

Accessible Pedestrian Signal



Playground at City View Park



Burlington Transit Bus with ramp

2013–2018 Multi-Year Accessibility Plan

2014 Progress Report

This document is available in alternative format or with communication supports upon request.

December 2014

CITY OF Burlington



2013–2018 Multi-Year Accessibility Plan
2014 Progress Report

Statement of Commitment

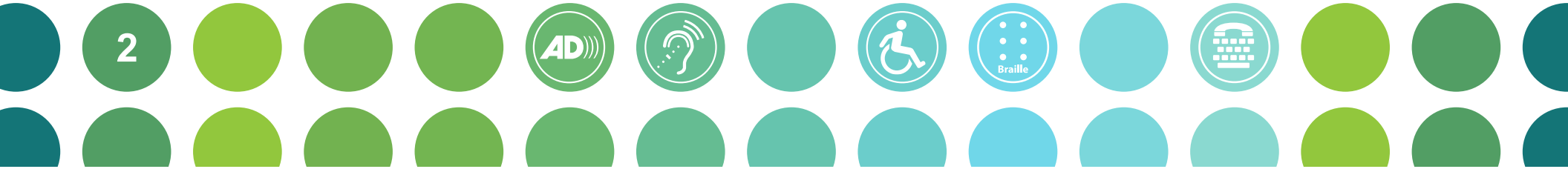
The City of Burlington is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play, visit and invest in our city.

We promote a caring, inclusive and respectful community where city programs, services and facilities are available to everyone, including people with disabilities. Our goal is to ensure accessibility for the public we serve and our employees.

City of Burlington Progress Report

Our 2014 Progress Report is the City of Burlington's annual update on the measures taken to improve accessibility in our community and to report on the progress made to implement the activities introduced in the 2013–2018 Multi-Year Accessibility Plan.

The 2013 – 2018 Multi-Year Accessibility Plan and Progress Report describes how the city will continue in its work to increase and improve accessibility to our city's goods, services and facilities over the next five years. The plan builds on the good work done by the city to date, incorporates the legislative requirements of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 and provides our approach to compliance with Ontario's accessibility legislation.



Ontario Regulation 191/11 Integrated Accessibility Standards - General Requirements

Procurement or Acquisition of Goods, Services or Facilities

January 2013

COMPLIANT

Completed Action:
The city introduced BY-LAW NUMBER 19-2014 to define Procurement policy and procedures for the Corporation of the City of Burlington. Section 19.00 outlines the requirements for Accessibility when acquiring Goods and / or Services.

Compliance Report

December 2013

COMPLIANT

Completed Action:
Mandatory compliance report to province was filed in December 2013.

Ontario Regulation 191/11 Integrated Accessibility Standards - General Requirements continued

Training

January 2013

IN PROGRESS

Completed Action:
Accessible Customer Service Training was incorporated into the mandatory corporate Customer Service training course through a series of online PowerPoint presentations, videos and a training booklet. This training includes the Human Rights component as required in the Integrated Accessibility Standards Regulation.

Developed and provided training program on how to enhance customer service delivery to people with mental illness or addiction in June 2013. More than 80 staff participated in the training.

Planned Action:
2014 budget approved monies for training video for additional mandatory AODA training. The video development will begin in Q4 2014**.**

Self-service kiosks

January 2013

COMPLIANT

Completed Action:
Parking Pay stations have been selected to meet accessibility requirements of the City of the 2011 Burlington Accessibility Design Standards with operating mechanisms located between 900 mm and 1200 mm from the ground and operable with one hand.

*** **Note** – In Burlington, vehicles displaying a valid Accessible Parking Permit may park at all Municipal locations without having to pay the required standard parking fees, for the maximum time allowed.

Ontario Regulation 429/07 Accessibility Standards for Customer Service

Policies, Practices, Procedures, Training and Communication

January 2010

COMPLIANT

Completed Action:

The city's 2009 Accessible Customer Service Policy 1.2.15 was recindended and combined with the new policy requirements of Ontario Regulation 191/11 to create one policy document titled the "Corporate Accessibility Policy."

This action provides greater clarity about the city's accessibility initiatives as all policy requirements related to the Accessibility for Ontarians with Disabilities Act are found in one document.

Ontario Regulation 191/11 Integrated Accessibility Standards - Information and Communication Standards

Accessible Websites and Web Content

January 2012–2021

IN PROGRESS

Completed Action:
Selected documents are being made available as accessible pdf's. All documents are available in accessible formats upon request.

Selected videos have been described and captioned.

Committee and Council meetings are broadcast and webcast with open captioning.

In Progress:
The E-Government Program is focused on 'enhancing our customers' online experience and shifting our business's services delivery channels to internet first when it provides improved availability and efficiency.

A new look and feel is coming to our web site along with the ability to put more service requests online and enhanced commerce services by the end of 2014.

Focus groups are planned to receive input from the public, including people with disabilities and members of the Burlington Accessibility Advisory Committee

Planned Action:
Staff training for accessible documents to be undertaken Q3&4 2014.

Ontario Regulation 191/11 Integrated Accessibility Standards - Employment Standards

Recruitment

January 2014

COMPLIANT

Completed Action:
A statement about accommodation has been included as part of the Job Offer Letter template.

Informing employees of support

January 2014

COMPLIANT

Completed Action:
The New Employee Orientation Handbook includes references to Job Accommodation Policy (1.70. 2004) which outlines the procedures to initiate the accommodation process.

Return to work process

January 2014

COMPLIANT

Completed Action:
Processes for return to work are included in the Job Accommodation Policy (1.70, 2004).

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards

Performance management, career development and redeployment

January 2014

COMPLIANT

Completed Action:
An annual performance evaluation process for all staff is in place and includes measures for career development. This document can be made available in alternative format or with communication supports upon request. Career changes and redeployment are managed through regular recruitment processes and job rotation opportunities.



Fares for support persons

January 2014

COMPLIANT

Completed Action:
IA policy on fares for support persons was implemented Feb 2014 and made available to all transit operators and supervisors in the revised Operators Regulations Manual. The following is the specific policy;

10.4 - Support Persons
Persons with disabilities may require a support person to accompany them and the support person is permitted on buses and Handi-Vans at no additional cost.

In accordance to the Accessibility For Ontarians With Disabilities Act, sec 38, p 2, It is the responsibility of the person with the disability to demonstrate their need for a support person to accompany them on conventional and specialized transportation services.

Customers approved for Handi-Van service will have this need clearly identified in their information file and is available to dispatchers and supervisors.

Planned Action:
The Support Person Assistance Card is in development at this time.

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards continued

On-board announcement

January 2017

IN PROGRESS

Completed Action:
The city issued a contract to procure an intelligent transit transportation system in June 2014. Included in this contract is the provision of automated electronic on-board visual and audible stop announcements on conventional buses. It is anticipated that this will be in place Q3 of 2015.

Emergency or compassionate grounds – specialized transit

January 2014

COMPLIANT

Completed Action:
Policies and procedures are in place.

Bookings – specialized transit

January 2014

COMPLIANT

Completed Action:
Outside of regular office hours, a supervisor may be contacted via a pager to make a request for a booking. This number is available on the BT website.

Planned Action:
In addition, the city issued a contract to procure an intelligent transit transportation system in June 2014. Included in this contract is the provision of a web based on-line booking service and an integrated voice response system (IVR) for specialized transit users. It is anticipated that this will be in place Q3 of 2015.

Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards (DOPS)

Transition

January 2016

IN PROGRESS

Completed Action:
New construction or redevelopment contracts for public spaces have begun to incorporate the requirements of the regulation.

Planned Action:
Features of DOPS will continue to be incorporated into city design and construction projects. Where the technical requirements for accessibility as outlined in the 2011 City of Burlington Accessibility Design Standards (ADS) exceed the specifications in DOPS, the standards providing the most accommodating requirements shall apply.

The 2011 City of Burlington Accessibility Design Standards will be reviewed and updated to incorporate the specifications in DOPS and the new requirements in the Ontario Building Code where those specifications provide a more accessible outcome than those found in ADS.

Training

March 2014

COMPLIANT

Completed Action:
Training for the AODA Design of Public Spaces Standards (DOPS) and the new accessibility requirements of the Ontario Building Code (OBC) was provided to more than 30 staff members from six departments in March 2014. Resources for this training and additional supports for the Design of Public Spaces Standards have been made available to staff on the city's intranet site.

Planned Action:
Additional training opportunities are being investigated with the plan to roll out combined training for the DOPS and the new accessibility requirements of the OBC to all staff in the Capital Works Department.

Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards continued

Recreational Trails

January 2016

COMPLIANT



Completed Action:

Four Public Open House Sessions for the Community Trails Strategy and the Transportation Master Plan took place in January/February 2014. A follow-up Open House took place in May 2014. In addition to the Open Houses, input about community trails and transportation in Burlington was received through an online survey, Insight Burlington and MindMixer, an online community town hall engagement tool.

Notifications about the public consultation opportunities were advertised through newspaper ads, social media and on the city's website. Members of the Burlington Accessibility Advisory Committee participated in the Open Houses and the online engagement options.

Planned Action:

Feedback received about accessibility will be incorporated into the final Community Trails Strategy and Transportation Master Plan and reported to Council.

Outdoor Play Spaces

January 2016

COMPLIANT

Completed Action:

Public consultation for the city's Playground Strategy was held on June 18, 2014 during a Burlington Accessibility Committee monthly meeting. In addition to the Public Consultation, input about playgrounds in Burlington was received through an online survey, Insight Burlington and MindMixer, an online community town hall engagement tool.

Notifications about the public consultation opportunities were advertised through newspaper ads, social media and on the city's website. Bookmarks were provided to the Halton Boards of Education and were distributed with children's report cards and at City of Burlington summer camp sessions.

Planned Action:

Feedback received about accessibility will be incorporated into the final Playground Strategy and reported to Council.



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards continued

Accessible Pedestrian Signals

January 2016

COMPLIANT

Completed Action:
Accessible Pedestrian Signals (APS) have been installed at 6 intersections this year: Appleby Line at Spruce, King Road at Plains, Dundas Street at Northampton, Lakeshore Rd at Brant, Guelph Line at Glencrest, Brant Street at Plains.

This brings the number of APS installations to 37 intersections throughout the city.

Planned Action:
The city's traffic services group places a high priority on accessibility projects. APS will be installed where new pedestrian crossing signals are installed or when existing pedestrian crossing signals are replaced.

Accessible Parking – Off Street

January 2016

COMPLIANT

Completed Action:
New Accessible Parking By-Law approved. Downtown Parking Lots have been resurfaced and reconfigured to improve the accessible path of travel. Reconfigured to include A & B type parking requirements where feasible. Update of city engineering accessible parking standards.

Planned Action:
Amend the Accessible Parking By-Law to include the specifications for Type A and Type B spaces.

Amend the Zoning By-Law to include the new accessible parking requirements.



Signage at multi-use pathway



Visual Fire Alarm



Tactile warning system at Fairview Ave. and Brant St.

Other accessibility improvements 2013-2014

In addition to our progress to meet the requirements of Ontario's accessibility legislation, the City of Burlington is committed to continuous improvement to city programs, services and facilities as part of our regular business practices, regardless of legislation. The following activities highlight these improvements:

Other Accessibility Improvements 2013-2014

Information and Communication

Microphones were replaced in council chambers to improve communication during committee and council meetings.

The budget for open captioning for all committees of council meetings was approved in the 2014 budget cycle. Open captioning for all meetings of standing committees began in June 2014. Open captioning of Council meetings began in 2010. All meetings will continue to be webcast and archived online, including captioning.

Large screen TV's were installed in council chambers so that public can see the open captioning during meetings when they are present in chambers. Previously, captioning was only available by watching our local cable channel.



Information and Communication continued

Signage for Rezoning and Official Plan amendments where redesigned for improved readability and the addition of website address and QR code to provide communication options for people wanting to contact the city for more information.

Customer Service Counter tablet pilot began as a project to provide better customer service to customers who are Deaf or have hearing loss and has expanded to a pilot project providing our community and staff with easy access to translation services and some accessibility service enhancements.



Other Accessibility Improvements 2013-2014 continued

Information and Communication continued

The Statement of Tax Arrears form was redesigned to increase font size and readability. A statement that the document is available in other formats or with communication supports upon request has been added to the form.

A comprehensive emergency safety and evacuation signage program was undertaken at city hall in conjunction with an update of emergency fire evacuation plan. An additional evacuation chair evacuation chair was purchased so that an evacuation device is located on each floor where public meetings are held in city hall. This program will roll out to other city facilities in the coming years.



Design of Public Spaces



Improved Winter Controls incorporate an increased level of service for sidewalk snow removal and a change in priority level from local to secondary sidewalk in targeted areas to improve snow clearing in those locations approved in 2014 budget.

A need was identified at the Seniors' Centre for more accessible parking for seniors' who did not use mobility devices but have difficulty traveling long distances. As adding additional accessible parking spaces would actually decrease the number of parking spaces at an already at-capacity location, Persons with Limited Mobility signage was provided for four (4) regular sized spaces in close proximity to the main entrance.

Accessibility was improved at Spencer Smith Park with the installation of a concrete access pathway from Lakeshore Road and Burlington Avenue. The pathway provides an accessible route at the mid-point of Spencer Smith Park to the Promenade and connectivity to several stand alone elements in the park. A new accessible walkway and park benches were installed at the Lady of the Lake Fountain and a concrete plaza was constructed at the Navy Monument and the Korean War Memorial.

Other Accessibility Improvements 2013-2014 continued

Design of Public Spaces
continued





A concrete plaza was constructed at the Civic Square North Cenotaph increasing accessibility to the Square, especially during Remembrance Day ceremonies. Several park benches have also been added to the Square.

Community Gardens were installed at Francis Road Bikeway and Amherst Park. Along with numerous ground base plots, each location provides 2 accessible raised gardens for gardeners with disabilities.

Improvements made to parking at LaSalle Park Pavilion include the redevelopment of accessible parking spaces to meet current city standards and the installation of new parking signage.

Design of Public Spaces

continued



The City of Burlington installed a parking guidance system in the Downtown Parking Garage in October 2013. The system provides real time information about the availability of regular and accessible parking spaces. The signage lets drivers know whether spaces are available before they enter the parking garage, avoiding the need for drivers to enter and search for parking on multiple levels only to find that the lot is full.

The Downtown Transit Terminal was renovated to install an accessible customer service counter and motion sensor entrance doors.

Rear patio at Seniors' Centre was renovated to remove the change of level to access the patio and to replace the unit pavers with brushed concrete.

Other Accessibility Improvements 2013-2014 continued

Built Environment



Accessibility was incorporated into the new waterplay parks at Millcroft, Hidden Valley and The Orchard.

New directional signage identifying the location of accessible entrances and public washrooms was installed at LaSalle Park Pavilion. Exterior washrooms were upgraded, providing 2 unisex family washrooms.

Exterior and interior signage was installed at Paletta Mansion to improve wayfinding to the accessible features, including parking, accessible entrances, elevator and the locations of the accessible washrooms. New fixtures – raised toilet, improved lighting, power door operator, and upgrade to L shaped grab bars – were incorporated in the accessible washrooms to increase accessibility.

Built Environment continued





Washrooms in the public areas at City Hall were reconfigured to increase accessibility by adding features including power door operators, automatic lighting, and hands free fixtures. 2 male and 2 female washrooms were transformed to provide 4 four new unisex washrooms.

Power door operators were installed in the washrooms at Tansley Woods Community Centre.

Renovations to Centennial Pool included a new entrance, larger community change rooms, accessible washrooms and the installation of power door operators. The addition of an elevator to the upper level provides access to the community room and the pool spectator viewing area. The renovations provide opportunities for new programming, including seniors and persons with disabilities.

Mountainside Recreation Revitalization arena and pool facilities project incorporated enhancements to accessibility including a new entrance, larger community change rooms, accessible gender specific change rooms, accessible washrooms, two community rooms and the installation of power door operators. The revitalization will make Mountainside Park an exciting venue for year round recreational activity accessible to all members of the community.

Joseph Brant Hospital Redevelopment and Expansion Project included accessibility as a component for the bidding process.

Other Accessibility Improvements 2013-2014 continued

Public Education





2014 Accessibility Awards

The 3rd annual Burlington Accessibility Awards were held on Wednesday, June 4, 2014 as part of the city's National Access Awareness Week activities. The awards celebrate individuals, business owners, service providers and community groups that have made significant steps toward improving accessibility for people with disabilities in Burlington. 14 champions of accessibility were recognized in the categories of Customer Service, Employment, Built Environment, Education, Recreation, Volunteer, Youth and Other. Dianne Dupuy, president and founder of the internationally-acclaimed black light theatre company, Famous PEOPLE Players, inspired the audience with her keynote address.

Accessible Transit video

Burlington Transit (BT) partnered with the Burlington Accessibility Advisory Committee to create a video with the goal of removing the fears and misconceptions about riding conventional public transit. Key messages included convenience, affordability, comfort and spontaneity of travel which provides increased independence for riders with disabilities. The video, which is captioned and described, is available on the BT website and on the city's YouTube channel.

Miscellaneous

Burlington hosted the Annual Joint Meeting of the Accessibility Advisory Committees of Halton in October 2013 at the Burlington Art Centre. Participants included members of the Accessibility Advisory Committees from Halton Hills, Milton, Oakville and the Region, with the Burlington ACC as host. Dr. Geoff Fernie, Director of the Toronto Rehabilitation Institute provided the keynote about the work that he and his research team are doing to improve accessibility for people with disabilities and to help older adults age in place. Each committee provided an update about the work they are doing in their community to improve accessibility.

Members of the Burlington Accessibility Advisory Committee and staff attended the 2013 Accessibility Advisory Committee Forums presented by Ontario Municipal Social Service Association (OMSSA) and the Accessibility Directorate of Ontario.



Burlington Art Centre multi-level courtyard



Ramp to bleachers at Nelson Park



Raised plots at Centennial Park Community Gardens

2014-2015 Goals and Targets

2014 Municipal Election – assist the Elections Officer to ensure the October 2014 Municipal Election is accessible. Provide training to election workers.

Training – design and deliver mandatory AODA training to all staff and volunteers. Update the existing Accessible Customer Service Training Handbook.

Design Standards – the 2011 City of Burlington Accessibility Design Standards (ADS) will be updated to incorporate the technical requirements of the Design of Public Spaces Standards, where necessary, and the new accessibility requirements of the Ontario Burling Code

Official Plan – participate in the Official Plan Project Team to ensure accessibility is considered throughout the Official Plan process.

Accessible Documents – training on how to create accessible documents will be developed and delivered to staff.

Design of Public Spaces Standards – investigate training opportunities for staff

Capital Projects – work with the Capital Works Department on upcoming Capital Projects.

Participate in activities to support local accessibility activities at the 2015 Pan AM ParaPan Games.

Burlington Accessibility Advisory Committee (BAAC)



Members of BAAC and the Honourable David C. Onley



Burlington Performing Arts Centre



Signage at multi-use pathway

Established in 1994, the Burlington Accessibility Advisory Committee provides advice on the identification, removal and prevention of barriers, including the implementation of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations and other matters for which staff and Council may seek advice or consultation

BAAC Members 2014

David Fisher (Chair)

Marilyn Turner (Vice-Chair)

Ron Baliko

Gwen Piller

Brian Sharpe

Glenna Cranston

Tricia Pokorny

Carla Blake

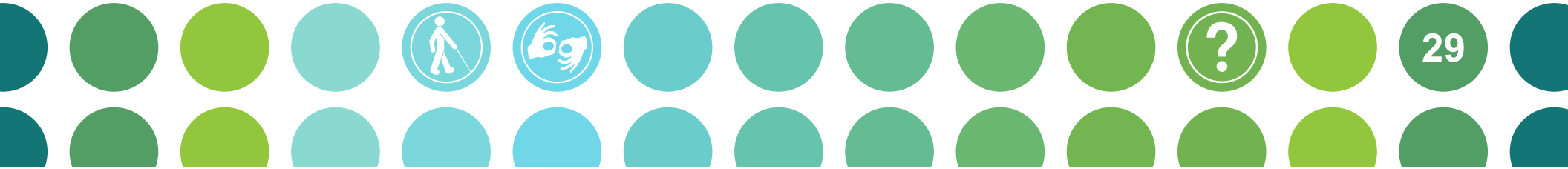
Susan Caughran (BSAC Representative)

Rob Divecha

Sallie Morrison

vacant

Councillor Blair Lancaster (Council Liaison)



Burlington Accessibility Advisory Committee (BAAC)

continued

2013 achievements

1. Provide advice on the identification, removal and prevention of barriers to people with disabilities in the municipality's by-laws, policies, programs and services

Activities:

- Participated in discussions about the accessibility pathway in Spencer Smith Park with staff and members of Ribfest
- Consulted on Lowville Park Master Plan
- Worked with staff and picnic table manufacturer to develop a new, more accessible picnic table for Lowville Park Revitalization Project. The new style accessible picnic table will be the standard for future projects
- Provided input about the crosswalk at Tim Dobbie Way
- Ongoing consultations for the Joseph Brant Hospital Project, Phases 1 & 2
- Consulted on the Customer Service Desk at the Burlington Senior Center
- Consulted on the Brant Street Pier Lasting Impressions Display
- Provided input into the waterplay and accessibility features at Orchard, Millcroft and Hidden Valley Parks
- Provided input into City Hall Emergency Evacuation Plan
- Undertook site audit to support signalized intersection at Lakeshore Road and Hampton Heath
- Three members participated in the development of Burlington Transit's Accessible Transit Video
- Consulted on renovations at Burlington Fire Department's Headquarters.

2013 achievements
continued

2. Provide advice on the preparation, implementation and effectiveness of the City of Burlington's accessibility plan, as required by Bill 125, the Ontarians with Disabilities Act, 2001.

Activities:

- Provided input, reviewed and participated in the facilitated public consultation on the 2013-2018 Multi-Year Accessibility Plan and Progress Report. The Plan was adopted by Burlington City Council on April 8, 2013.

3. Advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the council may seek its advice as required by the Accessibility for Ontarians with Disabilities Act, 2005 and all subsequent regulations governing its implementation.

Activities:

- Delegated to Budget and Corporate Services Committee in support of the business case to include the Accessibility Coordinator Position in the 2013 budget as a permanent staff position
- Participated in 2013 Budget Workshop and online consultations providing input relating to accessibility in Burlington and AODA requirements/deliverables

Burlington Accessibility Advisory Committee (BAAC)

continued

2013 achievements

continued

4. Review in a timely manner the site plans and drawing described in section 41 of the Planning Act that the committee selects.

Activities:

- 55 site plans received and reviewed in 2013

5. Perform all other functions that are specified in the regulations of the Accessibility for Ontarians with Disabilities Act.

- Activities related to the Accessibility for Ontarians with Disabilities Act are ongoing.

2013 achievements
continued

6. Liaise with various committees, organizations and groups with an interest in advancing disability issues, including the Halton Region Joint Accessibility Advisory Committee, in order to share information, best practices and other resources as it relates to accessibility in Burlington.

Activities:

- Three members participated in the Regional Accessibility Forum presented by the Accessibility Directorate of Ontario and the Ontario Municipal Social Service Association (OMSSA)
- Articles submitted for both editions of the Citizen Committees Newsletter
- Participated in Metrolinx's public meeting to provide input into their Multi-Year Accessibility Plan
- Participated in Burlington for Accessible Sustainable Transit (BFAST) forum on Shaping a Transit Friendly Future for Burlington
- Participated in the City of Burlington Transportation Master Plan public consultations
- Two members participated in speaking engagements at Burlington service clubs
- Participated in Mobility Hubs Opportunities and Constraints information session
- Hosted the Annual Joint Meeting of the Halton Accessibility Advisory Committees with keynote speaker Dr. Geoff Fernie, Director of Toronto Rehabilitation Institute/University of Toronto

Burlington Accessibility Advisory Committee (BAAC)

continued

2013 achievements

continued

- Participated on sub-committees and working groups including:
  - Site Plan Review Committee
  - Accessibility Awards Committee
  - Handi-Van Application Review Committee
- Membership on other Citizen Advisory groups including:
  - Burlington Pedestrian and Road Safety Committee
  - Burlington Transit Advisory Committee
  - Burlington Inclusivity Advisory Committee
  - Burlington Seniors Advisory Committee



7. Enhance awareness within Burlington about accessibility:

Activities:

- Trade show booth at Halton Resource Fair
- Trade show booth at Health and Wellness Show
- 2nd Annual BAAC Accessibility Awards presented as part of BAAC's National Access Awareness Week Celebrations with Dr. Frank J. Hayden providing the keynote address
- Interview on TV Cogeco promoting National Access Awareness Week and 2nd Annual Accessibility Awards

2013 achievements

continued



- Prepared an accessibility display in the City of Burlington display case, and lobby of City Hall for National Access Awareness Week celebrations
- Three members attended the Official Opening of the Brant Street Pier and reception
- Marilyn Turner, past BAAC Chair, received the Ontario Volunteer Service Award from the Ontario Ministry of Citizenship and Immigration for 5 continuous years of service on the BAAC

Burlington Accessibility Advisory Committee 2014 Work Plan



Signage at multi-use pathway



Visual Fire Alarm



Tactile warning system at Fairview Ave. and Brant St.

Continuing initiatives

- Public education through newspaper features, service club and Chamber of Commerce events, participation in trade shows and resource fairs, submissions to appropriate newsletters
- Provide advice to Council on City of Burlington by-laws, policies programs and services.
- Liaise and participate with other citizen advisory and staff committees
- Participate in the restaurant review project with Tourism Burlington
- Review site plans
- Participate/consult on new construction and renovation/renewal projects
- Coordinate Accessibility Recognition Awards during National Access Awareness Week
- Coordinate internal recognition through letters of thanks
- Review and provide input on the city's Official Plan review.

Burlington Accessibility Advisory Committee
2014 Work Plan continued

New initiatives

- Accessibility features map for downtown Burlington including navigation of the downtown core and highlighting accessible businesses (via completed audits)
- Accessibility review of 2014 municipal polling stations.



Accessible Pedestrian Signal



Playground at City View Park



Burlington Transit Bus with ramp

We welcome your feedback.

Please let us know what you think about our 2014 Progress Report, our 2013 – 2018 Multi-Year Accessibility Plan and on the accessibility of our programs, services and facilities. If you have ideas or suggestions to help us identify barriers or suggestions for improvements to our programs, services and facilities, please let us know.

Please contact:

Judi Lytle, accessibility coordinator
905-335-7600 ext. 7865
accessibleburlington@burlington.ca
www.burlington.ca/accessibility

2013–2018 Multi-Year Accessibility Plan

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December 2014

CITY OF Burlington