



# **Brantford Accessibility Plan**

## **2017 Status Update**

**November 2017**  
Municipal Accessibility Coordinator  
City of Brantford  
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# 1.0 Introduction

The [Accessibility for Ontarians with Disabilities Act](#)<sup>1</sup>, 2005 (*AODA*) outlines a number of requirements that when implemented will lead to an accessible Ontario by 2025. Barriers will be removed and prevented, allowing all people to access goods and services. The *AODA* contains five (5) standards that are to provide a consistent means of measuring appropriate levels of accessibility. These standards, as listed below, are to be reviewed by the government every two (2) years:

- Customer Service;
- Transportation;
- Information and Communication;
- Employment; and
- Built Environment
  - Design of Public Spaces; and
  - The Ontario Building Code.

Requirements of each standard can be found in the [Integrated Accessibility Standards Regulation 191/11](#)<sup>2</sup>(*IAS*).

The Built Environment Standard was divided into two parts, one for outdoor components and one for interiors. The outdoor elements are now referred to as Design of Public Spaces in the *IAS*. The interior elements will be encompassed into the *Ontario Building Code*.

The *AODA* requires the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the legislation. The latest [Brantford Accessibility Plan](#)<sup>3</sup> was approved by Council in the summer of 2014. In addition to the multi-year plan organizations are also required to draft annual Accessibility Status Reports to inform members of Council and the community of the measures taken to improve accessibility and implement the Province's legislated

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<sup>1</sup> Visit <http://www.ontario.ca/laws/statute/05a11> to view the *AODA* in its entirety

<sup>2</sup> Visit <http://www.ontario.ca/laws/statute/05a11> to view the *Integrated Accessibility Standards* in its entirety

<sup>3</sup> Visit [http://www.brantford.ca/Accessibility/BrantfordAccessibilityPlan-June23\\_2014.pdf](http://www.brantford.ca/Accessibility/BrantfordAccessibilityPlan-June23_2014.pdf) to view the 2014 Brantford Accessibility plan in its entirety

accessibility requirements. A summary of the City's compliance to date can be found in Appendix A.

This document fulfills the requirement of the Accessibility Status Report and also provides an update on the actions taken to implement the 2013 – 2018 Multi-Year Accessibility Plan adopted in the summer of 2014 and how the City of Brantford continues to promote dignity, independence, integration and equality. A 2019 - 2024 Multi Year Plan will be presented to Council in 2018.

## 2.0 The City of Brantford's Statement of Commitment

The City of Brantford's statement of commitment establishes the vision and goals for the City to meet the legislated accessibility requirements.

Brantford City Council has made the commitment to achieve an accessible community for all its citizens, visitors and staff by eliminating barriers in a manner that respects the dignity, independence and autonomy of the individual while ensuring full integration and equal opportunities, regardless of ability.

The City values the contributions and participation of all citizens. To facilitate this involvement, the City is committed to providing goods and services that are accessible to all in a timely manner that respects their dignity and independence while providing for integration and equality of opportunity for all people, regardless of ability.

The City's policies, procedures and standards will take into consideration citizens who require assistive devices and will ensure they have the same ability to obtain, use or benefit from goods and services by providing measures to enable them to do so.

The City is committed to ensuring that the City's transportation services, both conventional and specialized, as well as all other City departments have a process to allow for customer feedback.

The City will ensure when communicating with persons with disabilities, to do so in a manner that takes into account each person's individual needs.

The City is committed to welcoming persons with disabilities who are accompanied by a Support Person and Service Animals onto all City owned and operated facilities open to the public.

The City will provide access to transportation services offered directly or contracted to all citizens.

The City will provide notice to citizens when access to services and facilities are temporarily disrupted.

The City will provide training to all city employees, volunteers and third parties relevant to this policy and associated procedures and standards.

The City is dedicated to providing equal opportunity employment to all people and will take into account the accommodations for applicants and employees with disabilities.

## **3.0 Corporate Strategic Initiative Reference**

### **3.1 High Quality Life and Caring for all Citizens – Long Term Goals**

- Brantford citizens and visitors will enjoy a full range of well-supported and maintained arts, heritage, culture, sports and recreational facilities and programs.
- Brantford will be recognized as a safe and healthy community – one that promotes and enables the well-being of its citizens, and supports access of all citizens to a full range of health and community services.
- Brantford will be known as a community with a social conscience – one that supports those in need (including for example children, youth, seniors, people with disabilities and marginalized populations).

### **3.2 Excellence in Governance and Municipal Management – Long Term Goals**

- Brantford citizens will be engaged in, and informed about their community and their City government.
- The City of Brantford will be known for its open and accessible government.

### **3.3 Economic Vitality & Innovation - Long-Term Desired Outcomes**

- Brantford will have a strong diversified economic base that provides its citizens with excellent local job opportunities.
- Brantford's downtown will be vibrant and successful – the hub for its citizens, students, businesses, visitors and government.
- Brantford will be a proud City with a positive image.

## 4.0 Corporate Wide Action Plan

The following notes the achievements made throughout 2017 that affect the Corporation as a whole.

### 4.1 General

- A review and comparison between the 2015 Ontario Building Code, Design of Public Spaces and the Brantford Facility Accessibility Design Standards (FADS) was continued.
  - FADS will be updated to incorporate differences where the other two documents have higher standards for accessibility. Incorporating these difference will create one resource, with direction on accessibility elements within the built environment.
- The 2017 Compliance Report was completed and submitted to the office of the Accessibility Directorate of Ontario. A copy of this report can be reviewed in Appendix B.

### 4.2 Customer Service Standard

- The City has continued to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal sources.
- Topics that impact accessibility continue to be presented to the Brantford Accessibility Advisory Committee on a monthly basis.
- Accommodations for individuals were made as requested or as change in service required.
- Corporate wide accessibility awareness training continued through utilization of an online learning management system. The comprehensive training program includes four major elements: accessibility awareness, AODA, barriers in the built environment and how to identify and address attitudinal barriers.
- Disability Awareness Sensitivity Training was administered to all new employees and volunteers, by accessing a module on the learning management system, as part of their orientation to the City of Brantford.



- Phase One of the Customer One Strategy was implemented with the creation of a Corporate Call Centre.
  - The Call Centre provides simplified access to City of Brantford services through live answer with one centralized telephone number for service delivery.

#### **4.2.1.1 Information and Communication**

- The Municipal Accessibility Coordinator and members of the Communications Department attended a comprehensive training course on how to create accessible documents.
- Development of an accessible document training program for City staff was initiated.
- Redevelopment of [www.brantford.ca](http://www.brantford.ca) and its microsites began.

### **4.3 Employment Standards**

- No changes were made throughout 2017 that affected compliance with the Employment Standards.
  - The City of Brantford remains in compliance with these Standards.

### **4.4 Transportation Standards**

- The Transit Operational review continued.
- The Manager of Brantford Transit continues to attend the monthly meetings of the Brantford Accessibility Advisory Committee. Pertinent information is relayed to Committee members, and they in turn are given the opportunity to voice any concern or feedback.

### **4.5 Built Environment Standards**

#### **4.5.1 Ontario Building Code**

- Staff continues to be made aware of the accessibility amendments to the *Ontario Building Code* and will remain cognizant of these while designing spaces and reviewing plans.

## 4.5.2 Design of Public Spaces Standard

- Requirements are being implemented where applicable.
- Requirements have been included in City design manuals.

## 4.5.3 Maintenance

- Accessibility features in City facilities continued to be monitored on a regular basis as indicated below. Any malfunctioning features or those in disrepair will be fixed as soon as feasible.
- Once installed, costs associated with the maintenance of assistive devices and other accessibility accommodations becomes the responsibility of the departments accountable for the asset. The costs would be allocated within their annual operating budget.
  - Elevators and other lifting devices are covered under a preventive maintenance contract with a qualified elevating device contractor and are inspected on an annual basis by the Technical Standards and Safety Authority (TSSA).
  - Aquatic pool lifts are inspected annually by maintenance staff.
  - Function of automatic door openers and call buttons are assessed through Workplace Inspections.
  - Sidewalks, including curb cuts are inspected on an annual basis. Any area where there is a vertical discontinuity more than 2cm is prioritized and noted for repair.
  - Audible pedestrian crossing signals are tested and undergo routine maintenance on an annual basis.

- Parks and trails are inspected on a monthly basis.
- Contracted maintenance and janitorial staff monitor general features such as automatic doors and faucets by nature of their cleaning routines. Inoperable devices are reported to the Facilities and Asset Management Department.
- Items such as replacing batteries in hands free devices will be undertaken by in house staff. Repairs to door closures and card readers etc. are contracted to a number of qualified vendors.
- The Facilities and Asset Management Department participates in the Electrical Safety Authorities (ESA) Continuous Safety Services program where buildings are inspected semi-annually or annually by an ESA safety inspector. All electrical work undertaken on elevating devices and automatic door closures is conducted by licensed and qualified contractors and permits are recorded where applicable.
- Staff receive feedback regarding the usability of features from members of the public.
- When features are found to be out of service a notice is posted as per section 5.5 Service Disruption of Health and Safety Standard 053-Accessibility.

## 5.0 Commission Specific Accessibility Initiatives

All levels of Management continued to work with the Municipal Accessibility Coordinator to ensure appropriate information was shared, training delivered and guidance provided to support compliance with legislative requirements. It is the goal of the Corporation to not only meet the legislative requirements but to exceed them whenever possible.

Through the budget process \$100,000 was allocated for accessible modifications to buildings and facilities to accommodate persons with disabilities. The funding for departmental initiatives, such as accommodations for staff persons with disabilities or case specific space modifications, have been approved on an as-needed basis and are processed through the City's Operating Budget.

Please note that all departments continued their efforts to create access and deliver services in an accessible manner. However, only those that experienced departmental specific changes are mentioned in this section.

### 5.1 Chief Administrative Officer's Office

#### 5.1.1 Corporate Communications

- Worked with the Brantford Accessibility Advisory Committee (BAAC) to develop and launch an Awards Program that recognizes the outstanding achievements of organizations within our community that meet and/or exceed the legislated standards of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and that have demonstrated a commitment to providing excellent accessibility initiatives to accommodate persons with disabilities was developed.
  - The Awards Program campaign was launched on November 1st, 2016 with the first recipients being recognized as part of the 2017 National Access Awareness Week.
  - Elements of the program included a Certificate of Recognition presented to each award recipient by City Council as well as a letter of congratulations from the City of Brantford and identifiable window decals (produced by the City) that may be displayed in a prominent position within the business/organization to identify that the award recipient.

- Created promotional materials to support the Program including posters, print supports accessibility for persons with disabilities.
- Provided materials for ads and social media graphics.
- The inaugural campaign was a huge success with nine organizations meeting the award criteria established by the Committee.
- In February 2017 Brantford City Council approved a capital investment project to redevelop the [City of Brantford's website](#)<sup>4</sup>.
  - The City's website is in need of a complete revitalization to reflect modern communication best practices and bring the website and corresponding microsites up to current web user standards to ensure improved customer service and more effective communication with the residents Brantford serves.
  - The redevelopment of the website will enable the City to promote the Level AA standard of the Web Content Accessibility Guidelines 2.0 (WCAG) as identified in the AODA.
  - While work on the new website is underway, efforts continue to make files on the current website accessible.
- Three members of the Communication Department participated in a full day training session on Microsoft Word to ensure best practices are being utilized in the development of communication materials.
- In September 2017, a Social Media Policy was submitted for consideration by City Council, which received approval.
  - A stipulation of the Policy is that authorized social media authors must ensure that all posted social media content is compliant with the approved Accessible Formats and Communications Supports Standards and Guidelines.

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<sup>4</sup> The City of Brantford's website address is [www.brantford.ca](http://www.brantford.ca)

- Continued of development of a staff training program, into 2018, related to drafting accessible documents.

## 5.2 Corporate Services

### 5.2.1 City Clerks Department

- Purchase of an upgraded assistive listening device in the Council Chambers.
  - A variety of headsets will be made available.
- Inclusion of the following language on all Council/Committee/Board/Advisory Committee/Task Force agendas: 'Accessible formats and communication supports available upon request. For more information please contact, the City of Brantford Municipal Accessibility Coordinator by phone at 519-759-4150 or by email [accessibility@brantford.ca](mailto:accessibility@brantford.ca)'.
- Review of Election Voting Procedures for the upcoming 2018 Municipal Election.
- Development of a new AODA-compliant corporate Print/Copy Request Form.

### 5.2.2 Human Resources

- The Municipal Accessibility Coordinator continued to act as the staff liaison for the Brantford Accessibility Advisory Committee.
- The Municipal Accessibility Coordinator continued to be apprised of the AODA legislation and assisted all departments in maintaining compliance in everyday operations and special projects.
- The Municipal Accessibility Coordinator continued to take the lead on a review/comparison of the Brantford Facility Accessibility Design Standards (FADS), *Ontario Building Code* and Design of Public Spaces.
  - FADS will be updated where its requirements do not meet or exceed those of the provincial documents.
- The Municipal Accessibility Coordinator continued the process of educating staff on the importance of accessible formatting of documents.

- Many documents were converted to be optimally accessible. These documents are in the form of tagged PDFs.
- Along with staff from the Communications Department, the Municipal Accessibility Coordinator continued to receive training on document accessibility. This year's training included a refresher on accessible Microsoft Word documents.
- The Municipal Accessibility Coordinator played an active role in the planning of the ParaSport Games to ensure the event was as accessible possible.
- The Municipal Accessibility Coordinator continued to serve as a resource to other staff members, advising on ways to increase accessibility through various projects.
- The Corporate Training Specialist continued to take the lead on the Sensitivity to Disabilities Training and created a new online training module through the Learning Management System.

## 5.2.3 Finance

### 5.2.3.1 Customer Service

- Continued to promote the importance of online forms and investigated the implementation of an increased number of online forms.
- Initiated and investigation into implementing an on-line credit card payment process which would facilitate payment of the utility account without having to visit the office.

## 5.2.4 Legal

### 5.2.4.1 Provincial Offences

- A FILESEND system has been used to share various disclosure documents with member of the public who are not able to attend our office easily.
- Started offering telephone payment for fines.



- A project was initiated to review the website and to increase accessibility of current forms.

### 5.2.5 Customer Strategic Development

- Phase One of the Customer One Contact Centre was implemented with a Corporate Call Centre.
  - The Call Centre provides simplified access to City of Brantford services through live answer with one centralized telephone number for service delivery.
    - Staff from all departments were asked to provide answers to their most frequently asked questions, to assist in building a data base for the Customer Service Representatives.
    - Questions that cannot be answered by the Customer Service Representatives are directed to correct staff members for accurate and timely responses.
  - This initiative has improved access to services for the citizens of Brantford including persons with disabilities through the phone service channel by ensuring that all incoming calls are answered by knowledgeable Customer Service Representatives trained in accessibility awareness.

## 5.3 Community Development

### 5.3.1 Tourism

- The new [www.discoverbrantford.ca](http://www.discoverbrantford.ca) website was launched in February 2017 and provides a more user-friendly and screen-reader friendly web presence.
- Continued adaptations and improvements to the Signature Experience Campaign materials to improve accessibility.
- Staff attended training to learn to create accessible Word documents.
- The City of Brantford successfully hosted the 2017 Ontario ParaSport Winter Games in partnership with the County of Brant from February 10-12, 2017.
  - This event required that all staff and volunteers participating in the event complete training in accessibility developed by the City and County Municipal Accessibility Coordinators.
  - All accommodations partners, transportation partners, sport venues and event venues used during the Games were consulted in order to ensure that the facilities and services were accessible and that all requirements of the athletes were met.
- The Tourism Advisory Committee identified Accessible Tourism as a 2017 priority. Many members attended or volunteered with the Ontario ParaSport Winter Games as well.
- The Public Art Subcommittee has recommended that the City fund a Free Little Libraries project in Brantford through our Public Art Reserve Fund.
  - Little Free Libraries is an international movement to promote literacy at the grassroots level. Little Free Libraries provide: 24/7 access, inclusive community-curated content, no membership requirements, no late fees or restrictive borrowing timelines.

- 10 Little Free Libraries were installed in publically accessible locations through the City to ensure they are available for those with transportation limitations.
- Each of the 10 Libraries installed throughout the City will be decorated by a local artist, and will become part of the City's Public Art Collection.
- Accessibility for persons with disabilities was considered through design and placement.
- Locations of the Little Free Libraries are as follows:
  - Ward 1
    - 4 Fire Station, 400 Colborne Street West
    - Bell Homestead
  - Ward 2
    - 2 Fire Station, 311 St. Paul Avenue
    - Glenhyrst Art Gallery
  - Ward 3
    - Wayne Gretzky Sports Centre
  - Ward 4
    - Branlyn Community Centre
    - Brantford Visitor and Tourism Centre
    - Woodman Park Community Centre
  - Ward 5
    - Central Services Fire Hall, 60 Clarence Street
    - Doug Snooks Eagle Place Community Centre

### 5.3.2 Planning

- The Planning Department brought forward a technical amendment to the Zoning By-law to update the regulations relating to accessible parking spaces to bring it in line with the Design of Public Spaces.

- This was approved by Council on April 25, 2017 (By-law 60-2017) and it is now in full force and effect.
- The front counter of the Planning Department was modified to be wider, to allow access to those who use assistive devices.

## 5.4 Programming and Recreation

### 5.4.1 Recreation Services

- The accessible washroom at Woodman Community Centre proved to be an overwhelming success for the patrons accessing services and programs at this facility.
- Staff members continued education on aspects of inclusion in recreation.
- Brantford City Council approved the Access to Recreation Policy which assists to identify sources of barriers to programs and activities within the City of Brantford.

### 5.4.2 Parks Services

- Five (5) park playgrounds were constructed in 2017.
  - Work consisted of new play equipment that included accessible transfer platforms for accessing the equipment, accessible play features and an accessible swing.
  - These playgrounds also had a 2 metre asphalt paved pathway installed from the street entrance(s); grade changes were kept to five (5) percent.
  - Locations of this construction are:
    - Andrew Pate Park;
    - Florence Buchanan Park;
    - Mayor's Common Park;
    - Roswell Park; and
    - Spring Gardens Park.

- The design phase was completed for playground redevelopment for the following locations.
  - Cameron Heights Park;
  - Lynden Hills Park; and
  - Parsons Park.
- The design phase was completed for a new park to be created at:
  - Walter Gretzky School.
- The planning and design phases for an accessible ramp at Waterworks Park were completed.
- The following trail pavings, including widening and regrading (where necessary) were completed:
  - Bridle Path Park – this path connects Sympatico Cres. and Palomino Dr. to Branlyn School/ Community Centre;
  - Dike Trail – from Waterworks Park to Wilkes Dam
    - This was the last section of this trail to be paved and regraded. The paved trail now extends five (5) kilometers from Lorne bridge to Waterworks Park; and
  - Various other trail repairs.
- A new parking lot was designed the Bell Homestead which considered accessibility and enhanced pedestrian and vehicular access, complying with the Design of Public Spaces. Improved lighting will also be installed.
  - Construction to be completed in 2018.
- Spring Street Buck Park was made more inclusive with the addition of an accessible swing.

### 5.4.3 Sanderson Centre

- Renovation of the front lobby washrooms.
  - A universal washroom was created according to the Brantford Facility Accessibility Standards (FADS).

- Refurbishment of dressing rooms.
  - Conversion of two first floor dressing rooms to be accessible, including counter heights and fixtures.
- Concerns were identified around the distance between seating locations and previous storage locations for assistive devices during performances. There were also issues with blocking access to exits when the number of attendees were high.
  - Seating areas closer to the patron's seats are now dedicated as storage areas for these devices. This will enable our staff to more effectively stow and return them to the patrons at intermission and post-show.

## 5.5 Public Health, Safety and Social Services

### 5.5.1 Administration and Ontario Works

- An on-line application for child care subsidies, known as OLAF (On-Line Application Form), is being developed and will be available for the beginning of 2018.
  - It will give parents the ability to apply for child care subsidies at any time, allowing them to apply outside of office hours.
  - OLAF will meet accessibility standards.

### 5.5.2 Social Housing

- Updates to Affordable Housing Application forms were completed. They now identify individual unit modifications and fully accessible units.
- Housing Services staff regularly accepted and accommodated special modification requests, such as grab bars, hand held showers, wheelchair sills, etc.
- Upon request, steel bathtubs were cut and thresholds installed to create accessible showers.
- A new 57 unit affordable housing development is expected to be complete by December 2017.
  - The building has been designed to allow for aging in place through universal design with 6 of the units designed to be fully accessible according to FADS.
  - The common areas of the building are fully accessible and FADS compliant to allow for visitability and social inclusion.

### 5.5.3 Strategic Planning and Community Partnerships

- Strategic Planning staff continue to lead the Age-friendly Planning process for the City of Brantford.
- In March 2017, three community groups supported by the City of Brantford staff were informed they were the successful recipients of the Government of Canada's New Horizons for Seniors Program Grant: The Trillium Way Social Club in Paris, Lorne Towers Music Jam, and Seniors and Kids Intergenerational Programs (SKIP).
- In May 2017, the City received funding from the Seniors Community Grant Program to assess the barriers for seniors' voting to increase civic engagement and social inclusion in the City of Brantford and County of Brant; focus groups and surveys took place in October 2017 in the City and County.
- In July 2017, the City officially recognized as part of the World Health Organization's Network Age-Friendly Cities and Communities.
- City staff supported the Age-Friendly Community Planning Summits from 2015-2017, led by the Grand River Council on Aging and MPP Dave Levac.
- Through the Digital Inclusion Initiative, older adults in the City of Brantford and County of Brant continue to gain digital literacy skills and access to online information through workshops at neighbourhood hubs, affordable housing sites, the seniors' centre, the John Noble Home, and the Brantford Public Library.
- Strategic Planning staff continue to work across departments to develop a framework to track age-friendly progress annually.
- Strategic Planning staff continue to advocate for age-friendly planning provincially, sharing Brantford's achievements at the Region of Niagara's Age-Friendly Forum; the Ontario Summit on Healthy Aging; the Association of Municipalities Ontario; and the Retired Teachers Association of Ontario, and Windsor's upcoming Age-Friendly Community Seniors Summit.



## 5.6 Public Works

### 5.6.1 Operational Services

- Audible Pedestrian Crossing signals were installed at the following intersections:
  - Henry Street and Lowes
  - Henry Street and Wayne Gretzky Parkway
  - North Park Street and Charing Cross;
  - North Park Street and Waddington Street; and
  - North Park Street and Wood Street.
- Audible Pedestrian Crossing Signals were replaced at the following intersections:
  - King George Road and Brantford Commons;
  - Paris Road and Tollgate Road;
  - St. Paul Avenue and Brant Avenue; and
  - Veteran's Memorial Parkway and Shellard's Lane.
  - Replacements are conducted to maintain consistency of systems within the City as well as for functionality.
- Audible Pedestrian Crossing Signals, new curb cuts and tactile warning indicators were installed as a renovation project at the following intersections:
  - Conklin Road and Longboat Run
  - Dufferin Avenue and St. Paul Avenue;
  - Icomm Drive and Market Street; and
  - Johnson Road and County Road 18.
- Existing Audible Pedestrian Crossing Signals within the City were maintained.
- Daily road patrols were completed to ensure that pot holes or deficiencies in cross walks were noted and repaired in a timely manner.

- Repairs and replacements were ongoing to ensure that trip hazards and cracks of sidewalks were noted, marked and repaired in a timely fashion.
- Work by other contractors such as Bell, Rogers and Union Gas was constantly monitored for safety and public access and to ensure City features were returned to the proper condition once the work was completed.

## 5.6.2 Engineering Services

### 5.6.2.1 Design and Construction

- Developed a Design and Construction Manual that took into account the Standards of the AODA as well as the Brantford Facility Accessibility Design Standards.
- Sidewalks were replaced and tactile plates were added in the following locations:
  - Frank Street;
  - North Park Street (Dundas St. to Charing Cross St);
  - Sunset Avenue; and
  - Watson Avenue.
- New sidewalk sections were added in addition to the replacement of existing sidewalk and installation of tactile plates in the following locations:
  - Elgin Street (Stanley St. to Rawdon St.); and
  - St. Paul Avenue (Grand River Ave. to Brant Ave.).
- LEED (Leadership in Energy and Environmental Design) standardized street lighting was installed on St. Paul Avenue (Grand River Ave. to Brant Ave.)
- A Road Diet Study is underway for North Park Street.
  - This study may result in a reduction of traffic lanes which would in turn lead to:
    - Traffic calming; and

- A more pedestrian friendly right of way that supports other modes of transportation.
- Safety improvements to Wyndan Court Stairs.
- Improvements to the pedestrian walkways of the parkade were completed.
- An accessible washroom was considered in the design for the Landfill Watermain building upgrades.
- Design of the Market Street walkway was completed with consideration being given to accessibility.

#### 5.6.2.2 Traffic and Parking

- Two (2) on-street accessible parking spaces were approved by City Council:
  - 138 George Street
  - 53 Port Street
- The temporary ramp to the pedestrian walkway at the south entrance to the parkade (North-East corner of Icomm and Market) is scheduled to be replaced with revised grade and large concrete pad that would result in elimination of the grade separation.
- Elevator 2 and in the parkade was modernized, with elevators 1 and 3 to follow, to meet AODA and Brantford's FADS:
  - Relocation of call buttons, relocation of cab buttons, audible call outs and new lighting.

#### 5.6.3 Fleet and Transit Services

- The Manager of Brantford Transit has attended the monthly meetings of BAAC to discuss progress and changes.
- Provided demonstrations on the accessibility features of fleet vehicles. Training on service use has also been made available.
- Signage at bus stops will be replaced for increased visibility.

- Conventional Transit Hours were extended:
  - Monday to Saturday until 7:30 pm; and
  - Sunday until 8:00 p.m.
- Renovations of the Transit Terminal were initiated.
  - Work will include modifications to the front entrance, accessible service counters and a universal washroom.
- Drivers continue to receive training on accessibility and use of tools used in accessible transit.
  - Refresher training is offered on an as needed basis.
- Schedules for the conventional transit buses were converted into accessible formats.

#### 5.6.4 Facilities and Asset Management

- Managed the Capital Priority Project list for accessibility modifications (Appendix B).
  - The order in which these projects are completed is dependent on: public accessibility to the building, level of current accessibility, public request and funding.
  - Accessibility modifications may take place as part of general facility improvements which may also affect the order of completion.
- Incorporated accessibility modifications into scheduled retrofit projects.
- Considered accessibility requirements in all consultations for future work.
- A number of municipal buildings received accessibility modifications in 2017, for which Facilities and Asset Management took the lead.
  - The following projects were completed:
    - City Hall Engineering Department: accessible counter installed among corridor improvements;

- Glenhyrst Coach House: accessible washroom; and
- Lions Park Arena: accessible doors and accessible showers in the dressing rooms.
- The following projects underwent planning and were initiated:
  - Brantford Public Library: modifications to the circulation desk and an accessible self-checkout kiosk;
  - Canadian Military Heritage Museum Building: front entrance improvements;
  - City Hall Council Chambers: hearing assist technology improvement;
  - Mount Hope Cemetery: accessible service counter, accessible washroom, ramp access and designated parking;
  - Parkade: modernization of elevators 1, 2 and 3;
  - Sanderson Centre: front lobby universal washroom and accessible dressing rooms; and
  - Transit Terminal: exterior sidewalk and front entrance improvements, universal washroom with adult change table, and an accessible ticket counter.

## 6.0 Other Accessibility Initiatives

### 6.1 Consultations

- Coordinators of events that took place obtained input from City Staff and were made aware of *AODA* requirements.
- The Municipal Accessibility Coordinator worked with Brantford Police Services and Brantford Power to achieve greater accessibility.

### 6.2 2017 ParaSport Games

- The City of Brantford was successful in a bid to co-host the ParaSport games with the County of Brant the weekend of February 10-12, 2017.
- The event successfully hosted 229 athletes with disabilities in 11 sports including: Sledgehockey, Blind Curling, Wheelchair Curling, Boccia, Wheelchair Basketball, Achery, 5-A-Side Soccer, Goalball, Para-Alpine, Para-Nordic and Sitting Volleyball.
- Staff developed a Games Organizing Committee, including the Accessibility Coordinators from both communities, and worked closely with the Ministry of Tourism, Culture and Sport to ensure accessibility was considered for every element of this event, including:
  - Volunteer Training;
  - Transportation;
  - Accommodations;
  - Sports Facilities; and
  - Information and communications.

## 7.0 Appendix A - Integrated Accessibility Standard Compliance Summary

### 7.1 Completed Requirements

Note: though considered as completed, a number of requirements are continuous. A process has been developed for each requirement and all related actions have been handled in a manner that ensures compliance.

1. Procedures for Non-Functioning Accessibility Equipment on Buses
2. If modifications are made to public transit vehicle accessibility will be considered
3. No conventional transportation shall charge a higher fare to a person with a disability
4. Pre-Boarding Announcements - Verbal announcements of route, direction, destination or next major stop on request
5. On-Board Announcements - Verbal announcement of destination, stops and routes
6. Storage space of Mobility Aids On Conventional Buses
7. No fee for storage of mobility devices on buses
8. Origin to Destination Services for Specialized Transit
9. Any municipality that licenses taxi cabs shall ensure that owners and operators of taxi cabs are prohibited from: Charging a higher fare or an additional fare for persons with disabilities or charging a fee for storage of mobility aids
10. Provide emergency procedures, plans or public safety information, which is available to the public in accessible formats and communication supports
11. Provide access or arrange for the provision of access to accessible library materials where they exist:
12. Notify public about availability of accessible materials
13. Library boards may provide accessible formats of archival materials, special collections, rare books and donations
14. Individualize Workplace Emergency Response Information - if employee needs assistance then, with consent, the employer will provide the person they designate with appropriate information

15. Availability of Information on Accessibility equipment and features of transit vehicles, routes and services for all transit buses
16. Emergency Preparedness and Response Policies for Transit
17. General Responsibilities for Drivers for Transit
18. Conventional transportation providers that do not provide specialized transportation shall make available alternative fare payment options to persons with disabilities who cannot, due to their disability, use a fare payment option
19. Board and deboard at the closest available safe location, as determined by the Transit Operator, that is not an official stop, if the official stop is not accessible
20. Courtesy Seating On Conventional Buses
21. Allow Travel with Companions and Children on Specialized Transit
22. Taxicab vehicle registration and identification will be placed on bumpers
  - Owners and operators of taxicabs must make available vehicle registration and identification information in an accessible format to persons with disabilities
23. Procuring or Acquiring Goods, Services or Facilities as it relates to accessibility
24. Provide Educational and Training Resources and Materials, etc. in an accessible format or comparable resource
25. Creation of Municipal Accessibility Plans
26. Alternative Accessible Method of Transportation
27. Alternative Transportation During Service Disruption
28. Requirements re: Grab Bars, etc. on Conventional Buses
29. Floors and Carpeted Surface Requirements on Conventional Buses
30. Allocated Mobility Aid Spaces on Conventional Buses
31. Stop-Requests and Emergency Response Controls on Conventional Buses
32. Lighting Feature Requirements for Conventional Buses
33. Route and Destination Requirements on Conventional Buses
34. Lifting Devices etc. for Conventional Buses
35. Stair Requirements for Conventional Buses



36. Indicators and Alarms for Conventional Buses
37. Specialized Transportation for Visitors
38. Coordinated Specialized Transit Between Other Municipalities with a Similar Service
39. When Specialized and Conventional Transit are offered by the same source they will have the same operational hours
40. Process for Service Delays for Specialized Transit
41. Identify plan for creating accessible bus stops and shelters in its accessibility plan
42. Accessible Service Kiosks
43. Accessible Process for Feedback
44. The council of every municipality shall consult with its Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community
45. The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan
46. The council of every municipality shall consult with its Accessibility Advisory Committee, public, and persons with disabilities in development of accessible criteria to be considered for construction/ replacement of bus stops & shelters
47. Notify that accommodation is available upon request during recruitment process
48. Arrange for requested accommodations for interviews etc.
49. Inform employees of policies used to support employees with disabilities
50. Accessible Formats and Communication Supports for Employees
51. Return to Work Process
52. Documented Individual Accommodation Plans for employees with disabilities
53. Consider Accessibility Needs in: Performance management and Career development and advancement or redeployment
54. Accessibility Training (Transit)
55. Waived Transit Fee for Support Persons

56. Eligibility Application Process for Specialized Transit
57. Emergency or Compassionate Grounds for Specialized Transportation
58. Specialized Transit Booking Reservations
59. No Trip Restrictions for Specialized Transit
60. Electronic Audible and Visual On-Board Announcements
61. Categories of Eligibility for Specialized Transit
62. Implementation of Design of Public Spaces
63. Electronic Pre-Boarding and Deboarding for Buses
64. Fare Parity Between Specialized and Conventional Transit
65. Establishment of Accessibility policy and associated standards (procedures and practices)
66. Brantford Accessibility Plan
67. Transit Accessibility Plans (included in Brantford Accessibility Plan)
68. Accessible Websites and Web Content WCAG 2.0 AA

## **7.2 Future Requirements**

1. Accessible Formats of Municipal Documents
2. Accessible Websites and Web Content (WCAG AA level)

## **8.0 Appendix B – 2017 Accessibility Compliance Report**

The following seven (7) pages contain the verified 2017 Accessibility Compliance Report for the City of Brantford as received from the office of the Accessibility Directorate of Ontario.

**Instructions**

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

Fields marked with an asterisk (\*) are mandatory.

<b>A. Organization information</b>		
Organization category * Designated Public Sector	Number of employees range * 50+ employees	Reporting year 2017
<b>Business details</b>		
Organization legal name * Corporation of the City of Brantford	Number of employees in Ontario * <a href="#">Help</a> 1700	
Business number (BN9) * <a href="#">Help</a> 122686793		
<input checked="" type="checkbox"/> Check if operating/business name is same as legal name		
Organization operating/business name Corporation of the City of Brantford	Language preference for communications * English	
Sector that best describes your organization's principal business activity * 91 - Public administration <a href="#">Help</a>		
Subsector (if possible) 913 - Local, municipal and regional public administration	Industry group (if possible)	
<b>Mailing address</b>		
Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.		
Country * <input checked="" type="radio"/> Canada <input type="radio"/> USA <input type="radio"/> International		
Type of address * <input type="radio"/> Street address <input type="radio"/> Street address served by route <input checked="" type="radio"/> Other		
PO Box 818	Route type	Route number
Delivery installation identifier	City * Brantford	Province * ON (Ontario)
		Postal code * N3T 5R7
<b>Business address</b>		
(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)		
<input type="checkbox"/> Check if business address is same as mailing address		
Country * <input checked="" type="radio"/> Canada <input type="radio"/> USA <input type="radio"/> International		
Type of address * <input checked="" type="radio"/> Street address <input type="radio"/> Street address served by route <input type="radio"/> Other		
Unit number	Street number * 100	Street name * Wellington
Street type Square	Street direction	City * Brantford
		Province * ON (Ontario)
Postal code * N3T 2M2		

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).  
 Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

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Organization category [Designated Public Sector](#) | Number of employees range [50+](#)

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Filing organization legal name [Corporation of the City of Brantford](#)

---

Filing organization business number (BN9) [122686793](#)

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Fields marked with an asterisk (\*) are mandatory.

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## B. Understand your accessibility requirements

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Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](http://ontario.ca/accessibility)

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

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## C. Accessibility compliance report questions

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### Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

### Make your employment practices accessible

1. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process? \*
- Yes  No

[Read O. Reg. 191/11 s.22 - 24: Recruitment](#)

[Learn more about your requirements for question 1](#)

Comments for  
question 1

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2. Does your organization provide employees with updated information about its policies to support employees with disabilities? \*
- Yes  No

[Read O. Reg. 191/11 s.25: Informing employees of supports](#)

[Learn more about your requirements for question 2](#)

Comments for  
question 2

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3. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? \*
- Yes  No

[Read O. Reg. 191/11 s.26: Accessible formats and communication supports for employees](#) [Learn more about your requirements for question 3](#)

Comments for  
question 3

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4. Does your organization prepare individualized workplace emergency response information for employees with disabilities? \*  Yes  No

[Read O. Reg. 191/11 s.27: Workplace emergency response information](#)

[Learn more about your requirements for question 4](#)

Comments for question 4

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**Make new or redeveloped public spaces accessible**

5. Since January 1, 2016, has your organization constructed new or redeveloped existing recreational trails that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#)

[Learn more about your requirements for question 5](#)

- 5.a. Did your organization consult with the public and persons with disabilities prior to constructing new or redeveloping existing recreational trails as outlined in the s.80(8) of the Integrated Accessibility Standards Regulation (IASR)? \*  Yes  No

[Read O. Reg. 191/11 s.80\(8\): Consultation, recreational trails](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a

- 5.b. Does your organization ensure that its new or redeveloped recreational trails meet the technical requirements as outlined s.80(9) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(9\): Technical requirements for trails](#)

[Learn more about your requirements for question 5.b](#)

Comments for question 5.b

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6. Since January 1, 2016, has your organization constructed new or redeveloped existing beach access routes that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#)

[Learn more about your requirements for question 6](#)

- 6.a. Does your organization ensure that its new or redeveloped beach access routes meet the technical requirements as outlined in IASR s.80(10)? \*  Yes  No

[Read O. Reg. 191/11 s.80\(10\): Technical requirements for beach access routes](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a

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7. Do your new or redeveloped recreational trail and/or beach access routes include boardwalks? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

- 7.a. Where new or redeveloped recreational trails and/or beach access routes have a boardwalk, does the boardwalk meet the technical requirements as outlined in s.80(12) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(12\): Boardwalks](#)

[Learn more about your requirements for question 7.a](#)

Comments for question 7.a

8. Do your new or redeveloped recreational trails and/or beach access routes include ramps? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8](#)

8.a. Where new or redeveloped recreational trails and/or beach access routes have a ramp, does the ramp meet the technical requirements as outlined in s.80(13) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a

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9. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor public use eating areas that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#)

[Learn more about your requirements for question 9](#)

9.a. Does your organization ensure that where they construct or redevelop outdoor public use eating areas that they meet the requirements as outlined in s.80(17) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#) [Learn more about your requirements for question 9.a](#)

Comments for question 9.a

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10. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor play spaces that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

10.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the accessibility advisory committee where one was established as outlined in s.80(19) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(19\): Outdoor play spaces, consultation requirements](#)

[Learn more about your requirements for question 10.a](#)

Comments for question 10.a

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10.b. Did your organization incorporate accessibility features when constructing a new or redeveloping an existing play space as outlined in s.80(20a) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(20a\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.b](#)

Comments for question 10.b

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10.c. Does your organization's new or redeveloped play spaces have a firm ground surface as outlined in s.80(20b) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(20b\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.c](#)

Comments for question 10.c

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11. Since January 1, 2016, has your organization constructed new or redeveloped existing exterior paths of travel that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

11.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements as outlined in s.80(21) – 80(31) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s. 80\(21\) - 80\(31\): Exterior Paths of Travel](#)

[Learn more about your requirements for question 11.a](#)

Comments for question 11.a

12. Since January 1, 2016, has your organization constructed new or redeveloped existing off-street parking facilities that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

12.a. When constructing new or redeveloping off-street parking facilities that you intend to maintain, do you ensure that the off-street parking facilities meet the accessibility requirements as outlined in s.80(32) – 80(37) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(32\) - 80\(37\): Accessible Parking](#)

[Learn more about your requirements for question 12.a](#)

Comments for question 12.a

13. Since January 1, 2016, has your organization constructed a new or replaced an existing service counter? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

13.a. Does your organization ensure that new or redeveloped service counters meet the technical requirements as outlined in s.80(41) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s. 80\(41\): Service counters](#)

[Learn more about your requirements for question 13.a](#)

Comments for question 13.a

14. Since January 1, 2016, has your organization constructed new fixed queuing guides? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

14.a. Does your organization ensure that new fixed queuing guides for obtaining services meet the technical requirements as outlined in s.80(42) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(42\): Fixed queuing guides](#)

[Learn more about your requirements for question 14.a](#)

Comments for question 14.a

15. Since January 1, 2016, has your organization constructed new or redeveloped existing waiting areas? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

15.a. Does your organization ensure that new or developed fixed seating waiting areas meet the technical requirements as outlined in s.80(43) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(43\): Waiting areas](#)

[Learn more about your requirements for question 15.a](#)

Comments for question 15.a

16. Does your organization's public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the IASR? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV, 1: Design of public spaces standards](#)

[Learn more about your requirements for question 16](#)

16.a. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order as outlined in s.80(44) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(44\): Maintenance of accessible elements](#)

[Learn more about your requirements for question 16.a](#)

Comments for question 16.a



**Provide accessible transportation services**

17. Does your organization provide conventional transportation services? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 17](#)

17.a. Does your organization have electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles, and do these announcements satisfy the requirements set out in section 51. O. Reg. 191/11? \*  Yes  No

[Read O. Reg. 191/11 s.51\(2\): Pre-boarding announcements](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a

17.b. Does your organization ensure that all destination points or available route stops are announced through electronic means and legibly and visually displayed through electronic means? \*  Yes  No

[Read O. Reg. 191/11 s.52\(2\) - 52\(3\): On-board announcements](#)

[Learn more about your requirements for question 17.b](#)

Comments for question 17.b

18. Does your organization provide specialized transportation services? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 18](#)

18.a. Does your organization follow the eligibility requirements as outlined in section 63 of the Integrated Accessibility Standards Regulation? \*  Yes  No

[Read O. Reg. 191/11 s.63: Categories of eligibility](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

19. In the jurisdiction where you provide specialized transportation services, does another organization provide conventional transportation services? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

19.a. Does your organization ensure that it does not charge more than the highest fare charged for conventional transportation services within the same jurisdiction? \*  Yes  No

[Read O. Reg. 191/11 s.66: Fare parity](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

19.b. Does your organization ensure that it has, at minimum, the same hours and days of service as any one of the conventional transportation service providers within the same jurisdiction? \*  Yes  No

[Read O. Reg. 191/11 s.70: Hours of service](#)

[Learn more about your requirements for question 19.b](#)

Comments for question 19.b

20. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Integrated Accessibility Standards Regulation? \*  Yes  No

[Read O. Reg. 191/11: Integrated Accessibility Standards](#)

[Learn more about your requirements for question 20](#)

Comments for question 20

Organization category <b>Designated Public Sector</b>	Number of employees range <b>50+</b>
Filing organization legal name <b>Corporation of the City of Brantford</b>	
Filing organization business number (BN9) <b>122686793</b>	

Fields marked with an asterisk (\*) are mandatory.

**D. Accessibility compliance report summary**

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.

Your organization may be audited to verify compliance.

**E. Accessibility compliance report certification**

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

**Note:** It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Accessibility Directorate to contact the organization(s); otherwise the certifier will be the main contact.

**Certifier:** Someone who can legally bind the organization(s).

**Primary Contact:** The person who will be the main contact for accessibility issues.

**Acknowledgement**

- I certify that I have the authority to bind all organizations specified in Section A of this form. \*
- I certify that all the required information has been included in this report, and, \*
- I certify that the information in this report is accurate. \*

Certification date (yyyy-mm-dd) \* **2017-10-23**

**Certifier information**

Last name * <b>Thompson</b>		First name * <b>Jill</b>	
Position title * <b>Other</b>	Business phone number * <b>519 759-4150</b>	Extension <b>5642</b>	<input type="checkbox"/> Check here if TTY
Email * <b>jillthompson@brantford.ca</b>	Alternate phone number <b>226 387-0944</b>	Extension	Fax number <b>519 752-5719</b>

**Primary contact for the organization(s)**

Check if the primary contact is same as the certifier

Last name * <b>Sawicki</b>		First name * <b>Jenny</b>	
Position title * <b>Other</b>	Business phone number * <b>519 759-4150</b>	Extension <b>5391</b>	<input type="checkbox"/> Check here if TTY
Email * <b>jsawicki@brantford.ca</b>	Alternate phone number <b>519 759-4222</b>	Extension <b>5391</b>	Fax number <b>519 752-5719</b>

## 9.0 Appendix C – Capital Priority Initiatives

### 9.1 Completed Projects

Project	Address	Update Required
1. Becket Building	7 Bain Street	Washroom, reception modification
2. Bell Homestead	94 Tutela Heights	Ramps, parking, pathways
3. Bellview Hall	55 Tom Street	Entrance, washroom modifications
4. Bellview Park	45 Fifth Avenue	Pathways
5. Beryl Angus Day Care	220 Clarence Street	Entrance and door modifications
6. Branlyn Community Centre	238 Brantwood Park Road	Automatic door operators
7. Brant Towers Housing	5 Fordview Court	Parking lot modifications
8. Brantford Farmers' Market	79 Icomm Drive	Parking, door modifications
9. Brier Park	45 Winding Way	Pathways and playground creation
10. Centennial Park	39 Ellison Drive	Inclusive playground, pathways
11. City Hall	100 Wellington Square	Door operators, modify Washrooms
12. City Hall – Engineering	100 Wellington Square	accessible counter and corridor improvements
13. Civic Centre	69 Market Street South	Automatic door operators, washrooms, front entrance, ramp, kiosks
14. Civic Centre	69 Market Street	Lift (Between Annex and Arena)
15. Cockshutt Park	35 Sherwood Drive	Ramp to accessible washroom
16. Cockshutt Park	35 Sherwood Drive	Seating around bleachers, washroom
17. Doug Snooks Community Ctr.	333 Erie Avenue	Elevator installation
18. Earl Haig Park	Market Street South	Change room, washroom modifications
19. Fire Hall No. 4	Colborne Street West	Code compliance
20. Glenhyrst Art Gallery	20 Ava Road	Automatic door openers
21. Glenhyrst Coach House	20 Ava Road	Accessible washroom
22. Jaycee Sports Park	395 Dunsdon Street	Pathway and seating modifications
23. Landfill Site	20 Morrison Avenue	Public washrooms

Project	Address	Update Required
24. Library - St. Paul Branch	441 St. Paul Avenue	Washroom modifications
25. Lions Park Arena	20 Edge Street	Accessible doors and showers in the dressing rooms
26. Lorne Towers	24 Colborne Street West	Parking lot modifications
27. Lynden Hills Park	363 Brantwood Park Road	Seating, inclusive playground equip.
28. Market Square	1 Market Street	Washroom modifications
29. Mohawk Park	51 Lynwood Drive	Playground and trail Improvements modifications
30. Mohawk Park	51 Lynwood Drive	Pavilion and washroom
31. Mohawk Park	51 Lynwood Drive	Inclusive splash pad
32. Northridge Golf Course	320 Balmoral Drive	Lift, door and washroom modifications
33. Market Centre Parkade	59 Icomm Drive	Lowered service counter
34. Parks Administration Building	1 Sherwood Drive	Entrance ramp and service counter
35. POA Court Building	102 Wellington Street	Doors and washroom modifications
36. Police Station	344 Elgin Street	Entrance, washroom modifications
37. Pollution Control & Facilities	180 Greenwich Street	Stair lift, washroom modifications
38. Princess Ann Park	17 Helen Avenue	Inclusive playground, pathways
39. Sanderson Centre for the Performing Arts Modifications	88 Dalhousie Street	Ramps, ticket booths
40. Sanderson Centre for the Performing Arts	88 Dalhousie Street	Universal washroom, accessible dressing rooms
41. Shallow Creek Park	5 East Street	Inclusive playground, pathways
42. Sheri Mar Park	126 Sheridan Street	Inclusive playground, pathways
43. Steve Brown Sports Complex	3 Edge Street	Parking, washroom improvements
44. T.B. Costain Community Ctr.	16 Morrell Street	Parking, sidewalks, door operators
45. Tranquility Ambulance Station	135 Francis Street	Code compliance

Project	Address	Update Required
46. Transit Garage	400 Grand River Avenue	Washroom modifications
47. Wayne Gretzky Sports Centre	254 North Park Street	Washroom, door modifications
48. Wayne Gretzky Sports Centre	254 North Park Street	Pool Lift
49. Wilkes Park	75 Tranquility Street	Inclusive playground, pathways
50. Woodman Community Centre	491 Gray Street	Automated door, parking Improvement
51. Woodman Community Centre	491 Gray Street	Washroom modifications

## 9.2 Funded Projects (to be completed):

Project	Address	Update Required
1. Arrowdale Golf Course	282 Stanley Street	Chair lift, entrance Modifications
2. Brantford Public Library	173 Colborne Street	Circulation desk modifications, accessible self-checkout kiosk
3. Canadian Military Heritage Museum Building	347 Greenwich Street	Front entrance improvement
4. City Works Department	10 Earl Avenue	Lobby and washroom modifications
5. D'Aubigny Creek Park	5 Oakhill Drive	Pathway modifications, parking
6. Dunsdon Park	6 Tollgate	Pathways
7. I.T. Hydro Building	84 Market Street	Entrance improvements, ramp
8. Glenhyrst Gardens	20 Ava Road	Entrance, pathway modifications
9. George Campbell Park	5 Spalding Drive	Pathway modifications
10. Mount Hope Cemetery	169 Charing Cross Street	Building and pathway modifications (in progress)
11. Steve Brown Park	20 Edge Street	Pathways, seating
12. Transit Terminal	64 Darling Street	Visual descriptive screen
13. Transit Terminal	64 Darling Street	Exterior sidewalk and entrance, washroom with an adult change table, ticket counter (in progress)

### 9.3 Capital Forecast (Unfunded):

Project	Address	Update Required
1. Arrowdale Golf Course	282 Stanley Street	Washroom modification
2. Bill Little Park	25 Spalding Drive	Pathways, seating
3. City Hall	100 Wellington Square	Signage
4. Dunsdon Park	6 Tollgate Road	Pathways
5. Dufferin Tennis Club	164 St. Paul Avenue	Entrance ramp, parking
6. Earl Haig Family Fun Park	101 market Street South	Pathway modification, signage, more inclusive playground equipment
7. Fire Station No. 2	311 St Paul Avenue	Intercom
8. Fire Station No. 3	7 Lynden Road	Intercom
9. Fire Station No. 3	7 Lynden Road	Accessible Washroom
10. Glenhyrst Art Gallery	20 Ava Road	Pathway modifications, patio accessibility, parking improvements
11. Greenwood Cemetery	Clarence Street	Pathway modifications
12. Mayfair Sports Park	24 Miles Avenue	Inclusive playground equipment
13. Market Centre Parkade	59 Icomm Drive	Washroom modifications
14. Oakhill Cemetery	17 Jennings Road	Building and pathway Modifications
15. Parks Administration Building (pending)	1 Sherwood Drive	Washroom, interior modifications
16. Prince Charles Park	77 Herbert Street	Inclusive playground Equipment
17. Tranquility Hall (pending)	135 Francis Street	Washrooms
18. Transit Garage	400 Grand River Avenue	Interior door modifications
19. Various Housing Sites	Various	Building Condition Assessments to be reviewed

## Your Feedback is Important to Us!

We welcome your feedback; please let us know what you think about the City of Brantford's 2015 Accessibility Status Report, the Multi-Year Accessibility Plan and accessibility matters in general. To provide feedback or request a copy of the Multi-Year Accessibility Plan or Status Report in another format, please contact us at:

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