

Accessible Pedestrian Signal



Playground at City View Park



Burlington Transit Bus with ramp

2013–2018 Multi-Year Accessibility Plan

2015 Progress Report

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

December 2015

CITY OF Burlington

2013–2018 Multi-Year Accessibility Plan
2015 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

The City of Burlington's 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.

Our 2015 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 multi-year plan.

Ontario Regulation 191/11 Integrated Accessibility Standards - General Requirements

Procurement or Acquisition of Goods, Services or Facilities

COMPLIANT

Completed Action:
Language has been imbedded in Requests for Proposals and other bid opportunities that require the successful proponent to deliver an accessible document, if the document is intended to be made available electronically on the city's website. Documents are to be fully compliant with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Integrated Accessibility Standards Regulation (IASR) and conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

Compliance Report

December 2015

COMPLIANT

Completed Action:
Mandatory compliance report to province was filed in December 2015.

Ontario Regulation 429/07 Accessibility Standards for Customer Service

Policies, Practices, Procedures, Training and Communication

COMPLIANT

Completed Action:
Accessible Customer Service Training Booklet

The Accessible Customer Service Training Booklet was updated to modify terminology and to include information about the Ontario Human Rights Code as it pertains to persons with disabilities. The booklet is posted as an accessible PDF on the city's website.

Online Training

Accessible Customer Services Training was also launched as an online training module in Our Training Room; the city's learning management systems for professional development and corporate training.

Additional Training

A workshop was made available to employees who are responsible for de-escalating customer conflict. *Managing Customer Conflict Successfully* focused on providing good customer service while managing the behaviours and challenges presented by customers experiencing a mental health issue.

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

Accessible Websites and Web Content

January 2012–2021

IN PROGRESS

Completed Action:
Through our e-Government program, the City of Burlington launched a newly designed website in January 2015. The new website provides a more responsive, accessible and mobile-friendly site.

The City of Burlington received the gold Hermes Creative Award in the government website category for its new website.

In Progress:
A process is in place to migrate existing inaccessible documents on the city's website into accessible documents.

Training is in place on how to create accessible documents.

Planned Action:
Staff will continue to be trained on how to create accessible documents and existing electronic web documents will be migrated to the new site when made accessible.

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards

Fares for support persons

IN PROGRESS

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

On-board announcements

IN PROGRESS

Completed Action:
Burlington Transit began to launch its new Smart Transit System (STS) in late Fall 2015. The STS improves how customers access transit information. Conventional transit users will be able to use an online trip planner that provides detailed bus location information in real-time. All bus stops have been replaced with new signs that include route information and a code so passengers can access next bus arrivals through their mobile devices. New electronic visual and audio displays are being installed on all buses.

Handi-Van passengers will have access to a new online feature and phone system that provides a way to book and manage their trips 24/7 instead of only during business hours. In addition, users will receive a programmed automatic call-out to let them know when their van is about to arrive.

Expected completion of this project is Q2 2016.

Handi-van

COMPLIANT

Completed Action:
Handi-van services have been improved with the purchase of a new vehicle providing an additional 80 hours of service each week. 3155 people are currently registered for Handi-van services resulting in approximately 50,000 trips this year.

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

Transition

COMPLIANT

Completed Action:

Site Plans

Language about the AODA Design of Public Spaces Standards is now included in the Site Plan Application forms.

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.

Planned Action:

The 2011 City of Burlington Accessibility Design Standards is currently under review to update and incorporate the specifications in DOPS and the new requirements in the Ontario Building Code. Expected completion of this project is March 2016.

Parking Lot Upgrades

COMPLIANT

Completed Action:

Several parking lots were repainted to increase the size of the access aisle in the Accessible Parking Spaces to 2000 mm as per the Burlington Accessibility Design Standards and to refresh the International Symbol of Accessibility pavement signage. In the case of parking at Beachway Park near the change rooms entrance, an accessible parking space was added where none existed in the past. Other locations included:

- Accessible Parking at Waterfront – West
- Accessible Parking at Waterfront – East
- Accessible Parking Burlington Transit Headquarters
- Accessible Parking Beachway Park – change rooms/ shower entrance
- Accessible Parking Beachway Park – entrance

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

Parks and Open Spaces

COMPLIANT



Community Garden



Orchard Community Park

Completed Action:

Community Gardens: The Community Gardens project's brochure, application form and website were updated to include more specific language about accessible garden plots.

Sherwood Forest Revitalization Project: The revitalization strategy for Sherwood Forest Park will result in a phased implementation plan over the next 15 years. Accessibility is a key component of the overall strategy. Current improvements for accessibility include new accessible player's benches and spectator bleachers and the installation of new concrete and asphalt pathways.

Orchard Community Park: Improvements to the playground include the addition of four new pieces of play equipment and in installation of a new synthetic poured-in-place protective surface. Additional improvements to the Sports field include the addition of an asphalt pathway and new player's benches.

Beachway Regional Waterfront Park: Modifications were made to the ramp to provide a larger turning radius, adjust the height of the handrails and to extend the ramp to provide improved access to the beach.

Street Crossings and Accessible Pedestrian Signals (APS)

COMPLIANT



Intersection of Fairview and Guelph

Completed Action:
Several intersections were reconfigured to add ladder style crosswalks, install tactile walking surface indicators and accessible pedestrian signals. Locations include:

- Waterdown and Plains Road
- Fairview and Guelph
- Guelph and Prospect
- King and Plains
- Fairview Street and Darlene Court
- Walkers Line and Thomas Alton
- Waterdown Road and Masonry Court
- Plains Road and Cooke Boulevard
- Plains Road and Falcon Boulevard

In addition, tactile walking surface indicators have been installed in several key intersections in the downtown core.

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

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

Age-Friendly Cities

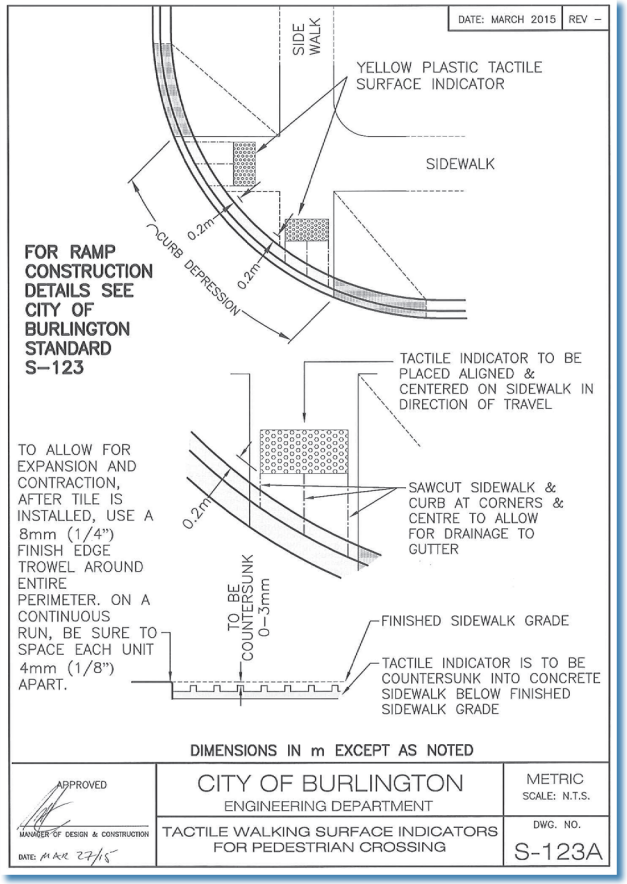
Completed Action:
The theme of the Capital Works department's Semi-annual General Meeting was *Creating an Age-Friendly Community*. The Age-Friendly coordinator from the City of London was invited to highlight the activities of their Age-Friendly Task Force and the City of London's Three Year Action Plan. Capital Works staff participated in an audit of eight outdoor areas in Central Park to identify opportunities for improvements to create environments that would be more age friendly for older adults.

Engineering Standards

Completed Action:

Developed new city engineering drawing for the use of tactile warning surface indicators (TWSIs) at intersections.

Developed new city engineering drawing for the installation of accessible benches and bench pads.





Signage at multi-use pathway



Visual Fire Alarm



Tactile warning system at Fairview Ave. and Brant St.

Other ways we have improved accessibility in 2014-2015

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:

Built Environment



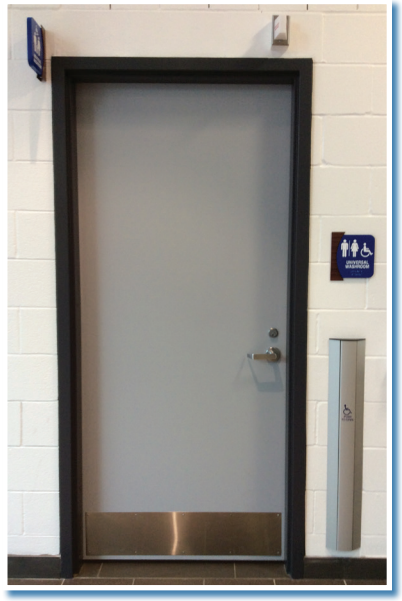
Accessible Parking



Wayfinding System

Brant Hills Community Centre

Accessibility improvements at Brant Hills Community Centre include reconstruction of the men's and women's washrooms and the addition of accessible showers.



Tansley Woods Community Centre

Accessibility improvements at Tansley Woods Community Centre includes the construction of a universal washroom with an adult change table, a new signage and wayfinding system and improvements to accessible parking through a parking lot resurfacing project.

Visual Fire Alarms

Visual alarms were installed at Brant Hill Community Centre and the Seniors' Centre. Additional visual alarms were installed at City Hall.

Power Door Operators

Power door operators were installed at Ella Foote Hall and additional power door operators were installed at City Hall and at Tansley Woods Community Centre.

Information and Communication

Statement of Tax Arrears

Our Statement of Tax Arrears was redesigned to increase accessibility for people living with vision loss. Improvements include the use of a larger font and more white space in the document.

Parks and Recreation

Festivals and Events

The province's Guide to Accessible Festivals and Outdoor Events publication was added to the resources made available to individuals and organizes applying create an outdoor festival or event.

Burlington Tennis Club

A new concrete pathway was installed at Burlington Tennis Club.



Brandon Wagner

Pan Am/Parapan Am Games

Burlington's Pan Am/Parapan Am Celebrations included three events. Each event focused on bringing excitement and celebration leading to the games and leaving a legacy for sport, culture, inclusion and diversity in Burlington after the games:

- Pan Am Day in Canada on Saturday, June 13, 2015 at LaSalle Park. This day-long event introduced participants of all ages and abilities to nontraditional sport including field hockey, goalball, lawn bowling, bocce, karate, judo and sitting volleyball. The event also included a "Colour Run" on an accessible route.
- Pan Am Torch Relay on June 19, 2015.The Pan Am Torch arrived in downtown Burlington's waterfront at Spencer Smith Park during Canada's largest free music festival – the Sound of Music. The Community Cauldron was lit by Olympian, Mark Oldershaw.
- Parapan Torch Relay on Aug. 5, 2015. The Parapan Torch Relay was enjoyed by more than 1,000 participants at Spencer Smith Park. This event celebrated diversity, inclusion, activity, culture, and sport. Family members of torch relay participants were able to run, walk, or wheel with the torch in order to share the experience of the torch relay. The Community Cauldron was lit by Paralympian, Brandon Wagner.

Grants Applications

Canada 150 Community Infrastructure Program

The city was successful in its grant submission to the Canada 150 Community Infrastructure program including the following projects to improve accessibility:

Hidden Valley and Central Park Washroom Facilities: This project will renew and upgrade existing infrastructure to meet or exceed current accessibility requirements.

Improvements will include creating barrier free paths of travel to washroom building, adding ramps (where necessary), power door operators, retrofitting washroom with accessible toilet stalls, grab bars, plumbing fixtures, installation of visual alarms and accessible signage and wayfinding.

Central Arena: This project will renew and upgrade existing infrastructure to meet or exceed current accessibility requirements.

Improvements will include the installation of an elevator to provide independent access to the second level of the public spectator area; improvements to rink access; and the addition of a universal washroom and change room(s) on the ground level.

Grants Applications continued

Age Friendly Community Planning Grant application

The City of Burlington received $50,000 from the Government of Ontario's Age-Friendly Community Planning Grant to complete a comprehensive seniors' strategy. The Burlington Age-Friendly Action Plan will focus on active living for seniors such as leisure, learning, mobility, safety, accessibility and community life. Burlington's goal is for the regional plan and municipal plan to complement each other. A comprehensive report will be completed in 2016.

Public Education



Accessibility Awards

Accessibility Awards

The 4th annual Burlington Accessibility Awards were held on Wednesday, June 3, 2015 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.

This year, 12 champions of accessibility were recognized in the categories of Education, Recreation, Employment, Built Environment, Volunteer and Other. Singer, song writer Sarah Harmer delivered the keynote address and Kelly MacDonald – host of AMI's Blind-sighted was Master of Ceremonies.



Burlington Art Centre multi-level courtyard



Ramp to bleachers at Nelson Park



Raised plots at Centennial Park Community Gardens

2016 Goals and Targets

Capital renewal projects

Construction:

Burlington Animal Shelter – Accessibility improvements at the Animal Shelter, includes upgrades to parking, the addition of a universal washroom and shower, new reception counter, lobby and entrance configuration.

Appleby Ice – Modifications to change room and washroom to improve accessibility

Appleby Ice Centre – renovations to Ice Pads 1 and 2

Pre-design:

Canada 150 – Hidden Valley and Central Park Washrooms, Central Arena

Skyway Arena

Nelson Pool

Aldershot Tennis Club

General Brock High School – park design

John William Boich Public School – parkette design

Beachway Regional Waterfront Park

Capital renewal projects

continued

Intersections including APS

Lakeshore Road and Hampton Heath Road.

Parks and Open Spaces

New Community Garden at Maple Park.

Iroquois Park improvements include the relocation of the playground and installation of new playground equipment and the addition of a new asphalt pathway.

Development of next phase of Burloak Regional Waterfront Park.

Ireland Park improvements include a splash pad with shaded, accessible seating areas; sports field amenities, including new accessible spectator areas with permanent bleachers; and accessible pathways connecting key activity areas of the park.

Standards Development	Downtown Streetscaping Standards project
	2016 City of Burlington Accessibility Design Standards
Planning	Official Plan - Official Plan Working Group
	Strategic Plan – Strategic Plan Working Group
	Age Friendly Community Planning project

Burlington Accessibility Advisory Committee (BAAC)



Members of BAAC and the Honourable David C. Onley



Burlington Performing Arts Centre



Signage at multi-use pathway

Burlington Accessibility Advisory Committee (BAAC)

continued

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 2015

David Fisher (Chair)

Tricia Pokorny (Vice-Chair)

Ron Baliko

Brian Sharpe

Rob Divecha

Sallie Morrison

Carla Blake

Susan Caughran (BSAC Representative)

Arthur Rendall

Ashley Taylor

Brian Ouellette

Adam Spencer

Councillor John Taylor (Council Liaison)

Burlington Accessibility Advisory Committee (BAAC)

continued

2014 achievements

Public Education

- Trade show booth at the Halton Community Resource Fair
- Trade show booth at the Health and Wellness Show
- Trade show booth at the Chamber of Commerce Health Show
- Trade show booth and presentation at the City Volunteer Open House

Site Plans

There were 56 site plans reviewed in 2014. In addition, BAAC provided ongoing consultation for the expansion of the Joseph Brant Hospital and a number of other large developments such as the Bridgewater and Paradigm projects.

Involvement with other Citizen Committees

The BAAC had representation on the following committees in 2014:

- Inclusivity Committee
- Road safety Committee

Consultations

- As part of their mandate, BAAC was invited to consult on projects to provide input about improvements to accessibility. Projects in included:

Burlington Accessibility Advisory Committee (BAAC)

continued

2014 achievements

continued

- Municipal Election – consultation with the Elections Officer about the accessibility plan for election sites
- Joseph Brant Hospital – in addition to the ongoing review of the site plans, BAAC assisted in the review of the Parking Control Equipment
- Pan Am & Para Pan Am Games – provided input about possible activities during the Para Pan Am Torch Relay and other community celebrations
- Community Trails Master Plan – a number of members participate in the public consultation process for the Community Trails Master Plan
- Community Transportation Master Plan – several members participated in a focus group for the Transportation Master Plan
- Pedestrian Link – provided input into the proposed pedestrian walkway between Martha to Brant Street
- Burlington Fire Station Headquarters – provided input regarding the redevelopment and expansion of Fire Headquarters
- Seniors' Centre – provided input on the pictogram designating limited mobility signage in the parking lot of the Seniors' Centre
- City of Burlington website – reviewed and provided feedback on the fillable forms for the revised City of Burlington website

Burlington Accessibility Advisory Committee (BAAC)
continued

2014 achievements

continued

AODA Review and Activities

- Participated in the public consultation on the government mandated review of the Accessibility for Ontarians with Disabilities Act
- Provided feedback on the proposed revisions to the AODA Customer Service Standard
- A member participated in a training session on the AODA Design of Public Spaces Standards and changes to accessibility related sections of the Ontario Building Code
- Participated in a public consultation regarding features for playgrounds, both new and renewal of existing ones within the city
- Reviewed the 2014 City of Burlington Accessibility Progress Report and provided a written delegation submission to the Development and Infrastructure Committee endorsing the Report

Burlington Accessibility Advisory Committee (BAAC)

continued

2014 achievements

continued

Intersection Reviews

Throughout the year BAAC was involved in consultation regarding the design and construction of intersections:

- Intersection at Guelph Line and Fairview
- Intersection at Guelph Line and Prospect
- Intersection of Fairview and Burlington GO Station
- Intersection at Waterdown and Plains Roads
- Provided input on the Fairview Road redevelopment and pavement markings at Fairview and Drury Lane
- Provided input to the installation of Audible Pedestrian Signals at the intersection of Guelph Line and Davidson Court

Burlington Accessibility Advisory Committee (BAAC)

continued

2014 achievements

continued

Other Activities

- Members participated in the Halton Equity and Diversity Roundtable “Integrating Inclusion: Equitable and Inclusive Organizations and Communities”
- Members participated in the annual Joint Meeting of the Accessibility Advisory Committees of Halton, held in Milton in September 2014
- Provided an article in the Citizen’s News newsletter
- Two members received the Ontario Volunteer Recognition Award in 2014
- A member participated in a preliminary planning session the AODA 10th Anniversary Celebration, held in Burlington in May 2015

Burlington Accessibility Advisory Committee (BAAC)

continued

2015 Work Plan

New and Continuing Initiatives:

- Public education through, service clubs and Chamber of Commerce events, participation in trade shows and resource fairs, submissions to appropriate newsletters
- Provide advice to Council on City of Burlington bylaws, 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
- Create site plan checklist
- Participate/consult on new construction and renovation/renewal projects
- Host Accessibility Recognition Awards during National Access Awareness Week
- Review and provide input on the City's Official Plan Review
- Work with city staff to develop a BAAC specific orientation package and ensure presentation to new members before their first meeting



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 2015 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 suggests improvements to our programs, services and facilities, please let us know.

Please contact:

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www.burlington.ca/accessibility

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December 2015

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