

The City of
BARRIE

2005 ACCESSIBILITY PLAN

Approved by General Committee – November 29th, 2004

Ratified by Council: December 6th, 2004



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Section 1: Municipality Participating in this Plan

1.1 Municipality

This plan has been prepared for the Corporation of the City of Barrie.

1.2 Address

70 Collier Street P.O. Box 400
Barrie, Ontario L4M 4T5

<http://www.city.barrie.on.ca>

1.3 Key Contact

John R. Sisson, City Clerk
(705) 739-4220 Ext. 4560 – Phone
(705) 739-4243 – Fax
jsisson@city.barrie.on.ca

1.4 Population

125,000 ¹

1.5 Municipal Highlights – Barrie’s History

The City of Barrie, Southern Ontario’s premier waterfront community, is one of Canada’s fastest growing and most prosperous municipalities. Its sense of community has been preserved despite its rapid growth, and the municipality does not suffer from major competitive urban pressures along its boundaries like the communities of the highly urbanized “Golden Horseshoe”.

Barrie is a vibrant and rapidly growing community of 125,000 with rich and dynamic cultural pursuits. Population projections indicate that approximately 160,000 people will reside in Barrie by the year 2021. Regionally, a population of approximately 330,000 grows at a rate of nearly 2% per year. A safe and friendly community, the City of Barrie is in one of the fastest growing regions in Canada – all on beautiful Kempenfelt Bay.

The tremendous advantages associated with the City’s location have been the primary reasons behind the City’s rapid growth and economic development. Strategically located in the midst of Ontario’s recreational heartland and less than an hour’s drive from Toronto, Barrie offers the best of both worlds. The City is far enough away from the metropolitan area to enjoy a high level of economic aggregation; yet close enough to realize the benefits of the economic growth of the Greater Toronto Area.

¹ Planning and Development Department Staff Report PLN04403 dated May 26, 2003.

1.6 Municipal Authority

The Municipal Act, 2001 establishes the framework for the City of Barrie's authority. The Act provides municipalities with more flexibility in organizing their affairs and delivering services.

The new Act has a number of benefits:

- 1.1. It enables municipalities to undertake new activities within pre-determined spheres of responsibility without the need for legislative changes;
- 1.2. It is generally a more understandable and user-friendly statute in which matters are streamlined and grouped together;
- 1.3. It reflects a substantial reduction in the volume of legislation governing municipal activities; and
- 1.4. It consolidates into a single Act, provisions from some 30 other pieces of legislation, including acts for individual regional municipalities.

The Municipal Act, 2001 grants municipalities authority for 10 service delivery areas. The Provincial Government feels the value of the spheres is that they:

- Encompass specific powers in the current Act falling under the broad categories listed above; and
- Enable new activities within the sphere, without need for legislative changes

The City of Barrie and other single tier municipalities, exercise all the powers within a Sphere. This is a significant benefit for the City of Barrie in having direct control over its affairs and ensuring effective and efficient management of local services. The Spheres of Influence, as contained in Section 11 (2) of the Act, are shown below:

1.7 Spheres Of Jurisdiction – Municipal Act ²

	Sphere of Jurisdiction	Part of Sphere Assigned (<i>What has been Assigned</i>)	Upper-tier Municipality(ies) to Which Part of Sphere assigned	Exclusive or Non-exclusive Assignment
1.	Highways, including parking and traffic on highways	Whole sphere	All Upper-Tier Municipalities	Non-exclusive

² The City of Barrie and other single tier municipalities, exercise all the powers within each Sphere.

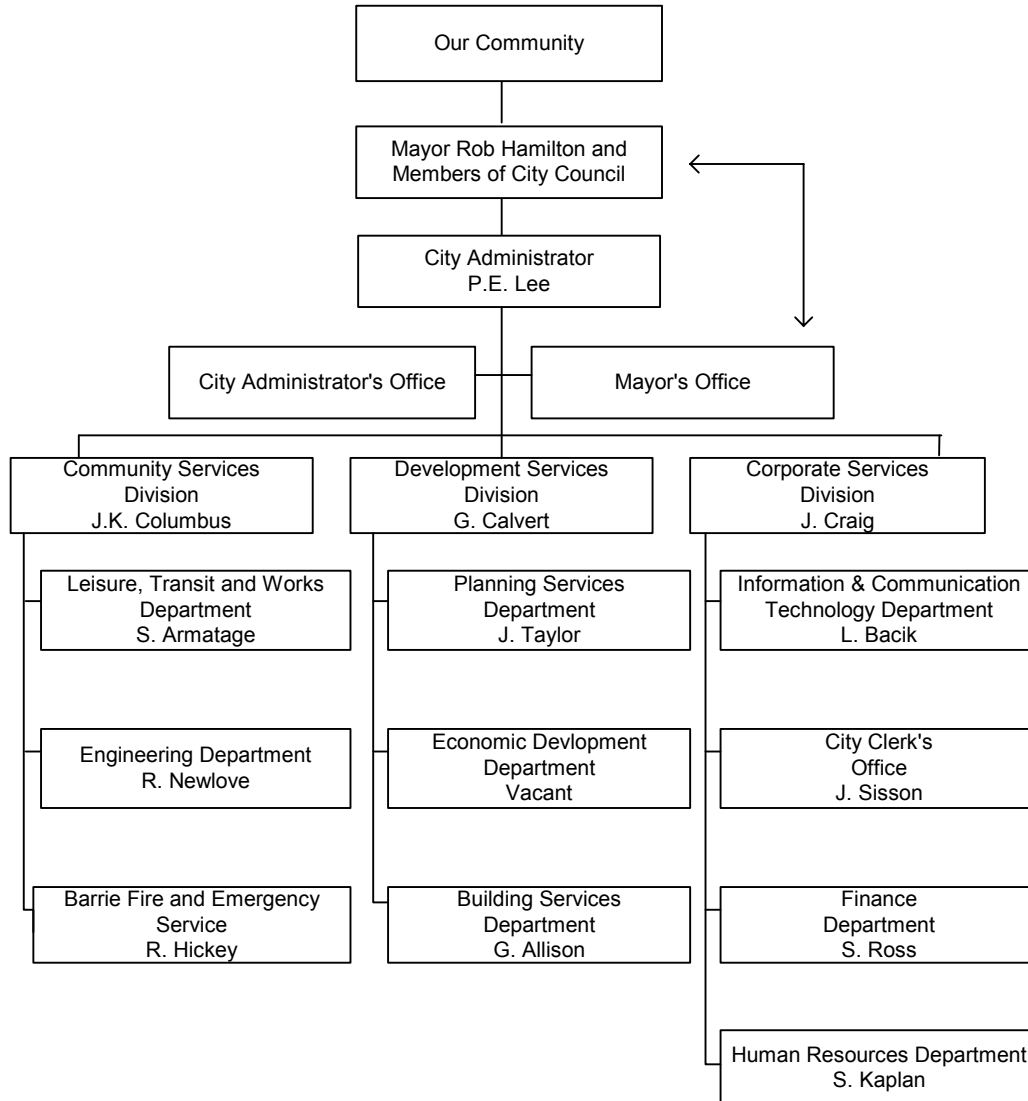
	Sphere of Jurisdiction	Part of Sphere Assigned (<i>What has been Assigned</i>)	Upper-tier Municipality(ies) to Which Part of Sphere assigned	Exclusive or Non-exclusive Assignment
2.	Transportation systems, other than highways	Airports	All Upper-Tier Municipalities	Non-exclusive
		Ferries	All Upper-Tier Municipalities	Non-exclusive
		Disabled passenger transportation system	Peel, Halton	Non-exclusive
		Bus passenger transportation system	Waterloo, York	Exclusive
3.	Waste Management	Whole sphere, except waste collection	Durham, Halton, Lambton, Oxford, Peel, Waterloo, York	Exclusive
4.	Public Utilities	Sewage treatment	All Counties, Niagara, Waterloo, York	Non-exclusive
			Durham, Halton, Muskoka, Oxford, Peel	Exclusive
		Collection of Sanitary Sewage	All counties, Niagara, Waterloo, York	Non-Exclusive
			Durham, Halton, Muskoka, Oxford, Peel	Exclusive
		Collection of storm water and other drainage from land	All Upper-Tier Municipalities	Non-Exclusive
		Water production, treatment and storage	All Upper-Tier Municipalities Except Counties	Exclusive

	Sphere of Jurisdiction	Part of Sphere Assigned (<i>What has been Assigned</i>)	Upper-tier Municipality(ies) to Which Part of Sphere assigned	Exclusive or Non-exclusive Assignment
		Water distribution	Niagara, Waterloo, York	Non-Exclusive
			Oxford, Durham, Halton, Muskoka, Peel	Exclusive
5.	Culture, parks, recreation and heritage	Whole sphere	All upper-tier municipalities	Non-exclusive
6.	Drainage and flood control, except storm sewers	Whole sphere	All upper-tier municipalities	Non-exclusive
7.	Structures, including fences and signs	Whole sphere, except fences	Oxford	Non-exclusive
8.	Parking, except on highways	Municipal parking lots and structures	All upper-tier municipalities	Non-exclusive
9.	Animals	None	None	
10.	Economic Development Services	Promotion of the municipality for any purpose by the collection and dissemination of information	Durham, Halton, Oxford	Exclusive
			All counties, Muskoka, Niagara, Peel, Waterloo, York	Non-exclusive
		Acquisition, development and disposal of sites for industrial, commercial and institutional uses	Durham, Halton, Oxford, Peel	Exclusive
			Lambton	Non-exclusive

The City is situated in the mid-section of Simcoe County and the Huronia region – a location that roughly corresponds with the division separating the rich agricultural lands of the south from the recreational lands of the north. This dichotomy in geographic characteristics has played a large part in developing a City that is both a manufacturing centre and a service centre for a large recreational resort area.

1.8 Organization of the Corporation of the City of Barrie

The City of Barrie is organized into three (3) divisions and ten (10) functional departments as follows:



As noted, the corporate structure of the City of Barrie is comprised of three functional divisions, each headed by a Commissioner who reports to the City Administrator.

1.9 City Administrator's Department

The City Administrator (CA) is appointed by City Council. The CA directs and coordinates the general management of business affairs of the Corporation, in accordance with the by-laws, policies and plans established and approved by City Council, to ensure the delivery of high quality services and facilities which preserve or enhance the social, economic and physical well-being of the community at best value for the citizens of Barrie.

It is the CA's responsibility to ensure that innovative programs and services are developed and implemented to meet the ever-changing needs of the community, while ensuring fiscal responsibility, and the added responsibilities municipalities are faced with.

The CA is responsible for ensuring that Council directives are coordinated between departments and relevant agencies while ensuring that the operations within the organization are conducted within the framework of the values and goals of the Corporation.

In addition, the CA links with other government agencies, federal, provincial and municipal, to provide Council with the necessary comprehensive information they require to develop plans and policies.

Under the direction of the City Administrator, each Commissioner is responsible for managing their respective area:

1.10 Commissioner of Corporate Services

The Commissioner's service responsibilities include the Information & Communications Technology Department; the City Clerk's Office (Council secretariat, legal services, corporate records management, vital statistics, assessment rolls, business licensing, lottery licensing, by-law enforcement, provincial offences, real estate transactions, room bookings); the Finance Department (property taxes, supply and services, purchasing, insurance claims, payroll, insurance); and the Human Resources Department.

1.11 Commissioner of Community Services

The Commissioner's service responsibilities include the Leisure, Transit & Works Department (roads, sewers, transit services, traffic services, traffic and parking maintenance, storm and sanitary drainage, water, parks, recreation programs); the Engineering Department (design, drafting, construction inspections, surveys, road occupancy permits, garbage and recycling); and the Fire and Emergency Services Department.

1.12 Commissioner of Development Services

The Commissioner's service responsibilities include the Planning Services Department (land use policy planning, development planning); the Economic Development Department (business attraction, retention and development); and the Building Services Department (building plans, building inspections, plans examination, zoning by-law, Committee of Adjustment, property standards).

1.13 Services Not Delivered by the City of Barrie

Although the City of Barrie is a single-tier municipality, there are certain services for which the Corporation of the County of Simcoe is responsible. The County delivers these services behalf of the City of Barrie. Specifically, the County of Simcoe is responsible for:

<ul style="list-style-type: none"> • Ontario Works 	<ul style="list-style-type: none"> • Land Ambulance and Emergency Planning
<ul style="list-style-type: none"> • Social Housing 	<ul style="list-style-type: none"> • Homes for the Aged
<ul style="list-style-type: none"> • Children’s Services 	<ul style="list-style-type: none"> • Health Unit matters

As required under the Ontarians with Disabilities Act, 2001 (ODA), the County of Simcoe will prepare its own Accessibility Plan covering those services delivered by the County.

Section 2: Other Organizations and Agencies Participating In This Plan

The City of Barrie provides both conventional transit services and specialized accessible transit services for the disabled to meet the needs of the community. The City's conventional transit service operates as Barrie Transit. The City's accessible transit service operates as the Barrie Accessible Community Transportation Service (BACTS). BACTS is a specialized bus transportation service operated to assist those persons with mobility difficulties. This service provides accessible transportation from door-to-door and is available on a temporary or permanent basis, depending on the user's eligibility.

The Accessibility Plan for Barrie Transit and BACTS is contained in Section 8.

2.1 Organization-Agency

Barrie Transit and Barrie Accessible Community Transportation Services (BACTS)

2.2 Address

c/o the City of Barrie
70 Collier Street
P.O. Box 400
Barrie, Ontario
L4M 4T5

2.3 Key Contact

George Kaveckas, Manager of Traffic, Transit and Parking
(705) 739-4220 Ext. 4464 – Phone
(705) 739-4238 – Fax
gkaveckas@city.barrie.on.ca

Section 3: City Of Barrie's Response To The Ontarians With Disabilities Act, 2001

In September, 2001, City Council adopted Resolution 01-G-343 approving the creation of an Accessibility Advisory Committee composed of six members from the Barrie disabled community and one member of City Council.

On December 14, 2001, the Ontarians With Disabilities Act, 2001 (the ODA) was passed to improve access and opportunities for people with disabilities. The Ontarians With Disabilities Act, 2001 (ODA) was actually proclaimed on September 30, 2002.

The ODA is designed so that cities, towns and other municipalities; hospitals; school boards; colleges and universities; public transportation providers, government ministries and agencies; the private sector and people with disabilities can take part in making Ontario a more accessible province.

There are a number of municipal obligations under the Ontarians With Disabilities Act including the following:

- All municipalities are required to prepare accessibility plans and make them public, and consult with persons with disabilities.
- Municipalities of 10,000 or more residents are required to establish accessibility advisory committees, and a majority of their members must be people with disabilities.

Municipalities will also be required to:

- make accessibility a consideration when purchasing goods and services and in subdivision approval;
- develop accessibility plans for municipally-administered, sub-contracted or licensed transit providers in consultation with persons with disabilities;
- improve access to municipal elections by giving greater consideration to accessible voting locations;
- ensure that new social housing additional units or replacement units includes a percentage of modified units for persons with disabilities;
- enforce new penalties for counterfeiting and misuse of Disabled Person Parking Permits; and
- increase the minimum penalty for misuse of designated parking under municipal by-laws to \$300.00

On September 29th, 2004 City Council adopted resolution 03-G-546 approving the 2003-2004 Accessibility Plan authorizing the City Clerk's Office in consultation with the Accessibility Advisory Committee to monitor implementation of the Plan and report back to General Committee with the City's 2005 Accessibility Plan in November, 2004

3.1 Committee Membership

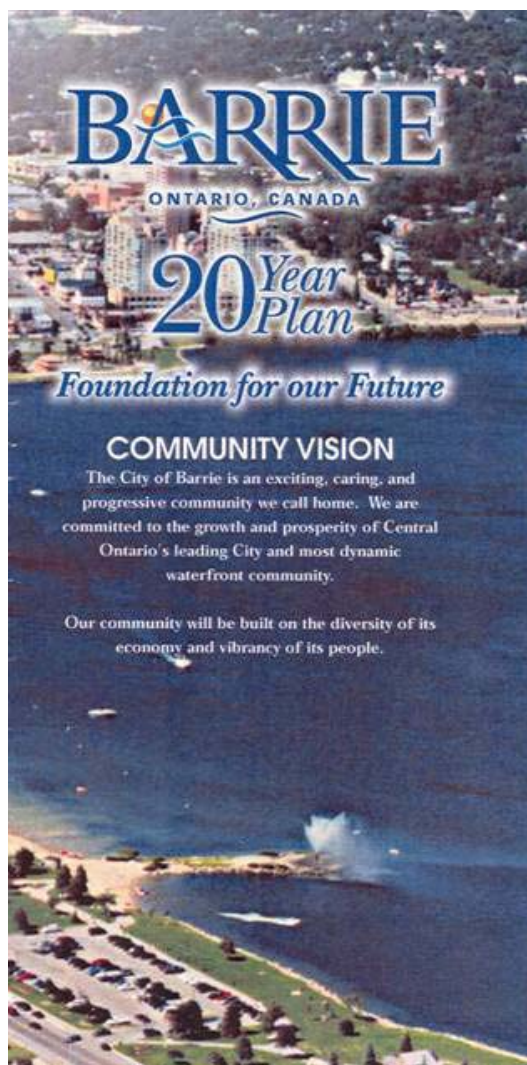
On December 2, 2002 City Council adopted resolution 02-G-707 adopting the terms of reference for the City's Accessibility Advisory Committee.

On December 15, 2003, City Council ratified motion 03-S-506 which appointing the following members to the Accessibility Advisory Committee for a term ending November 30, 2006:

<u>Name</u>	<u>Membership</u>	<u>Term</u>
Councillor Kevin LePage	Council Representative	November 30, 2006.
Albert Stein	Chair	November 30, 2006
Dan McGale	Citizen Representative	November 30, 2006
Margaretta Papp-Belayneh	Citizen Representative	November 30, 2006
Carol Soloduik	Citizen Representative	November 30, 2006
Robert Kerr	Citizen Representative	November 30, 2006
Louise Pope	Citizen Representative	November 30, 2006
Hope Russell	Citizen Representative	November 30, 2006
Douglas Lamont	Citizen Representative	November 30, 2006

Like all Ontario municipalities, the City of Barrie will meet the requirements of the ODA by preparing and implementing its annual Accessibility Plan. Through on-going monitoring of accessibility issues, the City will proactively identify and remove barriers that may exist in its by-laws, services, policies, procedures, programs and facilities.

3.2 The City of Barrie's Strategic Plan



As outlined in the City's Strategic Plan,

“The City of Barrie is an exciting, caring and progressive community we call home. We are committed to the growth and prosperity of Central Ontario's leading City and most dynamic waterfront community.

Our community will be built on the diversity of its economy and vibrancy of its people.”

In continuing to build a beautiful Barrie, we will focus on the following key areas:

- Community Safety and Security
- Economic Development to Ensure a Prosperous Future
- Waterfront Excellence
- A Clean and Healthy Environment
- Governance and Service Excellence
- Maintain and Enhance Barrie's Premier Lifestyle
- Transportation
- Plan for our Future

The City of Barrie is committed to accessibility planning and, by working co-operatively with the City's Accessibility Advisory Committee, the City

will diligently identify, remove and prevent accessibility barriers in the City. The support for the City's Accessibility Committee and preparation of the City's Accessibility Plan were key components of the 2003 Business Plan for the City Clerk's Office.

Although the City recognizes the importance of creating an accessible community, it is recognized that the City's plans must reflect a balance between the goals, objectives and priorities identified by stakeholders and the City's ability to achieve those goals within the framework of the City's Strategic Plan and the resources made available through the City's annual Operating Budget.

3.3 Downtown Barrie: The Next Wave

On June 14th, 2004, City of Barrie Council approved the “Next Wave Community Improvement Plan”. This downtown revitalization plan provides an opportunity for the City to realize its visions for a strong, healthy and vibrant core.

“To create a downtown that reflects the City of Barrie’s role as Central Ontario’s premiere waterfront community, offering the urban amenities of a regional centre, in an environmental setting that showcases Kempenfelt Bay, making Downtown Barrie the City’s address of choice to live, do business, and enjoy social and Cultural activities.”

The plan is founded on several principles, which include:

- The Downtown’s viability lies in the diversity of its land uses.
- The Waterfront is the City’s greatest asset and the linkage between the downtown and the waterfront is paramount.
- The Downtown represents a major link to the City’s Heritage worthy of preserving.
- The Downtown needs a strong and diverse resident population base.
- The downtown must become the social and cultural centre of the community again.
- The Downtown must be clean and safe
- The downtown is a unique community asset that warrants investment from beyond its geographic boundaries.

The plan identifies many areas of improvement which include the need for improved pedestrian routes and wider sidewalks to accommodate all pedestrian traffic. It recognizes the need for increased convenient and adequate parking within the downtown core. The plan represents another opportunity to make the City of Barrie an accessible community.

Section 4: Consultation Activities

The City of Barrie has consulted with its Accessibility Advisory Committee in the preparation of this accessibility plan. This Committee has been formed to provide advice and recommendations to the City.

In addition to the formal consultation undertaken in developing the Plan, City staff are always available to receive input from the community on the full range of programs and services delivered by the City.

Broader community consultation has been identified as an action for developing future Plans.

4.1 Target Group

The primary target group for the City's consultation activities has been the City's Accessibility Advisory Committee. Additional consultation has taken place with other municipalities.

4.2 Consultation Activities

Consultation has taken place through informal discussions, structured meetings and through the submission of written comments by committee members. A community consultation was held in June, 2004 by hosting an "Accessibility Awareness Open House". Valuable feedback was received from the community at the Open House and was applied to the development of the 2005 Accessibility Plan.

4.3 Time period activity occurred

Consultation with the City's Accessibility Advisory Committee has been on-going since the Committee's formation. Other departmental consultation initiatives have been undertaken since January, 2004.

Section 5: Plan Development and Accessibility Implementation Group

The City has established a staff group who are responsible for assisting in the development of future plans, monitoring departmental barriers identified within 2004-2005 Accessibility Plan and managing other accessibility-related matters.

The members of the City's Accessibility Implementation Group are:

<u>Staff Members</u>	<u>Department</u>	<u>Contact Telephone Number and E-Mail Address</u>
Lisa Pearson, City Clerk's Assistant	City Clerk's Office	Ext. 4367 lpearson@city.barrie.on.ca
Leanne Harvey, Departmental Administrative Assistant	Fire and Emergency Services	Ext. 3222 lharvey@city.barrie.on.ca
Andrew Hill, Manager of Planning	Planning Services Department	Ext. 4324 ahill@city.barrie.on.ca
George Kaveckas, Manager of Transit, Traffic and Parking	Leisure, Transit and Works Department	Ext. 4464 gkaveckas@city.barrie.on.ca
Geoff Mitchinson, Technical Services Supervisor	Engineering Department	Ext. 4335 gmitchinson@city.barrie.on.ca
Jean-Mathieu Chenier, Economic Development Officer	Economic Development Office	Ext. 5036 jchenier@city.barrie.on.ca
Stephen Barks, Manager of Permits	Building Services Department	Ext. 4355 sbarks@city.barrie.on.ca
Ture Nikitin, Manager of Communications	Information and Technology	Ext. 4708 tnikitin@city.barrie.on.ca
Yvonne Board, Human Resources Officer	Human Resources Department	Ext. 4469 yboard@city.barrie.on.ca

<u>Staff Members</u>	<u>Department</u>	<u>Contact Telephone Number and E-Mail Address</u>
Kathleen Short, Chief Accountant	Finance Department	Ext. 4428 kshort@city.barrie.on.ca
Tracie Howell, Executive Assistant to the City Administrator	City Administrator's Department	Ext. 4472 thowell@city.barrie.on.ca

Section 6: Identifying, Removing And Preventing Barriers In The City Of Barrie

6.1 Barrier Identification Process

Barrier identification is through any process or methodology used to determine what barriers exist and where the barriers are found. Examples of a barrier identification process may include review of documents, publications, etc.; conducting public meetings, surveys, and/or audits; the use of customer feedback forms and other feed mechanisms.

6.2 Types of Disabilities

Barriers exist as a result of various forms of disability. The City of Barrie recognizes that a person's disability may make it physically or cognitively hard to perform everyday tasks such as operating a keyboard, reading a sign, differentiating colours, distinguishing sounds, climbing stairs, grasping small items, remembering words, or doing arithmetic.

A Disability means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- (b) a condition or mental impairment or developmental disability.
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- (d) a mental disorder.

In developing its Plan, the City has considered the functional limitations associated with twelve different kinds of disability and the effects of these limitations on an individual's ability to perform everyday tasks³:

³ Canadian Standards Association. Customer Service Standard for People with Disabilities, B480-02. Canadian Standards Association, Rexdale, ON, 2002.

Physical

Physical disabilities include minor difficulties moving or coordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. Physical disabilities can be congenital, such as Muscular Dystrophy; or acquired, such as tendinitis.

Physical disabilities affect an individual's ability to:

- Perform manual tasks, such as hold a pen, grip and turn a key, type on a keyboard, click a mouse button, and twist a doorknob
- Control the speed of one's movements
- Coordinate one's movements
- Move rapidly
- Experience balance and orientation
- Move one's arms or legs fully, e.g., climb stairs
- Move around independently, e.g., walk any distance, easily get into or out of a car, stand for an extended period
- Reach, pull, push or manipulate objects
- Have strength or endurance

Hearing

Hearing loss include problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness.

A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

Speech

Speech disability is a partial or total loss of the ability to speak.

Typical voice disorders include problems with:

- Pronunciation

- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

People with severe speech disabilities sometimes use manual or electronic communication devices. Individuals who have never heard may have speech that is hard to understand.

Vision

Vision disabilities range from slightly reduced visual acuity to total blindness. A person with reduced visual acuity may have trouble reading street signs, recognizing faces, or judging distances. They might find it difficult to manoeuvre, especially in an unfamiliar place.

He or she may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night, or require bright lights to read. Most people who are legally blind have some vision.

Deaf-blind

Deaf-blindness is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility.

Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PCs equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices.

People who are deaf-blind may rely on the services of an Intervener. Interveners relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille.

Smell

Smell disability is the inability to sense, or a hypersensitivity to odours and smells.

A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

Taste

Taste disability limits the ability to experience the four primary taste sensations: sweetness, bitterness, saltiness and sourness.

A person with a taste disability may be unable to identify ingredients in food, spoiled food, or noxious substances.

Touch

Touch disability alters the ability to sense surfaces and their texture or quality, including temperature, vibration and pressure. Touching sensations may be heightened, limited, absent (numbness), or may cause pain or burning.

A person with a touch disability may be unable to detect (or be insensitive to) heat, cold or changing temperatures. Alternatively, a person with a touch disability may be hypersensitive to sound, physical vibrations, or heated surfaces or air.

Intellectual

An intellectual disability affects an individual's ability to think and reason. The disability may be caused by genetic factors (e.g., Downs Syndrome), over exposure to drugs, exposure to environmental toxins (such as in Fetal Alcohol Syndrome), brain trauma and psychiatric conditions.

A person with an intellectual disability may have difficulty with:

- Language: understanding and using spoken or written information
- Concepts: understanding cause and effect
- Perception: taking in and responding to sensory information
- Memory: retrieving and recognizing information from short- or long-term memory
- Recognizing problems, problem solving and reasoning

Mental Health

There are three main kinds of mental health disabilities:

- Anxiety: a state of heightened nervousness or fear related to stress
- Mood: sadness or depression

- Behavioural: being disorganized; making false statements or inappropriate comments; telling distorted or exaggerated stories

People with mental health disabilities may seem edgy or irritated; act aggressively; exhibit blunt behaviour; be perceived as being pushy or abrupt; start laughing or get angry for no apparent reason.

Learning

Learning disabilities are disorders that affect verbal and non-verbal information acquisition, retention, understanding, processing, organization and use.

People with learning disabilities have average or above-average intelligence, but take in information, retain it, and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation, directions and wayfinding.

Other

Disabilities result from other conditions, accidents, illnesses, and diseases, including ALS (Lou Gehrig disease), asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke, and joint replacement.

6.3 Types of Barriers

The City of Barrie also recognizes that a number of different barriers can exist. Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a policy or a practice obstacle.

Some examples of barriers include:

<u>Barrier Type</u>	<u>Example</u>
Physical	A doorknob that cannot be operated by an elderly person with limited upper-body mobility and strength.
Architectural	A hallway or door that is too narrow for a wheelchair or scooter.
Informational	Typefaces which are too small to be read by a person with low-vision.
Communicational	A speaker at a meeting who talks loudly when addressing a deaf participant.

Attitudinal	A recreational swimming program, which discourages persons with developmental disabilities from participating.
Technological	Information on a municipal web site, which cannot be accessed by a person who is blind who has reading software on a computer.
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly.

6.4 Where to Look for Barriers to People with Disabilities

The City of Barrie knows that barriers are found in many situations:

The Built Environment

- Exterior to a building
- Interior of a building
- Parking areas
- Drop-off zones
- Hallways
- Floors
- Carpets
- Lobbies and Reception areas
- Air handling systems
- Offices
- Doors and Door knobs
- Bathroom hardware
- Cubicles
- Washrooms
- Cafeterias
- Elevators
- Escalators
- Stairs and stairwells
- Meeting rooms
- Closets
- Storage areas
- Lighting
- Windows
- Locks

Physical

- Furniture
- Work stations
- Chairs
- Equipment heights
- Planters
- Security systems
- Waste receptacles
- Filing systems

Information

- Books
- Printed information
- Computer screens
- Forms

- Web-based resources
- Signage
- Bulletin boards
- Brochures
- Manuals
- Fax transmissions
- Equipment labels
- Newspaper notices

Policies and Practices

- Procurement and purchasing
- Job postings
- Hiring
- Interviewing
- Testing
- Meetings
- Promotion
- By-laws
- Regulations
- Rules
- Protocols
- Safety and evacuation

Technological

- Computers
- Operating systems
- Standard software
- Proprietary software
- Web sites
- Keyboards
- Mice
- Printers
- Fax machines
- Telephones
- TTYs
- Photocopiers
- Appliances
- Control panels
- Switches

Recreational Facilities

- Playgrounds
- Gymnasiums
- Swimming pools
- Change rooms
- Theatres
- Auditoria — audience
- Auditoria — stage
- Picnic areas
- Tracks (indoors and outdoors)
- Playing fields
- Climbing bars
- Gymnasium equipment
- Toys
- Trails and pathways

Communication

- Training
- Receptionists
- Public announcements
- Security staff

Tools

- Hand tools, manual
- Hand tools, electrical
- Machinery
- Carts and dollies

Service delivery

- In person
- By telephone
- By mail
- By e-mail
- Via the Web

Movement and Transportation

- Sidewalks
- Crosswalks
- Buses
- Cars
- Water craft (e.g., ferries)
- Van
- Trains
- Aircraft

6.5 Accessibility Achievements from 2003 - 2004

As part of its commitment to creating an exciting, caring and progressive community, the City has already implemented a number of initiatives to eliminate barriers and to make the City of Barrie a more accessible community. These initiatives have been implemented across the Corporation. The following highlights a number of the significant initiatives undertaken by the City throughout 2003 – 2004 to make Barrie more accessible.

The Accessibility Advisory Committee adopted several Goals and Objectives for 2004. One component of the goals involved Education/Public Relations and planning an Open House for all disability groups and seniors. This event occurred on June 2, 2004 in the Rotunda at City Hall. The focus of the event was to provide a public consultation to the disabled community and provide information to the public regarding the activities of the Accessibility Advisory Committee.



The event was attended by several members of the public and 16 organizations were represented throughout the day. Free B.A.C.T.S. transportation was offered to and from City Hall during the event and attendant care and an interpreter was available all day. Each City Department provided a display that recognized the City's accessibility achievements and outlined each department's functions.

A City of Barrie kneeling Transit Bus was available for demonstration all day. The program consisted of a presentation on the City of Barrie's 2003-2004 Accessibility Plan which was given by J. Sisson, City Clerk. M. Papp-Belayneh spoke on "Clearing our Path" from the Visual and Hearing Assembly and C. Soloduik provided an overview of the Committee and Transportation issues.



An election ballot station with audio and visual support was on display all day and available for demonstration. This type of equipment was utilized during the 2003 City of Barrie Municipal Election.

The day proved to be a success and important feedback was received from the completed questionnaires that were submitted.

Significant Initiatives

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
No TTY service for general information	Technological	TTY equipment has been installed in the Human Resources Department and in the City Clerk's Office.
Election Ballot Stations	Visual and Hearing	Ballot station equipment with audio and visual support was used during the 2003 Municipal Election.
Voting locations	Physical	Every voting location used in the 2003 Municipal Election was accessible.
City of Barrie Phone System	Technological	Voice Recognition technology is operational for waste/recycling pick up schedules.
Emergency Control Group Operations	Policy/Practice, Informational, Communicational	Preparation of a new Emergency Response Manual for the City.
Sidewalks	Physical	Wheelchair ramp program has been implemented and an annual review of the "Toe Trip" program was completed.
Consistent barrier-free design standards	Physical and Policy/Practice	New City of Barrie standards and Design Drawings in accordance with Ontario Provincial Standard Drawings are in place to ensure barrier-free design features.
Site Plan Review	Physical and Policy/Practice	A procedure has been developed to ensure site plan information is reviewed by the Accessibility Advisory Committee.
Playground Equipment	Physical	An inclusive swing was installed at Cartwright Park as a trial project.
Implementation of 2003-2004 Accessibility Plan	Policy/Practice	A Staff Implementation Team was co-ordinated to assist the Accessibility Advisory Committee with implementation and monitoring of the City's Accessibility Plan

6.6 Future Actions to Address Barriers and Enhance Accessibility

While the City of Barrie has been very progressive in addressing a number of existing barriers and various accessibility issues, there will always be opportunities to improve the City's accessibility status. There are barriers that exist and that can be addressed to improve accessibility in the future. The following barriers have been identified during 2004 within the Corporation of the City of Barrie and will need be to be addressed:

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Public Education on Accessibility	Attitudinal/Informational	Co-ordinate and implement a public education program on Accessibility.
Staff training on accessibility and customer service requirements	Attitudinal	Implement Customer Service Training and provide Guidelines and Standards for City Staff when dealing with customers with special needs and provide a Lunch and Learn session which addresses customer service for people with special needs.
Identification of key staff to be trained on customer service	Policy/Practice	Identify key staff for training on Customer Service for people with special needs.
Façade and Streetscape program does not include a component for accessibility	Physical and Policy/Practice	Investigate the feasibility of including accessibility as a requirement for Façade and Streetscape applications.
City Hall and city-owned facility training of Fire Wardens	Policy/Practice	Train City Hall Fire Wardens and Fire Wardens for other City-owned facilities on the safe evacuation of people with disabilities.
Interpreter service resource information available to City Staff	Informational, Policy/Practice	Provide interpreter resource information for staff on InsideBarrie including staff skilled in signing and contact information.

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Open House Meeting Room Set-up	Physical	Set standards for meeting room set-up when hosting City related Open Houses/meetings to ensure accessibility requirements are met.
Business Plan	Policy/Practice	Integrate a corporate goal on Accessibility into the City's Business Planning Activities.
Availability of TTY Equipment for non-emergency services	Technological and Practice/Policy	Gradually increase the availability of TTY equipment within City Departments.
Audible Signal Installation	Physical and Policy/Practice	Installation of audible signals at 1 new location during 2005. Intersection to be determined.
Departmental Awareness of ODA and disability issues.	Physical and Policy/Practise	Provide Departments with a check list as a guide to making their departments more accessible, including signage advising that assistance is available, ie. bulletin board organization, signage
Accessibility to Recreational Programs	Practice/Policy	Investigate the feasibility of offering interpreter services and providing staff to assist with disabled persons participating in Recreational Programs

Section 7: Departmental Action Plans for Barrier Elimination

As noted previously, barriers for people with disabilities take many forms. In its long-term strategic plan, the City of Barrie made a commitment to creating an exciting, caring and progressive community to call home. The City recognizes that the growth and prosperity of the community is founded on the diversity of its economy and vibrancy of its people – this includes people with disabilities.

The Ontarians with Disabilities Act, the City's Accessibility Advisory Committee, the leadership of City Council and professional knowledge of staff such as the City's Chief Building Official have all helped staff throughout the organization to better understand the broad range of disabilities that exist and the barriers that are present for people with disabilities. Making the City of Barrie accessible will be an on-going process. In 2005 the City will work within its resources and other priorities to remove and prevent a number of key barriers that have been identified.

Creating a community that is barrier free will benefit all residents and visitors to the City. The investment of time, resources and funds that the City will make toward the elimination of barriers will be good for everyone.

The ODA requires that changes to accessibility take place using existing resources. However, as part of the accessible planning process, methods, practices and policies need to be put in place to ensure that capital expenditures have regard to accessibility.

For many municipalities, the most significant barrier may be that of the resources required to identify, remove and prevent barriers and implement standards without additional financial support. Investment, or more specifically, the shortage of it, at all levels of government, may be the biggest barrier to quickly attaining full accessibility.

As noted previously, it is recognized that the City's plans must reflect a balance between the goals, objectives and priorities identified by stakeholders and the City's ability to achieve those goals within the framework of the City's Strategic Plan and the resources made available through the City's annual Operating Budget. The Accessibility Plan is a planning tool to be used by departments and City Council in preparing and reviewing other key corporate documents such as the Capital and Operating Budgets.

The following table outlines the actions that City departments, operating within the Corporation's three functional Divisions, plan to undertake between January, 2005 and December, 2005 to address barriers within the City of Barrie. Although an item may be listed under a specific City department, it should be noted that many of the action items listed will require the involvement of several City departments and staff from throughout the organization. Items that require the expenditure of funds have been included in departmental Capital Budget submissions or will be included in departmental Operating Budget submissions both of which are subject to City Council approval.

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
<u>2005 Departmental Activity List</u>						
<u>Mayor and City Administrator's Department</u>						
Integration into Business Planning Activities	Attitudinal and Policy/Practice	All	Enhance awareness of barriers and disability issues	Integrate a corporate goal into the City's Business Planning Activities	Inclusion of a goal within the City's Business Plan for 2005	First Quarter 2005
Public Information	Informational and Policy/Practice	All	Enhance public awareness on Accessibility Issues	Communicate Accessibility Awareness to the public through an awareness program and promoting Barrie as an "Accessible Community"	Implementation of an awareness program	Third Quarter, 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Decision-Making and Operational Barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005
Web Site Accessibility www.city.barrie.on.ca (Carried over from 2004 Plan)	Informational and Technological	Physical and Sensory	Add a site map for quick reference Review web sites colour scheme Add descriptor tags to each web page	Communications Officer and Web Authors team will continually review web access to identify and remove barriers	Obtain feedback from City's Accessibility Advisory Committee	On-going

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
CORPORATE SERVICES DIVISION						
<u>City Clerk's Office</u>						
Departmental Awareness of ODA and disability issues	Physical and Policy/Practice	All	Ensuring accessibility is maintained throughout City departments	Provide Departments with a check list as a guide for making their department accessible.	Preparation and Distribution of list to all City Departments	2 nd quarter
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
No Wheel Chair access to Service Counter (Carried over from 2004)	Architectural	Physical	Improved access for clients when obtaining services	Design service counter that is accessible	Provide wheel chair accessible service counter	2005
Publication Standards for Council and Committee Agendas and Reports (Carried over from 2004)	Informational	Visual	Improved access to agendas and reports	Adoption of standards for production of Agendas and reports through input from ACC and CNIB	Implementation of revised agenda and report format if required	Standards have been adopted and will be implemented on January 1, 2005.

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
<u>Finance Department</u>						
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005
Purchasing and Procurement (Carried over from 2004)	Policy/Practice	Physical, sensory, intellectual	Improved access to City contracts for goods and services	Review City's purchasing and procurement policies and consult with stakeholders to identify and eliminate barriers	Implementation of revised procurement and purchasing procedures	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
No Wheel Chair access to Service Counter (Carried over from 2004)	Architectural	Physical	Improved access for clients when obtaining services	Design service counter that is accessible	Provide wheel chair accessible service counter	2005
<u>Human Resources Department</u>						
Identification of key staff for customer service training	Attitudinal	All	Training of staff who are in direct contact with customers on a daily basis	Identify departmentally a list of employees to be trained	Circulation of list to departments	Second Quarter 2005
Staff Training on accessibility and customer service requirements	Attitudinal	All	Customer Service will be enhanced through staff training	Co-ordinate and implement a staff training session on customers with accessible needs	Co-ordination of training	Third Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005
<u>Information and Technology Department</u>						
Availability of TTY Equipment for non-emergency services	Technological and Practice/Policy	Hearing	Improved access to services for hearing impaired	Increase the availability of TTY equipment throughout City departments	Implementation of TTY equipment	Third Quarter 2005
Resource Information for City Staff	Informational, Policy/Practice	Hearing	Providing staff with appropriate resource information for interpreter service	Update InsideBarrie with resource information on available interpreter services	Information listed on InsideBarrie	First Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Phone System	Technology	Physical, vision, hearing	Improved access to City services	Review opportunities to utilize Voice Recognition Software to provide information regarding City programs and services	Implementation of VRS applications	2005
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Council and Committee meeting information (Carried over from 2004)	Technological	Physical, vision, hearing	Improved access to information about City Council and Council Committee Meetings	Investigate use of audio and/or video streaming services to allow citizens to access Council and Committee meetings over the internet	Implementation of audio and/or video streaming	2005 Budget Consideration
COMMUNITY SERVICES DIVISION						

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
<u>Barrie Fire and Emergency Service</u>						
City Hall and Facility Fire Warden Training	Policy/Practise	All	Fire Wardens for City-owned facilities will be trained to ensure the safe evacuation of staff and/or customers with special needs	Co-ordination of appropriate training for Fire Wardens	Implementation of training program	Third Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Disabled Persons Registrant Database	Attitudinal, Policy/practise, Informational etc.	All	Public awareness of the database	Communication to the public about the register available at Barrie Fire and Emergency Services	Message consistently communicated to the public	2 nd Quarter 2005
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Emergency Control Group Operations (Carried over from 2004)	Policy/Practice, Informational, Communicational	Sensory, Intellectual	Enhanced safety for individuals with disabilities	Preparation of new Emergency Response Manual for the City which includes specific information regarding services for the disabled community	Adoption of new Emergency Response Plan	2005
<u>Engineering Department</u>						
Set-up for Public Open Houses	Attitudinal, Policy/Practise	All	Public Information will be accessible to anyone attending Open House	Incorporate a standard accessible set-up for Public Open Houses	Implementation of Standard	3 rd Quarter

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005
Sidewalks (Carried over from 2004)	Physical	Physical and vision	Ability for pedestrians to safely traverse City sidewalks and to travel through all areas of City	Ongoing review of existing sidewalks	Implementation of sidewalk program	Third Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
<u>Leisure, Transit and Works Department</u>						
Pedestrian Signals	Communicational	Vision	Pedestrian safety for the visually impaired as per Council Resolution 02-G-0277	Installation of Audible Pedestrian Signals at one intersection during 2005	Audible Pedestrian Signal Installed	3 rd Quarter
Accessibility to Recreational Programs	Availability of Recreational Programs to all members of the public	All	Option of enrolling in Recreational Programs to all members of the community	Investigate the feasibility of providing interpreter services and offering assistance to disabled persons who wish to participate in Recreation Programs	Report to Accessibility Committee on feasibility	3 rd Quarter

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Quarterly Accessibility Audit Updates	Physical, vision, hearing	Physical, architectural, informational etc.	Improved accessibility in City facilities	Provide quarterly updates to the Advisory Committee on City Facility accessibility audits	Quarterly Reports on the Accessibility Audits for City facilities	First Quarter 2005
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Accessibility Audits (Carried over from 2004)	Physical, vision, hearing	Physical architectural, informational etc.	Improved accessibility in City facilities	Prepare summary report from accessibility audits to help establish baseline information regarding accessibility of current City facilities and to help plan capital works program to address deficiencies	Preparation of Accessibility Audit Summary Report	First Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Audio and Visual Equipment in Council Chambers (Carried over from 2004)	Technological and Communicational	Vision and Hearing	Improved sound and visual presentation of information in Council Chambers	Install improved audio and visual equipment in Council Chambers to improve presentations, etc.	Use of improved equipment in Council Chambers	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
City Hall Accessibility (Carried over from 2004)	Physical, architectural, informational	Physical, vision, hearing, etc...	Improved access to City Hall	In consultation with AAC and Space Accommodation Committee, prepare capital works program for City Hall renovations to accommodate Client Service Centre and others that require accessibility features including the Council Chambers	Implementation of capital works program	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
DEVELOPMENT SERVICES DIVISION						
<u>Building Services Department</u>						
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Property Maintenance By-law 84-200 (Carried over from 2004)	Policy/Practice and Physical	Physical and vision	Improved maintenance of accessibility features	Review the City's Property Standards By-law 84-200 and consider standards that ensure accessibility features ie. ramps, door openers, signage and lighting are maintained	Approval of new By-law	Second Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
<u>Planning Services Department</u>						
Façade and Streetscape program does not address accessibility needs within its requirements	Policy/Practice	Physical	Ensuring that Façade and Streetscape applications that are submitted include plans for entrances that are accessible	Amendment to Façade and Streetscape application requirements	Implementation of amended requirements	Fourth Quarter 2005
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Official Plan (Carried over from 2004)	Physical and Policy/Practice	Physical, sensory, etc.	Improved community accessibility	Initiate the review of the City's Official Plan policies designed to ensure accessibility and consider inclusion of new barrier-free provisions	Adoption of new Official Plan	Third Quarter 2005
Comprehensive Zoning By-law (Carried over from 2004)	Physical and Policy/Practice	Physical, sensory etc.	Improved community accessibility	Initiate review of the City's Zoning By-law 85-95 and consider inclusion of new barrier-free provisions	Adoption of new Zoning By-law	Third Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
<u>Economic Development Department</u>						
Promotion of Barrie as an "Accessible Community"	Attitudinal, Policy/Practice, Informational etc.	All	Promoting Barrie as an "Accessible Community"	Advertise Barrie as an Accessible Community, (where possible) in promotional brochures and documents	Inclusion of Barrie as an "Accessible Community" in promotional material	3 rd Quarter 2005
Decision-Making and operational barriers	Attitudinal, Policy/Practice, Informational, etc.	All	Improved Accessibility	Continued identification of barriers for removal and/or prevention	Identification of items for inclusion in future Accessibility Plans	2005

Section 8: Barrie Transit and Barrie Accessible Community Transportation System (BACTS)

8.1 Introduction

It is estimated that 20% of our population will have disabilities within the next two decades. As a result, reliance upon public transportation will grow as more and more people stop driving, or drive less, and demand other forms of transportation, due to their disabilities.

Barrie Transit will grow to be an even bigger and more indispensable component to the health of our community. Barrie Transit goal is to provide public transit within 400 metres of a residence to 90% of the population our community will directly benefit by the ability of all people to use the services of the Barrie Transit to travel to work and school, to attend medical appointments, to run errands, to attend cultural and recreational events and to socialize.



Barrie Transit is committed to:

- The continual improvement of access to public transportation premises, facilities and services for passengers and employees with disabilities
- The inclusion of people with disabilities in the development and review of its annual access plans
- The provision of quality services to all passengers and employees
- The maximization of investment in accessible conventional transit to encourage a shift from specialized to conventional public transit. Barrie Accessible Community Transportation Service (BACTS) was created by the City of Barrie in 1980. BACTS is a specialized transit service intended for people who due to functional mobility problems are physically unable to climb or descent steps used in conventional transit facilities or walk a distance of 175 metres (approximately 600 feet). Riders must meet eligibility guidelines and be pre-registered to use the system.

This service provides transportation from accessible door to accessible door and is available of a temporary or permanent basis. Trips must be booked in advance.

BACTS currently operate 7 buses. During peak period, service is augmented with the use of private accessible taxicabs. BACTS provides service seven days a week. The service is delivered through a Private Operator who is contracted by the City of Barrie.

There are approximately 1,500 registrants eligible to use the system. In 2003, approximately 30,000 passenger trips were provided by BACTS.

8.2. Accessibility Planning Coordinator

George Kaveckas, Manager of Traffic, Transit and Parking is the coordinator for the transit portion of the City of Barrie's Accessibility Plan.

8.3 Transportation and Transit-Related Accessibility Achievements during 2004



Barrie Transit and BACTS have been working at increasing access to all people close to a decade now. In 1994 Barrie Transit drafted its first Accessibility Plan.

Examples of City's accessibility achievements include:

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
<u>Transit Services</u>		
Accessibility of Buses	Access to Public Transportation	83% of Barrie transit is accessible
Readability of Maps	Informational	More visible colours are now being used on the Transit Route Map
Number of BACTS buses	Policy/Practice	New bus has been ordered and delivery is expected before the end of 2004
Booking lines at the BACTS Office	Access to Public Transportation	Two lines are now operational at the BACTS Office for bookings

8.4 Identification of Barriers to Access to Transportation and Transit Services

The following barriers to transit services have been identified:

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Availability of source information regarding accessibility of City of Barrie services	Informational	Ensure the availability of information regarding City services and services provided by other community organizations, specifically related to accessibility including information regarding transit services.
Lack of Accessible Parking at Barrie Transit Terminal.	Physical	Examine site and identify location for accessible parking stall and designate appropriately.
Pedestrian Loading Areas	Physical	Examine need for short term parking on street parking at Transit Terminal.
Sales and Service Counters	Physical	Examine sales area functions and consider sales area at both counters.
Seating Areas (Fixed seating or benches in waiting areas and bus shelters)	Physical	Access inventory of shelters that do not have benches.
Signage	Physical	Review bus stop signing and colours.
Snow Removal	Physical	Continue with snow removal program and review response times.
Lack of shelters at bus stops	Physical	Annual review to address most effective location for shelter installation program.
Wheelchair access	Physical	Review connections from sidewalks to transit shelters and bus stops.
Customer service and attitude training (limited or the lack of it)	Attitudinal	Investigate staff training programs offered by Canadian Urban Transit Association and Ontario Community Transportation Association.

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Printed information (Including Information Bulletins, Schedules, System Maps, etc.)	Informational	Consider special large print and use of computer application to enlarge transit route maps and schedules.
Signage - height, location, visibility &/or Braille (e.g. terminal signage, shelter maps, bus stop information, on buses and for directional signage)	Informational	Review location of bus stops and consider standard location. Investigate use of special bus stop request for visually impaired.
Telephones (TDD/TTY capabilities - a TTY is a teletypewriter, otherwise known as TDD, tele-communication device for the deaf).	Technological	Investigate corporate use of TDD or other electronic telecommunication devices to assist in obtaining transit-related information.
Destination signs – how legible are they?	Informational	Investigate new designation signs with larger font, route numbers and contrast colours.
Fareboxes – does putting in a fare or swiping a card present a challenge?	Physical	When implementing new technology, consider location at entrance.
Limited number of wheelchair positions – could cause by-pass problems	Physical	Vehicles conform to Canadian Standards.

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Locations of Stanchions and Hand Grabs	Physical	Examine vehicles and ensure new vehicles conform to Easier Access Guidelines.
On-board P.A. system (quality of sound; is there a visual alternative; are stop announcements made?)	Informational and Technological	New vehicles include on-board Public Address systems. Review training for standards for drivers.
Steps (problematic for frail, elderly, disabled as well as young families)	Physical	Consider purchasing low floor buses or lift-equipped buses for replacement and expansion.
Wheelchair &/or scooter securement	Physical	Consider securement devices on the BACTS buses and/or public transit system.
Boarding and exiting procedures for Bus operators and passengers require additional information on how to board low floor transit buses.	Physical	Target public training programs.
Customer service training on what services are available.	Attitudinal	Consider Canadian Urban Transit Association and Ontario Community Transportation Association specialized training programs. (e.g. including training for planners, schedulers, drivers, station/terminal attendants, telephone information staff, inspectors and other on-street personnel)

<u>Barrier Identified</u>	<u>Barrier Type</u>	<u>Action to Address Barrier</u>
Eligibility Criteria for specialized transit requires review with input from the City's Accessibility Advisory Committee and users.	Policy/Practice	Review current guidelines for ridership eligibility.
Vehicles limited by the confines of manufacturers	Physical	Vehicles must conform to Canadian vehicle standards.
Lack of incentives to encourage use of the public transit's lowering buses as an accessible form of public transportation.	Policy/Practice	Consider incentives program for to promote the use of the public transit's lowering buses.
Lack of incentives to encourage wheelchair accessible taxis in the City.	Policy/Practice	Consider incentives program for taxi operators.

8.5 Transit-Related Action Plans for Barrier Elimination

Barrie Transit plans to identify, remove and prevent the following barriers in the coming year:

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Bell Relay System at BACTS Office	Technological and Informational	Mobility	Better access to book trips	Install Bell Relay System	Installation of Bell Relay System	3 rd Quarter 2005
Develop a Cancellation Line and provide additional options for booking trips	Technological and Informational	Mobility	Enhanced booking procedure	Installation of a cancellation line and investigate an on-line booking system	Installation of cancellation line and investigate an on-line booking option	2 nd Quarter 2005
Accessible Travel Incentives	Attitudinal and Policy/Procedure	Mobility	Increased ridership	Investigate the feasibility of implementing an Accessible Travel Incentive Program	Report prepared and given to the Accessibility Advisory Committee	2 nd Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Security of wheelchairs on buses	Attitudinal and Policy/Procedure	Mobility	Safety on bus trips	Investigate the feasibility of implementing a policy regarding the securing of wheelchairs on the buses	Report prepared and given to Accessibility Advisory Committee	2 nd Quarter 2005
Phone System	Technology	Physical, vision, hearing, informational	Improved access to Transit Information	Implement voice recognition software for transit related information	Implementation of voice recognition software for transit information	3 rd Quarter 2005
Fareboxes	Physical	Physical, vision	Easier mechanism for paying bus fares	Consider new technology, ie. swipe card system for paying fares and consider re-location of fareboxes on buses	Investigation of new system for paying bus fares and re-location of fareboxes on buses	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
More legible Destination Signs	Informational	Vision	More legible Destination Signs	Investigate new destination signs with larger front, route numbers and contrast colours	New design for Destination signage for easier reading	3 rd Quarter 2005
PA System on buses	Informational	Hearing	Visual alternative for Hearing Impaired	Investigate a visual alternative for stop announcements	Report prepared and given to Accessibility Advisory Committee	3 rd Quarter 2005
Training for bus operators necessary to accommodate passengers with mobility devices on Barrie Transit (Carried over from 2004)	Attitudinal and Policy/Procedure	Mobility	Improved access and ridership gains	Staff education program	Successful training of drivers and staff	Second Quarter 2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Information signing at key bus stop and shelter locations throughout the City (Carried over from 2004)	Informational	Visual	Improved public awareness	Implement standards, fabricate and install new signing	Increase to approximately 10% the bus stops in the City with improved signage	2005
Information for those with mobility devices on how to use Barrie Transit (Carried over from 2004)	Informational	Mobility	Better educate users result in ridership gains	Public education program on how to use Barrie Transit	Ridership gain	2005
Transit access to new public and private facilities (Carried over from 2004)	Architectural and Physical	Mobility	Barrier free Access to facilities	Implementation of building standards	No new barriers created	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Eligibility criteria for BACTS service with input from the City of Barrie Accessibility Committee (Carried over from 2004)	Access	Mobility restrictions	Better utilization of public transportation	Review BACTS eligibility guidelines	Increased ridership	2005
Lack of information about fully accessible conventional transit routes (Carried over from 2004)	Informational	Mobility restrictions	Better utilization of public transportation	Public information sessions and target marketing	Ridership gains for Barrie Transit and BACTS	2005

Barrier	Type of Barrier	Disability Type	What Will be Gained by Removing or Preventing Barrier	Means to Prevent or Remove Barrier	Success Indicator	Timing
Difficulties and delays in making BACTS bookings (Carried over from 2004)	Technological and Informational	Mobility	Better access to book trips	Install additional phone lines and staff to operate scheduling system.	Improved phone response times	Second Quarter 2005

Section 9: Implementation

The City of Barrie will continue to use a staff group consisting of representatives from across the organization to oversee and monitor implementation of the City's Accessibility Plan. This group will work in close co-operation with the City's Accessibility Advisory Committee. Each department will be directly responsible for utilizing the Plan to help meet the City's objective of identifying, removing and preventing barriers. The staff from the City Clerk's Office will serve as co-ordinator for the staff working group.

Staff will continue to utilize the resources made available through the Ministry of Citizenship and the Ministry's Accessibility Directorate. The Accessibility Directorate of Ontario was established under the *Ontarians with Disabilities Act, 2001 (ODA)* to manage the implementation of the ODA and to support and review the progress of organizations with legal obligations under the ODA. These organizations include the Government of Ontario and all of its ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations.



The Directorate, a part of the Ministry of Citizenship, also supports the work of the Minister's Accessibility Advisory Council of Ontario, works in partnership with organizations, businesses and interested individuals to develop voluntary accessibility standards and provides public education and community-based accessibility programs to raise awareness and create a greater understanding of the need for accessibility and inclusion. These resources will be invaluable to the City of Barrie in meeting its obligations under the ODA.

As required by the ODA, the City's Plan will be up-dated for approval in December, 2004. Interim up-dates to the community will be provided by staff and the Accessibility Committee as required during the coming year.

Accessibility planning will be integrated into the City's regular business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.

The City believes that accessibility planning is smart planning. Effective accessibility planning will allow the City to tap into the talents, experience and expertise of all Ontarians and to prepare for the changing demographics of the marketplace as the population ages.

The City will also monitor the proposed Accessibility for Ontarians with Disabilities Act, 2004.

Appendix “A”

Accessibility Advisory Committee – Terms of Reference

Committee Mandate

It is the mandate of the Accessibility Advisory Committee:

1. To champion issues related to the provision of an accessible community on behalf of all Barrie’s citizens; and
2. To research and create a City of Barrie Draft Accessibility Plan and related reference material as required in the Ontarians With Disabilities Act, 2001 in conjunction with staff from the Planning and Development Department and other departments as required.

Committee Mission

It is the Mission of the Accessibility Advisory Committee to:

1. Create a consumer-friendly community with opportunities for everyone’s participation in the life of the City of Barrie.

Community life involves the participation in, and contribution to, a variety of services, programs and activities. Without limiting the generality of the foregoing, this will include access to:

- a. Housing (purchase, lease or subsidized)
- b. Transportation (public or taxi)
- c. Education and Work Skill Training
- d. Employment
- e. Shopping (food, clothing, supplies, furniture, other retail)
- f. Entertainment (arts, cultural, cinemas, sport events)
- g. Health Services
- h. Personal Services (personal care, legal services, support services)
- i. Government Services (municipal, provincial and federal)
- j. Places of Worship
- k. Community Service Clubs

- I. Cultural Associations
- m. Recreation (playgrounds, parks, beaches, sports, health clubs, hobby clubs)

Committee Structure

1. Members of the Accessibility Advisory Committee shall be selected and appointed by City Council.
2. The Accessibility Advisory Committee (the Committee) shall be composed of nine (9) voting members as follows:
 - a. One (1) member of City Council, plus
 - b. Eight (8) residents of the City of Barrie
3. The majority of members of the Committee shall be persons with disabilities.
4. The maximum term of appointment shall be three (3) years.
5. Community members may be appointed for a maximum of two (2) consecutive terms.
6. The term of appointment for Committee members shall be staggered to ensure continuity for the Committee's activities.
7. Neither the Committee nor any member thereof shall pledge the credit of the City in any manner whatsoever, nor shall the Committee or any member thereof authorize any expenditure or expend public monies in any manner unless authorized by Council.
8. The Committee may appoint up to three (3) non-voting members to provide input and assistance to the Committee.

Appointment of Ad-Hoc Committees

1. The Committee may appoint special Ad-Hoc Committees of its members and/or of citizens at large to address any special study or assignment coming within its jurisdiction. Such Ad-Hoc Committees shall address only the issue(s) that are referred to it for consideration and shall be disbanded upon completion of the assignment.

Committee Meetings

1. The Committee members shall elect a chairperson from amongst their members who shall serve a term of 12 months with a maximum appointment of 2 terms.
2. Each resident member shall be eligible to be nominated as chairperson.
3. The chairperson shall be responsible for establishing the date and time of meetings, for establishing the agenda and for conducting the meetings.
4. Committee meetings shall be scheduled monthly or at the call of the chairperson.
5. Committee meetings shall take place at City Hall unless otherwise advised.
6. A majority of the voting members of the Committee constitutes a quorum.
7. Staff from the City Clerk's Office will act as secretary and administrative support to the Committee. Reports of proceedings are to be recorded and kept in accordance with By-law 90-01 and the City's records management practices.

Role of Accessibility Advisory Committee

It shall be the role of the Accessibility Advisory Committee to:

1. Advise City Council each year about the preparation, implementation and effectiveness of its accessibility plan as required by the Ontarians With Disabilities Act.
2. Advise City Council on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises that Council intends to purchase, construct, significantly renovate or lease.
3. Advise City Council on the accessibility of new developments for which site plans are being reviewed by the municipality pursuant to section 41 of the Planning Act.
4. Research and make recommendations to City Council concerning the identification, removal and prevention of barriers to persons with disabilities within the City of Barrie.
5. Educate City Council and the general public of the responsibility, benefits and means of having a consumer-friendly, accessible community.
6. Promote the voluntary provision of barrier-free access to buildings, services and activities within the City of Barrie, and recognize those businesses and services that are consumer-friendly.

Role of Ad-Hoc Committees

It shall be the role of any Ad-Hoc Committee appointed by the Accessibility Advisory Committee to:

1. Research and make recommendations to the Committee concerning the identification, removal and prevention of barriers to persons with disabilities within the City of Barrie with respect to specific issue(s) assigned to the Ad-Hoc Committee by the Accessibility Advisory Committee.
2. The following are examples of Ad-Hoc committees:
 - a. Education/Public Relations
 - b. Transportation
 - c. Facilities and Services
 - d. Policies and Regulations
 - e. Special Projects

Reporting And Communication Structure

The Accessibility Advisory Committee shall provide advice to City Council by reporting through the Corporate Services Committee with recommendations as appropriate.

Staff Support

Staff from the City Clerk's Office shall act as secretary and administrative support to the Committee. Minutes of proceedings are to be recorded and kept in accordance with the City's records management practices.

The following City staff shall serve as resources to the Committee:

- City Clerk, or his designate;
- Director of Building Services, or his designate;

Other staff members, as required to facilitate the work of the Committee and as authorized by the appropriate Commissioner or the City Administrator.