Town process to ensure all vehicle purchases adhere to specifications.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Stop-Requests

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Requirement: Equip vehicles with accessible stop-requests that meet the prescribed standards.

Key Accomplishments

- Met all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators, and alarms, as prescribed.
- Procured vehicles through Town process to ensure all vehicle purchases adhere to specifications.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Lighting Features

Applies to conventional transportation vehicles manufactured on or after January 1, 2013.

Requirement: Equip passenger access door area with lights that are constantly lit when the door is open, and that illuminate the lifting device, ramp, portable bridge plate or step nosings, and meet the prescribed light standards.

Key Accomplishments

- Met all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators, and alarms, as prescribed.
- Procured vehicles through Town process to ensure all vehicle purchases adhere to specifications.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Signage

Applies to conventional transportation vehicles manufactured on or after January 1, 2013.

Requirement: Have signs that identify routes, directions, destinations, or next major stops displayed in a manner that meet prescribed requirements (shape, colour, and placement).

Key Accomplishments

- Met all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators, and alarms, as prescribed.
- Procured vehicles through Town process to ensure all vehicle purchases adhere to specifications.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Lifting Devices, Etc.

Applies to conventional transportation vehicles manufactured on or after January 1, 2013

Requirement: Equip vehicles with lifting devices, ramps or portable bridge plates that meet the prescribed requirements.

Key Accomplishments

- Met all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators, and alarms, as prescribed.
- Procured vehicles through Town process to ensure all vehicle purchases adhere to specifications.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Steps

Applies to conventional and specialized transportation vehicles manufactured on or after January 1, 2013.

Requirement: Equip vehicles with steps that meet the prescribed requirements (colour, surface, and dimension).

Key Accomplishments

- Provide two (2) low floor, ramp-equipped bus fleet.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Indicators and Alarms

Applies to conventional and specialized transportation vehicles manufactured on or after January 1, 2013.

Requirement: Equip vehicles with a ramp, lifting device or kneeling function with appropriate visual and audible warning indicators and alarms.

Key Accomplishments

- Met all requirements for equipping vehicles with grab bars, handholds, handrails, stanchions, minimal glare and slip resistant floors, allocated mobility aid spaces equipped with securement devices, accessible stop-requests, lightning features, signage, lifting devices, steps, indicators, and alarms, as prescribed.
- Procured vehicles through Town process to ensure all vehicle purchases adhere to specifications.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Categories of Eligibility

January 1, 2017

Requirement: Establish three categories of eligibility to qualify for specialized transportation services: unconditional, temporary, and conditional eligibility.

Key Accomplishments

- Categories of eligibility implemented for Community Support Centre specialized services January 1, 2014, based on Town criteria.
- Unconditional, temporary, and conditional categories of eligibility implemented January 1, 2017.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Eligibility Application Process

January 1, 2014

Requirement: Provide temporary specialized transportation services (within 14 calendar days) after completed application is received at no charge until a decision on eligibility is made and provide in an accessible format, upon request.

Key Accomplishments

- Application for Community Support Centre specialized services provided at no-charge.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Emergency or Compassionate Grounds

January 1, 2014

Requirement: Develop procedures for temporary specialized transportation services earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds, and where there are no other accessible transportation services to meet the person's needs.

Key Accomplishments

- Created Accessible Transportation procedure to incorporate all requirements of the Transportation Standard; received by Council in 2012.
- Documented procedure for temporary specialized transportation earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds.

2024-2028 Key Actions/Initiatives

- Provide service for temporary specialized transportation earlier than 14 calendar days where services are required because of an emergency or on compassionate grounds.

Fare Parity

January 1, 2013

Requirement: Provide fare parity, same fare structure and fare payment options on conventional and specialized transportation services.

Key Accomplishments

- Offer fare parity, same fare structure and payment options on both Tecumseh Transit and Community Support Centre specialized service; introduced in 2008.
- Provide alternative fare payments to persons with disabilities.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.
- Continue to implement and update cost saving measures for persons with disabilities who rely on transit services.

Visitors

January 1, 2013

Requirement: Make specialized transportation services available to visitors with disabilities who meet eligibility criteria.

Key Accomplishments

- Created Accessible Transportation procedure to incorporate all requirements of the Transportation Standard; received by Council in 2012. Updated procedure in 2016.
- Implemented procedure to make Community Support Centre specialized service available to visitors with disabilities who meet eligibility criteria.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Origin to Destination Services

July 1, 2011

Requirement: Provide origin to destination services that meet the needs of persons with disabilities.

Key Accomplishments

- Origin to destination services provided on Community Support Centre specialized service.
- Provided home to Hub, on-request transit service launched in 2015 delivering convenient transit services to the new communities of north Tecumseh through co-mingling specialized and conventional transit trips.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Co-ordinated Service

January 1, 2013

Requirement: Facilitate connections between specialized transportation services, when provided in adjacent municipalities with contiguous urban areas, and determine the accessible stops and drop off locations.

Key Accomplishments

- Provided transfers between adjacent municipalities with contiguous urban areas.

2024-2028 Key Actions/Initiatives

- Provide transfers at no cost to Tecumseh residents between adjacent municipalities with contiguous urban areas.

Hours of Service

January 1, 2013

Requirement: Provide same hours and days of service on both conventional and special transportation services.

Key Accomplishments

- Provided same hours and days of services on both Tecumseh Transit conventional service and Community Support Centre specialized service.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Booking

January 1, 2014

Requirement: Provide same-day service to extent that it is available. When not available, accept booking requests up to three hours prior to the intended day of travel. Provide accessible means to accept reservations.

2024-2028 Key Actions

- Ensure ongoing compliance.

Trip Restrictions

January 1, 2014

Requirement: Provide unlimited number of trips for persons with disabilities.

Key Accomplishments

- Created Accessible Transportation procedure to incorporate all requirements of the Transportation Standard; received by Council in 2012. Updated procedure in 2016.
- Provided unlimited number of trips for persons with disabilities on Community Support Centre specialized service.

2024-2028 Key Actions/Initiatives

- Update Accessible Transportation procedure as part of Town policy review process.
- Ensure ongoing compliance.

Service Delays

January 1, 2013

Requirement: Provide information on duration of service delays on specialized transportation to affected passengers. A service delay is a delay of 30 minutes or more after the scheduled pick-up time.

Key Accomplishments

- Service disruption information posted on Tecumseh Transit website, RSS feed and communicated through social media.
- Service disruption information provided to impacted customers when a service delay of 30 minutes or more is known.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Companions and Children

January 1, 2012

Requirement: Allow companions and dependent children to travel with persons with disabilities when possible.

Key Accomplishments

- Allowed companions and dependent children to travel with persons with disabilities when possible.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Duties of Municipalities, General

January 1, 2013

Requirement: Consult with AAC, persons with disabilities and the public in development of accessible design criteria for accessible bus stops and shelters and incorporate steps to be taken in accessibility plan.

Key Accomplishments

- Accessibility audit of bus stops and shelters completed in 2014. Accessibility improvements of bus stops ongoing.

- Transit Services staff consulted with AAC on accessible design criteria for accessible bus stops and shelters.

2024-2028 Key Actions/Initiatives

- Improve accessibility of bus stops.
- Incorporate universal design in future infrastructure plans.

Duties of Municipalities, Accessible Taxicabs

January 1, 2013

Requirement: Consult with AAC, persons with disabilities and the public to determine the proportion of on-demand accessible taxicabs required in the community. Identify progress made toward meeting the need for on-demand accessible taxicabs in accessibility plan.

Key Accomplishments

- Created Accessible Transportation procedure to incorporate all requirements of the Transportation Standard; received by Council in 2012. Updated procedure in 2016.
- Municipal Enforcement Services consulted with taxicab brokerages, Transit Services staff and the AAC to discuss accessible taxicab service in 2013 and 2015.
- Online and print survey conducted for Community Support Centre specialized service riders, AAC, taxicab industry and public as part of comprehensive taxi by-law review in 2015.
- New taxicab license plate issuance model presented to Council in 2015 which addressed on-demand accessible taxicab service.
- Municipal Enforcement Services consulted with AAC on accessibility for alternative ground transportation services in 2016.
- Municipal Enforcement Services consulted with AAC on taxi regulation review in 2017.
- Permitted area municipalities taxi services to pick up fares in Tecumseh to increase access to accessible taxicabs.

2024-2028 Key Actions/Initiatives

- Ensure compliance.

Duties of Municipalities, Taxicabs–Fare

July 1, 2011

Provide fare parity and store mobility aids or assistive devices at no charge.

Key Accomplishments

- Provided fare parity and store mobility aids and devices at no charge.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Vehicle Registration and Identification

January 1, 2012

Requirement: Place vehicle registration and identification information on the rear bumper of the taxicab and provide in an accessible format, upon request.

Key Accomplishments

- Displayed vehicle identification on rear bumper and door in colour contrast.
- Affixed taxi plate with vehicle identification to rear bumper.
- Provided vehicle registration and identification information in an accessible format, upon request.
- Provided accessibility training to new taxi drivers.
- Included accessibility training as a portion of renewal process for existing drivers.

2024-2028 Key Actions/Initiatives

- Ensure ongoing compliance.

Design of Public Spaces

Outlines how the Town will make it easier for everyone to use its public spaces. This standard only applies to new construction and major changes to existing features of facilities owned, leased, or operated by the Town.

Consultation, Recreational Trails

January 1, 2016

Requirement: Consult with AAC, persons with disabilities and the public on the following design elements that may be part of a trail:

- The slope of the trail (e.g., the appropriate cross slope, running slope or both).
- Need for, and location of, ramps on the trail.
- Need for, location and design of:
 - rest areas
 - passing areas
 - viewing areas
 - amenities on the trail
 - any other accessibility features.

Key Accomplishments

- Completed accessibility audit of Town's recreational trail network for design elements in 2017.
- Consulted with AAC, persons with disabilities and the public on design elements of Town trails in 2015.

2024-2028 Key Actions/Initiatives

- Implement feedback on design elements of Town's recreational trail network, where appropriate.
- Ensure compliance to continue to meet accessibility standards for the design of public spaces.

Technical Requirements for Trails, General

January 1, 2016

Requirement: Construct or redevelop trails with the width, height, surface and surface openings, edge protection, entrance and signage features that meet the prescribed standards.

Key Accomplishments

- Completed accessibility audit of Town's recreational trail network for design elements in 2017.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Technical Requirements for Beach Access Routes, General

January 1, 2016

Requirement: Construct or redevelop beach access routes with the width, height, surface and surface area, surface openings, changes in level, cross slope, running slope and entrance features that meet the prescribed standards.

Key Accomplishments

- Completed accessibility audit of Town's recreational trail network for design elements in 2017.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Common Technical Requirements for Trails and Beach Access Routes, General

January 1, 2016

Construct or redevelop boardwalks with the width, height, surface and surface openings, edge protection and running slope features that meet the prescribed standards. Construct or redevelop ramps with the width, height, surface, and surface openings, running slope, landings, handrails, wall or guard and edge protection that meet the prescribed standards.

Key Accomplishments

- Completed accessibility audit of Town's recreational trail network for design elements in 2017.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Outdoor Public Use Eating Areas, General Requirements

January 1, 2016

Requirements: Construct or redevelop public use eating areas that include the minimum number of accessible tables and have a firm, stable and level surface.

Key Accomplishments

- Purchased and installed accessible picnic tables for the café at Lakewood in 2018.

2024-2028 Key Actions/Initiatives

- Incorporate Universal Design Standards for Town facilities in new construction or redevelopment plans, as prescribed.

Outdoor Play Spaces, Consultation Requirements

January 1, 2016

Requirement: Consult with AAC, persons with disabilities and the public on the needs of children and caregivers with various disabilities when constructing new or redeveloping existing outdoor play spaces.

Key Accomplishments

- Consulted with AAC on design elements of outdoor play spaces in 2017.

2024-2028 Key Actions/Initiatives

- Implement feedback on design elements of outdoor play spaces, where appropriate.
- Prioritize accessibility in the public consultation process for all future newly constructed or redeveloped capital projects.

Outdoor Play Spaces, Accessibility in Design

January 1, 2016

Requirement: Design outdoor play spaces with accessibility features, such as sensory and active play components, and have a ground surface that is firm, stable, has impact attenuating properties and sufficient clearance for people with disabilities to move through, in and around the play space.

Key Accomplishments

- Consulted with AAC on design elements of outdoor play spaces in 2017.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans.
- Implement feedback on design elements of outdoor play spaces, where appropriate.
- Continue to prioritize accessibility regarding infrastructure projects at Town-owned facilities and properties including traffic lights, sidewalks, tactile warning plates, parks, etc.

Exterior Paths of Travel, Technical Requirements

January 1, 2016

Requirement: Construct or redevelop exterior paths of travel with the width, height, surface and surface area, surface opening, changes in level, running and cross slope features that meet the prescribed standards.

Key Accomplishments

- Engineering consulted with AAC on the Tecumseh Road Mainstreet Streetscape Project.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Exterior Paths of Travel, Ramps

January 1, 2016

Construct or redevelop ramps for exterior paths of travel with the width, surface, running slope, landings, openings in the surface, handrails, edge protection and wall and guard rail features that meet the prescribed standards.

Key Accomplishments

- Consulted with AAC in 2017 regarding access to the Town Hall.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Exterior Paths of Travel, Stairs

January 1, 2016

Requirement: Construct or redevelop stairs for exterior paths of travel with the tread, rise, run, tonal contrast, tactile walking surface indicator, handrail and guardrail features that meet the prescribed standards.

Key Accomplishments

- Developed strategy to implement technical requirements in new construction or redevelopment plans, as prescribed. Consulted with AAC.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Exterior Paths of Travel, Curb Ramps

January 1, 2016

Requirement: Construct or redevelop curb ramps for exterior paths of travel with the width, running/cross slope and tactile walking surface indicator features that meet the prescribed standards.

Key Accomplishments

- Any new or reconstructed curb ramps for exterior paths of travel with the width, running/cross slope and tactile walking surface indicator features that meet the prescribed standards.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Exterior Paths of Travel, Depressed Curbs

January 1, 2016

Requirement: Construct or redevelop depressed curbs on exterior paths of travel with the running slope, direction of travel and tactile walking surface indicator features that meet the prescribed standards.

Key Accomplishments

- Any new or reconstructed curb ramps for exterior paths of travel with the width, running/cross slope and tactile walking surface indicator features that meet the prescribed standards.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Exterior Paths of Travel, Accessible Pedestrian Signals

January 1, 2016

Requirement: Install or replace pedestrian signals at pedestrian crossovers with the tone, tactile arrows, activation features, travel indicators and mounting height and distance features that meet the prescribed standards.

Key Accomplishments

- Developed strategy to implement technical requirements in new construction or redevelopment plans, as prescribed.
- Installed pedestrian signals at the pedestrian crossover at Lakewood Park with the tone, tactile arrows, activation features, travel indicators and mounting height and distance features that meet the prescribed standards.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Exterior Paths of Travel, Rest Areas

January 1, 2016

Requirement: Consult with AAC, persons with disabilities and the public on design and placement of rest areas along exterior paths of travel.

2024-2028 Key Actions/Initiatives

- Implement feedback on design elements of rest areas, where appropriate.

Types of Accessible Parking Spaces

January 1, 2016

Requirement: Construct or redevelop off-street parking facilities with parking spaces that meet the type, width and signage features that meet the prescribed standards.

Key Accomplishments

- Zoning By-Laws implement technical requirements in new construction or redevelopment plans, as prescribed.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Access Aisles

January 1, 2016

Requirement: Construct or redevelop access aisles for all parking spaces for the use of persons with disabilities in off-street parking facilities with the width, length, surface and marking features that meet the prescribed standards.

Key Accomplishments

- Zoning By-Laws implement technical requirements in new construction or redevelopment plans, as prescribed.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Minimum Number and Type of Accessible Parking Spaces

January 1, 2016

Requirement: Construct or redevelop off-street parking facilities with a minimum number and type of accessible parking spaces that meet the prescribed standards.

Key Accomplishments

- Zoning By-Laws implement technical requirements in new construction or redevelopment plans, as prescribed.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

Signage

January 1, 2016

Requirement: Identify newly constructed or redeveloped accessible parking spaces with signage features that meet the prescribed standards.

Key Accomplishments

- Zoning By-Laws implement technical requirements in new construction or redevelopment plans, as prescribed.
- Disabled Accessible Parking By-Law for enforcement.

2024-2028 Key Actions/Initiatives

- Incorporate technical requirements in new construction or redevelopment plans, as prescribed.

On-Street Parking Spaces

January 1, 2016

Requirement: Consult with AAC, persons with disabilities and the public on the need, location and design of accessible on-street parking spaces when constructing or redeveloping existing on-street parking spaces.

2024-2028 Key Actions/Initiatives

- Implement feedback on design elements of accessible on-street parking spaces, where appropriate.

Service Counters

January 1, 2016

Requirement: Construct or redevelop service counters with the minimum number of accessible service counters, height, knee clearance, floor space and signage, as prescribed.

Key Accomplishments

- Tecumseh Town Hall and Arena office renovations incorporated the minimum number of accessible service counters, height, knee clearance, floor space and signage, as prescribed.

2024-2028 Key Actions/Initiatives

- Develop standards for Town facilities in new construction or redevelopment plans, as prescribed.

Fixed Queuing Guides

January 1, 2016

Requirement: Construct or redevelop fixed queuing guides with the width, clear floor area and cane detectable elements, as prescribed.

Key Accomplishments

Town hall renovations included sliding doors, for main entrance and back doors, wider ramps in front and back of building.

2024-2028 Key Actions/Initiatives

- Develop standards for Town facilities in new construction or redevelopment plans, as prescribed.

Waiting Areas

January 1, 2016

Requirement: Construct or redevelop waiting areas with the minimum number of accessible seatings, as prescribed.

2024-2028 Key Actions/Initiatives

- Develop standards for Town facilities in new construction or redevelopment plans, as prescribed.

Maintenance of Accessible Elements

January 1, 2016

Requirement: Include procedures for preventative and emergency maintenance of accessible elements and temporary disruptions to accessible public spaces that meet the prescribed standards.

Key Accomplishments

- Incorporate maintenance requirements, as prescribed.

2024-2028 Key Actions/Initiatives

- incorporate maintenance requirements, as prescribed.
- Continue the barrier identification process for all Town facilities.