

THE CITY OF THUNDER BAY
2013 – 2018
MULTI-YEAR ACCESSIBILITY PLAN

Adopted by City Council: July 29, 2013



The City of Thunder Bay

2013- 2018

Multi-Year Accessibility Plan

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1 Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises and transportation throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11)– including the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards.

Under the Integrated Accessibility Standards Regulation (IASR), the City of Thunder Bay (the City) is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines the City of Thunder Bay’s strategy to identify, prevent and remove accessibility barriers, and meet its requirements under the IASR.

In accordance with the requirements set out in the Integrated Accessibility Standard Regulation, the City of Thunder Bay will:

- Post the accessibility plan on its website (www.thunderbay.ca);
- Provide the plan in an accessible format upon request;
- Review and update the accessibility plan at least once every five years;
- Establish, review and update the accessibility plan in consultation with persons with disabilities and the Municipal Accessibility Advisory Committee;
- Prepare an annual status report and post it on the City of Thunder Bay website.

2 Municipal Accessibility Advisory Committee

In 2001 the Ontarians with a Disability Act (ODA), required that all municipalities with a population over 10,000 must have an Accessibility Advisory Committee. This requirement is echoed in the Accessibility for Ontarians with Disabilities Act (AODA) 2005. The Municipal Accessibility Advisory Committee (MAAC) is a sub-committee of City Council’s Committee of the Whole. The mandate is to provide guidance on accessibility issues affecting municipal operations.

The Committee makes recommendations to City Council on Municipal Accessibility Plans, provides feedback to the City on Site Plan Controls, new builds and renovations of facilities, and advises on a range of other issues effecting persons with disabilities in the City of Thunder Bay.

The Committee is made up of the following members:

- a person with a mobility disability.
- a senior with a disability.
- a representative from the culturally deaf community
- a person with a mental health disability.
- a member of city council.
- a representative from a service Agency that deals with disabled people.
- a person who is hard of hearing & or late deafened.
- a citizen at large.
- a person who is visually impaired or blind.
- a person with a developmental disability.
- a person with a brain injury.
- a person who is deaf blind.
- a parent or guardian of a child or youth with a disability.
- a caregiver to a person with a disability.
- a person with a learning disability.
- a person with a speech impairment.

3 Message from the Chair of the Municipal Accessibility Advisory Committee:

The Committee regularly meets with City departments to raise awareness of access issues and provide recommendations for accommodation. For example, the Committee recently met with City Transit, we consulted on the plans for accessible bus shelters and hope to meet and consult on issues around City Transit takeover of specialized transit. We met with Roads Division, and Engineering to discuss snow clearance and sidewalks, and with Parking Authority to talk about accessible parking and issues around it. We advise on issues and suggest solutions when problems with access arise. We have met with Emergency Services to raise issues around access including the installation of visual fire and smoke alarms in public places. The Committee holds yearly open houses to advise and consult with the public around issues which it then brings back to Council and the City departments involved. At our most recent open house we met with members of Emergency Services to discuss Emergency Services and the disabled community, to raise issues that occurred around the May 2012 flood and suggest ways in which the disabled community could better be accommodated.

Committee members serve on a number of municipal and community based committees; Active Transportation, Walkability, the Public Arts Committee and the Poverty Reduction Strategy Committee. Through these committees we provide representation of the disabled

community and make committee members aware of access challenges they would otherwise not recognize, hopefully catching problems before they develop rather than having to fix them once infrastructure or policy is in place.

Over the past ten years the Committee has advised, both through our built environment subcommittee and through the Committee as a whole, on a range of City builds and facilities including the new Mary J.L. Black Library, the waterfront project, the Provincial court house, the City web site and more. We also raise awareness around sidewalk ramps and hazards, municipal elections, polling stations and voting procedures and accessible washrooms and automatic door openers.

In future, the Committee hopes to continue working with all City departments to ensure the City of Thunder Bay is accessible and accommodating to all its citizens.

4 Statement of Commitment to Accessibility

The City of Thunder Bay is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

5 Report on Measures to Identify, Remove and Prevent Barriers

5.1 Customer Service

From 2010 - 2012, the City of Thunder Bay (the City) continued to comply with the Accessibility Standards for Customer Service Regulation (O. Reg. 429/07). A copy of the Accessible Customer Service Standards Regulation Policy is included in the Appendix of this document and can also be accessed on the Accessibility pages of the City of Thunder Bay web site (www.thunderbay.ca/Living/Accessibility.htm). The City of Thunder Bay will continue to train new employees on the Customer Service Standard.

The City was required to be Compliant with this regulation on January 1, 2010 and met this deadline. Compliance was reported to the Ministry of Community and Social Services as required in March 2010. Compliance includes:

- a) Policies and procedures on providing goods and services to people with disabilities in the areas of:
 - An Accessibility Policy incorporating dignity, independence integration, and equity;
 - Use of service animals and support persons;
 - Notice of temporary disruptions;
 - Provision of a feedback process for the public to submit concerns about accessibility;
 - Use of assistive devices.
- b) Training on Accessible Customer Service is provided which includes all content required under this Regulation
- c) All City of Thunder Bay staff completed 1.5 hours of Accessible Customer Service Training.
- d) All new staff receives AODA Customer Service Training at orientation.
- e) All volunteers and contractors with the City of Thunder Bay are required to complete the “May I Help You?” Handbook on Accessible Customer Service

5.2 Accessibility Feedback

The City of Thunder Bay has an accessible feedback process in place. Feedback can be provided in multiple formats including in person, by mail, phone, email and TTY.

Visit/Mail: Accessibility Feedback
 Office of the City Clerk
 500 Donald St. E.
 Thunder Bay ON P7E 5V3

Tel: (807) 625-2230

Fax: (807) 625-2233

TTY: (807) 622-2225

Email: accessibility@thunderbay.ca

5.3 Accessibility Planning

In 2012, the City of Thunder Bay embarked on an accessibility planning process to identify preparedness for compliance with the AODA Integrates Accessibility Standards Regulation (IASR) and to develop a multi-year accessibility plan. The City engaged an external consultant with expertise in the AODA to conduct the following activities:

- Conduct a review of the City's compliance readiness with the AODA Integrated Accessibility Standards Regulation.
- To assist with the development of a multi-year plan for meeting the requirements under the AODA and to proactively plan for increasing accessibility of goods, services, facilities and transportation in the City.
- To conduct a physical accessibility audit of 18 city owned facilities.
- To develop an accessible design standard for conventional transit stops and conduct public consultation.

The City of Thunder Bay has an internal Administrative Accessibility Committee that meets regularly to review progress in meeting the requirements of the AODA and to monitor progress on implementing the annual accessibility plans and to determine that barrier-removal and barrier-prevention strategies are implemented effectively.

The Office of the City Clerk will provide oversight of the implementation of the Accessibility Plan. It will employ an Accessibility Specialist responsible for liaising with the Accessibility Advisory Committee, the Administrative Committee and the community in supporting and guiding The City of Thunder Bay in the implementation of the Plan.

5.4 Barrier Identification and Removal

- a) Continue to remove barriers from existing facilities and infrastructure as identified in the City of Thunder Bay's previous accessibility plans in addition to others that are identified including washroom renovations, ramps and automatic door openers
- b) Continue to remove barriers from City services and programs.
- c) Continue Accessibility Sidewalk Ramping Program to upgrade or install new sidewalk ramps at intersections where a barrier to access exists. The Roads Division will work with the Accessibility Advisory Committee, PUSH and other groups and individuals who identify areas of concern. All new ramps are marked with a texture to alert those with visual impairments that they are at an intersection. 14 ramps were constructed during 2012 season.
- d) Continue Lift and Level Program and Trip edge removal program to remove trip hazards and barriers to accessibility caused by heaved and sunken sidewalk slabs, which provide a safer and more uniform walking surface to all citizens of Thunder Bay. 41 projects were planned for 2012.

- e) All existing sidewalks rehabilitated or Hollow walks replaced are constructed to current Engineering Standards to provide a safe uniform walking surface which incorporate barrier free ramps at each intersection. As well each new sidewalk ramp is marked with a texture to alert the visually impaired they are at an intersection. 84 projects were planned for 2012.
- f) Continue program to install audible crossing signals at pedestrian crossings at signalized intersections. Engineering Division staff consults with the Accessibility Advisory Committee, the CNIB and other groups and individuals to determine where this technology should be strategically placed to maximize its effectiveness for people with visual impairments.
- g) The Parks Division plan to make the children's play structure area at Marina Park accessible by removing the existing sand surface and replacing with Fibar Engineered wood mulch, a surface considered compliant with the Americans with Disabilities Act, 1990 (there is not yet an Ontario standard in place). Secondly, access connections to the play area will be improved on the south side of the playground by connecting a walkway from the existing concrete sidewalk to the play area, and on the north side of the playground by resurfacing and improving the layout of the existing unit paving walkway.
- h) Phase I Upgrade and rehabilitation of the Grace Remus Child Care Centre playground and structures to improve accessibility for children with diverse abilities.
- i) Two additional neighbourhood playgrounds will be made accessible annually.
- j) Improve accessibility at Chapples Park Field 4 to allow for accessible travel from the grand stand area to the washroom building.
- k) Install new railing for people entering and exiting Dease Pool.
- l) Ongoing plans to upgrade the Thunder Bay Transit office located at 570 Fort William Road to meet standards. Interior doors are narrow and the customer counter is too high.
- m) Upgrade designated transit stops to be fully accessible to assist persons with mobility, visual and other disabilities.
- n) The City and the Accessibility Advisory Committee host annual, public open houses to share information with the community about accessibility in the City of Thunder Bay and the Committee's roles and accomplishments.
- o) The 2013 Thunder Bay Experience Guide published by the Tourism department includes information on accessible tourism and services available for travellers with disabilities.

5.5 Strategies for Barrier Prevention

- a) The Built Environment Working Group of the Accessibility Advisory Committee will continue to review design plans for new City owned buildings and major renovations, and comment on site plan controls.
- b) A representative of the Accessibility Advisory Committee will participate in corporate initiatives including the Active Transportation Committee, Walkability Sub-committee and the Public Art Committee.
- c) The Development Services Department plans to incorporate accessibility components and standards into Urban Design Guidelines being developed for the entire City.
- d) The Facilities & Fleet and Transit Department plans to incorporate accessible counters, power door operators, assisted listening systems, accessible washrooms, ramps and more when completing interior renovations at all City facilities, e.g. Victoriaville Civic Centre and the former BMO Building in Victoriaville (which is becoming a City office).
- e) The City of Thunder Bay's Accessible Meeting Checklist will be updated. A list of accessible meeting locations will be developed in conjunction with the Accessibility Advisory Committee.

6 Accessibility Plan

The Integrated Accessibility Standard Regulation (ONTARIO REGULATION 191/11) consists of 6 parts:

- I. General Requirements
- II. Information and Communications Standards
- III. Employment Standards
- IV. Transportation Standards
- V. Design of Public Spaces Standards (Accessibility Standards For The Built Environment)
- VI. Compliance

The following chart provides an overview of the timeline for compliance with the AODA Standards for a Broader Public Sector Organization with 50+ employees.

Timelines for Compliance with Accessibility Standards Broader Public Sector

2012

Information and Communications

- Emergency and public safety information

Employment

- Workplace emergency information

Transportation

- Transit stops
- Storage of mobility aids
- Companions and Children
- Availability of information on accessibility equipment
- General responsibilities
- Emergency preparedness and response
- Courtesy seating

2013

General Requirements

- Policies
- Accessibility Plans
- Procuring or acquiring goods, services or facilities
- Kiosks

Information and Communications

- Public libraries

Transportation

- Accessibility Plans
- Coordinated services
- Service disruptions
- Visitors
- Fare Parity (within same provider)
- Alternative accessible method of transportation
- Hours of service (within same provider)
- Service delays
- Duties of municipalities (bus stops/shelters)
- Fares (payment options)

2014

General Requirements

- Training

Information and Communications

- Accessible feedback processes
- New internet websites and web content on those sites must conform with WCAG 2.0 Level A

Employment

- Recruitment
- Employees returning to work
- Employee accommodation
- Performance management, career development and deployment

Transportation

- Training
- Trip restrictions
- Fares, support persons
- Eligibility application process (existing)
- Booking
- Emergency or compassionate grounds

2015

Information and Communications

- Accessible formats and communication supports

2016

Design of Public Spaces

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas and Play Spaces
- Exterior Paths of Travel
- Accessible Parking
- Obtaining Services

2017

Transportation

- Pre-boarding and on-board announcements (electronic)
- Categories of eligibility

2021

Information and Communications

- All internet websites and web content on those sites must conform with WCAG 2.0 Level AA, excluding live captioning

The City of Thunder Bay's plan for meeting the requirements of the applicable sections of the Integrated Accessibility Standard Regulation (IASR) is presented below.

2012 Compliance Requirements

6.1 Emergency Procedure, Plans or Public Safety Information (2012)

Safety is a priority for the City of Thunder Bay and we strive to ensure that our facilities are safe for public visitors and employees. The City is required to make emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, upon request.

Action Taken:

- The City of Thunder Bay undertook a review of emergency procedures at each of its facilities to ensure that information was available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;
- The Municipal Accessibility Advisory Committee hosted a public open house on the topic of emergency preparedness for people with disabilities in the City of Thunder Bay. Presentations from Fire Service and Emergency Medical Services (EMS), gave attendees an overview of what to expect as a person with a disability in an emergency;
- 72 Hour Emergency Preparedness Guides for People with Disabilities are available from the City Clerk's Office at City Hall or can be accessed on the City of Thunder Bay website.

6.2 Workplace Emergency Response Information (2012)

Where the City of Thunder Bay is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action Taken:

- An employee-wide communiqué was deployed to identify employees with disabilities requiring workplace emergency response assistance.

- Individualized workplace emergency plans have been prepared for employees who have disclosed a disability and who require accommodation.

Actions Planned:

- Review and revise individualized workplace emergency plans on an ongoing and regular basis.

6.3 Transportation Specific Requirements (2012)

Transportation specific requirements for 2012 included items such as public information on accessible equipment and the use of that equipment, providing for safe disembarking of passengers and priority seating for persons with disabilities.

Action Taken:

- Documentation on transportation specific accessibility equipment is available to the public on the City website and is available in accessible formats upon request.
- Procedures have been implemented to allow passengers with accessible equipment adequate time to board buses, and to allow passengers to disembark at the closest available safe location if a stop is temporarily inaccessible.
- A priority seating program has been implemented to ensure that every public transit vehicle has designated seating clearly marked for persons with disabilities.
- On-board announcements are installed on all conventional buses to announce stops for all passengers, including a visual display for passengers with hearing disabilities.

6.4 Accessibility Policies (2013)

The City of Thunder Bay Accessibility Policy has been updated to include the Integrated Accessibility Standards Regulation requirements and an organizational statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner. The policy is consistent with:

- [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 \(AODA\)](#)
- [Ontario Regulation 191/11 Integrated Accessibility Standards \(IASR\)](#)
- [Ontario Regulation 429/07 Accessibility Standards for Customer Service](#)
- [Ontarians with Disabilities Act, 2001, S.O. 2001, c. 32 \(ODA\)](#)
- [Human Rights Code, R.S.O. 1990, c. H.1](#)

Actions Planned:

- Continue to review City policies and standard operating procedures to identify opportunities to integrate AODA requirements.

6.5 Accessibility Plan (2013)

The Multi-year Accessibility Plan was developed in consultation with the Municipal Accessibility Advisory Committee and is posted on the public website. An annual status report on the progress of measures taken to implement the City's strategy to prevent and remove barriers and meet its requirements under this Regulation will be prepared and posted on the City's website.

6.6 Procurement (2013)

The City of Thunder Bay will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except when it is not practical to do so. An explanation will be provided upon request if it is determined that incorporating accessibility criteria and features is not practicable.

Action Taken:

- The City of Thunder Bay's procurement template has been amended to include an AODA compliance condition.

Actions Planned:

- Develop tools to assist procurement staff determine applicable accessibility criteria and features and evaluate proposals with respect to those standards.

6.7 Self-Service Kiosks (2013)

The City of Thunder Bay will continue to incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

6.8 Training (2013)

The City of Thunder Bay is committed to implementing a process to ensure that all employees, volunteers, all other persons who provide goods, services or facilities on behalf of the City of Thunder Bay and persons participating in the development and approval of the City of Thunder Bay's policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable. The training on the requirements of the accessibility standards and on the *Human Rights Code* will be appropriate to the duties of the employees, volunteers and other persons.

Actions Planned:

- Training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities will be developed.
- All employees, volunteers, and persons participating in the development and approval of policies will be provided with training.
- The City will document and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Training will be provided whenever changes to Accessibility Policies are made.

6.9 Transportation Specific Requirements (2013)

Transportation specific requirements for 2013 include items such as fare parity and hours of service between conventional and specialized transit, accessible equipment availability on all public transportation vehicles, service disruptions and delays and consultation requirements.

Action Taken:

- Conventional and Specialized transit services achieved fare parity, where passengers of both services pay the same fare, and the same hours and days of service are provided.
- All new public transportation vehicles manufactured are compliant with corresponding sections of the legislation, with these requirements integrated into Request For Proposal (RFP) documents.
- Procedures have been developed and implemented for known service disruptions being posted in an accessible manner on the City website and through social media.
- Consultation with the Municipal Accessibility Advisory Committee, the public and persons with disabilities on the development of accessible design criteria in the renovation and replacement of bus stops and shelters.

Actions Planned:

- Identify steps to better estimate demand and reduce wait times for specialized transportation services.

6.10 Information and Communication Standards (2014)

The City of Thunder Bay is committed to making information and communications accessible to persons with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public. The City of Thunder Bay will incorporate accessibility requirements under the Information and Communication Standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats and with communication supports that meet the needs of persons with disabilities.

Actions Taken:

- The City of Thunder Bay has been working towards compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 as required under the AODA in the development of its' websites since 2010.
- A course on the topic of creating Accessible PDF documents was developed and is available to all City of Thunder Bay employees.

Actions Planned:

- Updates to the current City of Thunder Bay websites are planned to improve accessibility and to meet WCAG requirements.
- Conduct regular reviews of the City of Thunder Bay website content for accessibility.
- Develop guidelines and best practices for creating accessible documents and work with staff who create documents for public use to create web-ready, accessible documents at source.
- Continue to respond to feedback with respect to accessibility at the City of Thunder Bay through accessible feedback processes.
- Ensure that all new websites and web content meets Web Content Accessibility Guidelines 2.0 Level A with a goal of meeting AA requirements as soon as possible

- To continually improve accessibility of the City of Thunder Bay information and communications by identifying accessibility barriers and striving for barrier removal.

6.11 Employment Standards (2014)

The City of Thunder Bay is committed to creating an inclusive workplace and to ensure that accessibility for people with disabilities is included throughout the employment life cycle.

Actions Taken:

- A Guide to the Accommodation of Disabled Workers is available for all employees.
- The Human Resources Department has an established procedure for accommodating workers with disabilities.
- A documented Return to Work process is in place.

Actions Planned:

- Review current Human Resource policies and procedures with an accessibility perspective and ensure that the requirements of the Employment Standard and the Ontario Human Rights Code are met.
- Develop a barrier free recruitment strategy.
- Develop and document Individual Accommodation Plans for employees with disabilities.
- Continue to ensure that employees' individualized emergency protocols and individualized accommodation plans are reviewed on a regular basis.

6.12 Transportation Specific Requirements (2014)

Transportation specific requirements for 2014 include items such as timelines for specialized application processes, and guidelines for the use of the specialized transit system.

Action Taken:

- Conventional and Specialized transit services currently waive fare charges for a support person when the need has been demonstrated.

Actions Planned:

- Resources to be realigned to meet same day requirement for specialized transit bookings and allowances for registrant eligibility timelines.
- Develop and implement a process that manages, evaluates and provides direction on taking action on customer feedback.

2015 Compliance Requirements

6.13 Accessible Formats and Communication Supports (2015)

The City of Thunder Bay will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Actions Taken:

- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.

Actions Planned:

- Develop a mechanism for providing materials in an alternative format or with communication supports when requested.
- Update existing document templates to include accessibility requirements so that documents that regularly get posted to the website are accessible.

6.14 Design of Public Spaces (2016)

On January 1, 2013, the Integrated Accessibility Standards Regulation was amended to include accessibility requirements for the Design of Public Spaces.

Beginning January 1, 2016 the City of Thunder Bay will have to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Accessible on- and off-street parking
- Service counters, queuing and waiting areas

Actions taken:

The City of Thunder Bay, in conjunction with the Municipal Accessibility Advisory Committee has been working on improving the accessibility of public spaces in advance of these requirements. Some examples include:

- Two additional neighbourhood playgrounds are made accessible annually.
- Accessibility Sidewalk Ramping Program.
- Lift and Level Program and Trip edge removal program

6.15 Transportation Specific Requirements (2016 - 2018)

Transportation specific requirements between 2016 and 2018 include items such as timelines for specialized application processes, and guidelines for the use of the specialized transit system.

Actions Planned:

- Installation of electronic pre-boarding audio/visual announcements displaying the route, direction, destination and / or next stop.

6.16 Internet Website Accessibility

All City of Thunder Bay internet websites and web content must conform with WCAG 2.0 Level AA by January 1, 2021, other than,

- i. Success criteria 1.2.4 Captions (Live), and;
- ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Actions Planned:

- Conduct web accessibility audits on all existing websites and web content in order to determine an accessibility compliance roadmap and remediation plan.

7 Measuring Results

7.1 Accessibility Reports

The City of Thunder Bay will prepare accessibility reports for submission to the Ontario Government every 2 years with the first report due December 31, 2013. The report will include how we have met our goals, commitments and the legislative requirements for that period, as laid out in this Plan. The report will be prepared in consultation with the Municipal Accessibility Advisory Committee. The report will be available on our website and will be provided in alternate formats upon request.

7.2 Reviewing Feedback

We will also monitor and evaluate any feedback we have received throughout the year related to accessibility. This information may be integrated into our accessibility reports. Any comments on our accomplishments and plans are welcome and will be considered in our ongoing accessibility planning.

7.3 Revisions to the Multi-year Accessibility Plan

If through public consultation, feedback, and our own accessibility action and planning processes, we feel that the Multi-year Accessibility Plan needs revision, the City of Thunder Bay will update it to reflect these insights. Revisions will be available on our website, and will be provided in alternate formats upon request.

8 Feedback welcome

We welcome inquiries and feedback about accessibility and the City of Thunder Bay's efforts at meeting the *Accessibility for Ontarians with Disabilities Act (AODA)* Customer Service Standard and the Integrated Accessibility Standards Regulation.

Visit/Mail: Accessibility Feedback
 Office of the City Clerk
 500 Donald St. E.
 Thunder Bay ON P7E 5V3

Tel: (807) 625-2230

Fax: (807) 625-2233

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Email: accessibility@thunderbay.ca

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