

City of Welland
 Multi-year Accessibility Plan
 Customer Service Standard, Regulation 429/07

Legend:	Departments/Division:
C: Compliant N: Non Compliant R: Review	HR - Human Resources R&C – Recreation & Culture TR – Transit IS – Information Services

Topic and Implementation Date	Action	Timeline						Lead Department/Division
		2018	2019	2020	2021	2022	2023	
GENERAL								
Establishment of Accessibility Policies January 1, 2018	3 (1) Develop policies in regards to how we plan on working towards an accessible municipality as per the AODA	C	C	R	R	R	R	All Departments
	(2) Write a statement of organizational commitment to meet the needs of people with disabilities, in a timely manner	C	C	R	R	R	R	
	(3) (a) Write one or more written documents describing its policies (b) Make the written documents available to the public, and provide them in an accessible format when requested	C	C	R	R	R	R	
Accessibility Plans January 1, 2018	4 (1) (a) Develop a multi-year accessibility plan which shows how the municipality will prevent and remove barriers as per the AODA (b) Post plan on City of Welland website, provide in an accessible format when requested (c) Review/update plan every five years	N	C	R	R	R	R	R&C
	(2) Review/update the accessibility plans in consultation with people with disabilities and the AAP	C	C	R	R	R	R	

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	(3) (a) Prepare a status report (annually) discussing the progress the municipality has taken in regards to clause (1) (b) Post the status report on the City of Welland website, and provide in an accessible format when requested	C	C	R	R	R	R	
Procuring or Acquiring goods, services or facilities January 1, 2018	5 (1) Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities	C	C	R	R	R	R	Procurement
	(2) An explanation must be provided, upon request if it is not practicable to the above clause 5 (1)							NA
Training January 1, 2019	7(1) Training must be provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities to, <i>(a) All employees and volunteers</i> <i>(b) All people who participate in developing the organization's policies</i> <i>(c) All people who provide goods, services or facilities on behalf of the City of Welland</i>	C	C	R	R	R	R	HR
	(2) The training will be appropriate to the duties of the employees, volunteers and other people	C	C	R	R	R	R	HR
	(3) Every person will be trained as soon as practicable	C	C	R	R	R	R	HR
	(4) Training will be provided if there are any changes to the policies, on an ongoing basis	C	C	R	R	R	R	HR

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		2018	2019	2020	2021	2022	2023	
	(5) The municipality must keep a record of the training provided, including the training dates and the number of people who participated	C	C	R	R	R	R	HR
Information and Communications Standards								
Feedback January 1, 2018	11(1) All processes for receiving and responding to feedback must be accessible to people with disabilities,	C	C	R	R	R	R	IS
	(2) Accessible formats and communication supports must be provided in an accessible format when requested	C	C	R	R	R	R	IS
	(3) Notify the public about the availability of accessible formats and communication supports	C	C	R	R	R	R	IS
Accessible Formats and Communication Supports January 1, 2015	12 (1) Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request, <i>(a) in a timely manner</i> <i>(b) at a cost that is no more than the regular cost charged to other persons</i>	C	C	R	R	R	R	IS
	(2) The municipality must consult with the person making the request in determining the suitability of an accessible format or communication support.	C	C	R	R	R	R	IS
	(3) Notify the public about the availability of accessible formats and communication supports	C	C	R	R	R	R	IS
Emergency Procedure, Plans or Public Safety Information January 1, 2012	13(1) If Emergency procedures, plan or public safety information are provided to the public then the information must be provided in an accessible format or with appropriate communication	C	C	R	R	R	R	IS

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	supports, as soon as practicable, upon request.							
Accessible Websites and Web Content WCAG 2.0 Level A January 1, 2018 WCAG 2.0 Level AA January 1, 2021	14(1) Internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, and shall do so in accordance with the schedule set out in this section	C	C	R	R	R	R	IS
	14(2) Internet websites and web content must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA.	C	C	R	R	R	R	IS
Public Libraries January 1, 2018	19(1) Access to or arrange for accessible materials where they exist	C	C	R	R	R	R	WPL
	(2) Information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports, upon request	C	C	R	R	R	R	
	(3) Library boards may provide accessible formats for archival materials, special collections, rare books and donations	C	C	R	R	R	R	
Employment Standards								
Recruitment January 1, 2018	22 Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process	C	C	R	R	R	R	HR
Recruitment, Assessment or Selection Process January 1, 2018	23(1) During the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or processes to be used.	C	C	R	R	R	R	HR
	(2) The employer will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability.	C	C	R	R	R	R	HR
Notice to Successful Applicants January 1, 2018	24 When making offers of employment, notify the successful applicant of its policies for	C	C	R	R	R	R	HR

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		2018	2019	2020	2021	2022	2023	
	accommodating employees with disabilities							
Informing Employees of Supports January 1, 2018	25(1) Inform employees of its policies used to supports employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	C	C	R	R	R	R	HR
	(2) Provide the information required to new employees as soon as practicable after they begin employment	C	C	R	R	R	R	HR
	(3) Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability	C	C	R	R	R	R	HR
Accessible Formats and Communication Supports for Employees January 1, 2018	26(1) Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, <i>(a) information that is needed in order to perform the employee's job; and</i> <i>(b) information that is generally available to employees in the workplace</i>	C	C	R	R	R	R	HR
	(2) Consult with the employee making the request in determining the suitability of an accessible format or communication support	C	C	R	R	R	R	HR
Workplace Emergency Response Information January 1, 2018	27(1) Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	C	C	R	R	R	R	HR
	(2) Provide the workplace emergency response information to the person designated by the	C	C	R	R	R	R	HR

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		2018	2019	2020	2021	2022	2023	
	employer to provide assistance							
	(3) Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	C	C	R	R	R	R	HR
	(4) Review the individualized workplace emergency response information, <i>(a) when the employee moves to a different location in the organization</i> <i>(b) when the employee's overall accommodations needs or plans are reviewed; and</i> <i>(c) when the employer reviews its general emergency response policies</i>	C	C	R	R	R	R	HR
Documented Individual Accommodation Plans January 1, 2018	28(1) Develop a written process for the development of documented individual accommodation plans for employees with disabilities.	C	C	R	R	R	R	HR
	(2) The process for the development of documented individual accommodation plans shall include eight prescribed elements.	C	C	R	R	R	R	HR
	(3) Individual accommodation plans shall, <i>(a) if requested, include any information regarding accessible formats and communications supports provided</i> <i>(b) include individualized workplace emergency response information</i> <i>(c) identify any other accommodation that is to be provided.</i>	C	C	R	R	R	R	HR

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Return to Work Process January 1, 2018	29(1)(a) Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; (b) document the process	C	C	R	R	R	R	HR
	(2) The return to work process will, (a) <i>outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work;</i> (b) <i>use documented individual accommodation plans</i> (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	C	C	R	R	R	R	HR
Performance Management January 1, 2018	30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as the individual accommodation plans, when using its performance management process in respect of employees with disabilities	C	C	R	R	R	R	HR
Career Development and Advancement January 1, 2018	31 An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	C	C	R	R	R	R	HR
Re-deployment January 1, 2018	32 An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	C	C	R	R	R	R	HR

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Conventional and Specialized Transportation Standards Note: Welland Transit references the Ontario Professional Transit Association's 'Public Transit Industry Compliance Workbook' to assist in meeting AODA Regulation 191/11								
Availability of Information on Accessibility Equipment, etc January 1, 2018	34(1) Accessibility equipment and features of their vehicles, routes and services must be made available to the public	C	C	R	R	R	R	TR
	(2) Upon request, information as described in subsection (1) must be provided in an accessible format.	C	C	R	R	R	R	
Non-Functioning Accessibility Equipment January 1, 201	35 If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers will take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable	C	C	R	R	R	R	TR
Accessibility Training January 1, 2014	36(1) Conventional transportation service providers and specialized transportation service providers shall conduct employee and volunteer accessibility training.	C	C	R	R	R	R	TR
	(2) The accessibility training shall include training on, <i>(a) the safe use of accessibility equipment and features</i> <i>(b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and</i> <i>(c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</i>	C	C	R	R	R	R	TR

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	(3) Keep a record of the training provided, including the training dates and number of people who attended	C	C	R	R	R	R	TR
Emergency Preparedness and Response Policies January 1, 2018	37(1) Conventional transportation service providers and specialized transportation service providers, (a) shall establish emergency preparedness and response policies that provide for the safety of persons with disabilities; and (b) make the policies available to the public	C	C	R	R	R	R	TR
	(2) Upon request, provide the policies in an accessible format	C	C	R	R	R	R	TR
Fares, Support Persons January 1, 2018	38(1) Neither Conventional transportation service provider nor Specialized transportation service provider will charge a fare to a support person who is accompanying a person with a disability, where the support worker is needed	C	C	R	R	R	R	TR
	(2) It is the responsibility of a person with a disability to demonstrate to a transportation service provider their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place.	C	C	R	R	R	R	TR
Transition, Existing Vehicles January 1, 2018	40(1) Not required to retrofit vehicles that are within their fleet (as of July 1, 2011)	C	C	R	R	R	R	TR
	(2) If a portion of a vehicle is modified in a way that affects or could affect accessibility on or after July 1, 2011, the transportation service provider shall ensure that the modified portion meets the requirements	C	C	R	R	R	R	TR

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	(3) The Conventional Transportation service provider does not have to meet the requirements if the modifications would impair the structural integrity of the vehicle or the mobility aid accessible rail car	C	C	R	R	R	R	TR
Accessibility Plans, Conventional Transportation Services January 1, 2018	41(1) Identify the process for managing, evaluation and taking action on customer feedback. (2) At least one public meeting involving people with disabilities must take place annually (3) Conventional Transportation and Specialized Transportation services must both be addressed in the accessibility plan.	C	C	R	R	R	R	TR
Accessibility plans, Specialized Transportation Services January 1, 2018	42 Specialized transportation service providers shall, in their accessibility plans, <i>(a) identify the process for estimating the demand for specialized transportation services; and</i> <i>(b) develop steps to reduce wait times for specialized transportation services</i>	C	C	R	R	R	R	TR
Accessibility Plans, Conventional and Specialized Transportation Services January 1, 2018	43 In the accessibility plans, describe their procedures for dealing with accessibility equipment failures.	C	C	R	R	R	R	TR
General Responsibilities January 1, 2018	44(1) Conventional transportation service providers shall, <i>(a) deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability</i> <i>(b) ensure that adequate time is provided to person with disabilities to safely board, be secured and deboard transportation vehicles with assistance, when requested</i> <i>(c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and</i> <i>(d) allow a person with a disability to travel with a medical aid</i>	C	C	R	R	R	R	TR

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	(2) Make information available in an accessible format	C	C	R	R	R	R	TR
Alternative Accessible Method of Transportation January 1, 2018	45(1) Unless not practicable to do so, a conventional transportation service provider who doesn't provide specialized transportation services shall ensure that any person with a disability who can't use the conventional transit system is provided with an alternative accessible method of transportation	C	C	R	R	R	R	TR
	(2) The above does not apply if there is a specialized transit provider in the same jurisdiction where the conventional transit provides transportation services.	C	C	R	R	R	R	TR
Fares 46(1) by July 1, 2011 46(2) January 1, 2018	46(1) A person with a disability cannot be charged a higher fare than a person without a disability, however a person with a disability can be charged a lesser fare.	C	C	R	R	R	R	TR
	(2) If Specialized transit is not available, alternative fare payment options to persons with disabilities will be available, if they cannot because of their disability, use a fare payment option	C	C	R	R	R	R	TR
Transit Stops January 1, 2018	47(1) Ensure that the persons with disabilities are able to board or deboard a transportation vehicle at the closest available safe location, as determined by the operator	C	C	R	R	R	R	TR
	(2) In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability.	C	C	R	R	R	R	TR
	(3) Ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists	C	C	R	R	R	R	TR

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Storage of Mobility Aids, etc January 1, 2018	48(1) Ensure that mobility aids and assistive devices are stored in passenger compartments within reach of the person with a disability who uses the aid or device	C	C	R	R	R	R	TR
	(2) If safe storage of mobility aid and assistive devices is not possible within the passenger compartment, ensure that mobility aids and assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling	C	C	R	R	R	R	TR
	(3) Ensure that operators of its transportation vehicles secure and return mobility aids and mobility assistive devices safely in order to not affect other passengers or damage the aid or device	C	C	R	R	R	R	TR
	(4) No transit provider can charge a fee for the storage of a mobility aid or a mobility assistive device	C	C	R	R	R	R	TR
Courtesy Seating January 1, 2018	49(1) Ensure that there is clearly marked courtesy seating for persons with disabilities on transportation vehicles	C	C	R	R	R	R	TR
	(2) The courtesy seating for person with disabilities shall be located as close as practicable to the entrance door of the vehicle	C	C	R	R	R	R	
	(3) The courtesy seating will be signed, people who do not have disabilities will understand that they must vacate the courtesy seating if its use is required by a person with a disability	C	C	R	R	R	R	
	(4) Develop a communication strategy designed to inform the public about the purpose of courtesy seating	C	C	R	R	R	R	
Service Disruptions July 1, 2018	50 If a route or scheduled service is temporarily changed, and the change is known in advance transit services shall, (a) <i>make available alternate accessible</i>	C	C	R	R	R	R	TR

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		2018	2019	2020	2021	2022	2023	
	<i>arrangements to transfer people with disabilities to their route destination</i> <i>(b) communicate in a manner that takes into account the person's disability</i>							
Pre-Boarding Announcement January 1, 2018	51(1) On request, pre-boarding verbal announcements of the route, direction, destination or next major stop (2) Electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles	C	C	R	R	R	R	TR
On-Board Announcement January 1, 2018	52(1) There must be audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated (2) All destination point or available route stops, <i>(a) are announced through electronic means; and</i> <i>(b) are legibly and visually displayed through electronic means</i> (3) Visual display of destination point or stop information	C	C	R	R	R	R	TR
Requirements re: grab bars, etc January 1, 2018	53(1) All transportation vehicles that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate at and as specified. (2) Grab bars, handholds, handrails or stanchions located at an entrance or exit used by a person with a disability are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed. Standards provided in AODA, 2005	C	C	R	R	R	R	TR
Floors and Carpeted Surfaces July 1, 2018	54(1) All transportation vehicles manufactured on or after January 1, 2013 must;	C	C	R	R	R	R	TR

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	<i>(a) have floors that produce a minimal glare and are slip resistant; and (b) any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.</i>							
Allocated Mobility Aid Spaces July 1, 2018	55(1) All transportation vehicles manufactured on or after January 1, 2013 must; <i>(a) have two or more allocated mobility aid spaces, with each space as specified in the regulation (2) Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.</i>	C	C	R	R	R	R	TR
Stop- Requests and Emergency Response Controls July 1, 2018	56 All transportation vehicles manufactured on or after January 1, 2013 must be equipped with accessible stop-requests and emergency response controls to prescribed standards.	C	C	R	R	R	R	TR
Lighting Features July 1, 2018	57(All transportation manufactured on or after January 1, 2013 must be equipped with appropriate lighting to prescribed standards.	C	C	R	R	R	R	TR
Signage July 1, 2018	58 All transportation manufactured on or after January 1, 2013 must display the route or direction of the transportation vehicle or its destination or next major stop.	C	C	R	R	R	R	TR
Lifting Devices, etc. July 1, 2018	59 All transportation vehicles manufactured on or after January 1, 2013 must be equipped with lifting devices, ramps or portable bridge plates and each vehicle has; <i>(a) a colour strip that runs its full width marking the bottom edge and that is high colour-contrasted with its background to assist with visual recognition; (b) a slip resistant platform surface; and (c) raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or deboarding of passengers.</i>	C	C	R	R	R	R	TR

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Steps July 1, 2018	60 When transportation vehicles are equipped with steps, the steps must meet the following requirements: (1) The top outer edge of each step is marked by a colour strip that is high colour-contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the step, excluding any side edge mouldings, and can be viewed from both directions of travel. (2) The steps have surfaces that are slip resistant and that produce minimal glare. (3) The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.	C	C	R	R	R	R	TR
Indicators and Alarms July 1, 2018	61 Where transportation vehicles have a ramp, lifting device or a kneeling function, each vehicle must be equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm. (2) The visual warning lamp indicator and the audible warning alarm must function when the kneeling function, ramp or lifting device is in motion. (3) If a ramp or lifting device is manually operated, no warning lamp indicator or warning alarm is required.	C	C	R	R	R	R	TR
Categories of Eligibility January 1, 2018	63(1) Specialized transit must have three categories of eligibility to qualify for services; <i>(a) unconditional eligibility;</i> <i>(b) temporary eligibility; and</i> <i>(c) conditional eligibility</i> (2) For purposes of eligibility people must be categorized as follows: <i>(1) A person with a disability that is unable to use</i>	C	C	R	R	R	R	TR
		C	C	R	R	R	R	

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	<p><i>conventional transportation services is categorized as having unconditional eligibility.</i></p> <p><i>(2) A person with a temporary disability that is unable to use conventional transportation services is categorized as having a temporary eligibility.</i></p> <p><i>(3) A person with a disability where environmental or physical barriers limit their ability to use conventional transit is categorized as a conditional eligibility.</i></p>	C	C	R	R	R	R	
<p>Eligibility Application Process January 1, 2018</p>	<p>64(1) If an application for eligibility for Specialized Transportation has been completed and the person's eligibility has not been determined within 14 calendar days after the completed application, the person will be considered to have a temporary eligibility until a decision on his or her eligibility is made.</p> <p>(2) No fee will be charged to a person with disabilities who apply or who are considered eligible for specialized transportation services.</p> <p>(3) A reassessment of the eligibility of temporarily eligible registrants at reasonable intervals.</p> <p>(4) Upon request, eligibility application and decision information must be provided in accessible formats</p> <p>(5) Establish an independent appeal process to review decisions respecting eligibility.</p> <p>(6) A decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant must be granted temporary eligibility until a final decision is made.</p> <p>(8) Policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility.</p>	C	C	R	R	R	R	TR
		C	C	R	R	R	R	
		C	C	R	R	R	R	
		C	C	R	R	R	R	
		C	C	R	R	R	R	
		C	C	R	R	R	R	
		C	C	R	R	R	R	

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Emergency or Compassionate Grounds January 1, 2018	65(1) Develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1), <i>(a) where the services are required because of an emergency or on compassionate grounds; and</i> <i>(b) where there are no other accessible transportation services to meet the person's needs.</i> (2) A person must apply for the services as determined by the specialized transportation service provider.	C	C	R	R	R	R	TR
		C	C	R	R	R	R	
Fare Parity January 1, 2018	66(1) No fee can be charged more than the highest fare charged for conventional transportation services in the same jurisdiction. (3) Ensure that there is fare parity between conventional transportation services and specialized transportation services. (5) Both conventional transit and specialized transit must ensure that they have the same fare structure (6) Both conventional transit and specialized transit must ensure the same fare payment option are available, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option.	C	C	R	R	R	R	TR
		C	C	R	R	R	R	
		C	C	R	R	R	R	
		C	C	R	R	R	R	
Visitors January 1, 2018	67(1) Every specialized transportation service provider shall, <i>(a) make specialized transportation services available to visitors; and</i> <i>(b) consider as eligible;</i> <i>(i) visitors who provide confirmation that they are eligible for specialized transit within their jurisdiction</i> <i>(ii) Visitors who meet the eligibility requirements</i> (2) Have policies respecting the collection, use and disclosure of personal information collected for	C	C	R	R	R	R	TR
		C	C	R	R	R	R	

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	purposes of determining eligibility under this section.							
Origin to Destination Services January 1, 2011	68(1) Provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities (2) Origin to destination services may include services on any accessible conventional transportation services (3) Origin to destination services refers to the overall package of transportation services that allows a specialized transportation service provider to provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities.	C	C	R	R	R	R	TR
		C	C	R	R	R	R	
		C	C	R	R	R	R	

Hours of Service January 1, 2018	70(1) Where there are separate conventional and specialized services in the same jurisdiction, ensure it has the same hours and days of service as any one of the conventional transportation service providers. (at a minimum) (2) Where there are related conventional and specialized services in the same jurisdiction the hours and days of service will be the same. (at a minimum)	C	C	R	R	R	R	TR
		C	C	R	R	R	R	
Booking January 1, 2018	71(1) In regards to reservation, every specialized transportation services shall; <i>(a) provide same day service to the extent that it is available; and</i> <i>(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel</i> (2) Provide accessible means to accept reservations	C	C	R	R	R	R	TR
		C	C	R	R	R	R	

Trip Restrictions January 1, 2014	72(1) No specialized transportation service provider shall limit the availability of specialized transportation services to people with disabilities by; <p style="text-align: right;"><i>(a)</i></p> <i>restricting the number of trips a person with a disability is able to request; or</i> <i>(b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.</i>	C	C	R	R	R	R	TR
Service Delays January 1, 2012	73(1) Provide information on the duration of service delays (2) A service delay is a delay of 30 minutes or more after the scheduled pick-up time (3) This section does not apply in respect of delays in service that arise during the trip.	C	C	R	R	R	R	TR
C	C	C	C	R	R	R	R	TR
C	C	C	C	R	R	R	R	TR
Duties of Municipalities, General January 1, 2018	78(1) Consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters (2) Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan (3) When a municipality enters into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning.	C	C	R	R	R	R	TR
C	C	C	C	R	R	R	R	TR
C	C	C	C	R	R	R	R	TR
C	C	C	C	R	R	R	R	TR

*The duties of Municipalities for Taxi cabs are a Regional matter. The licensing for taxicabs lies with the Niagara Regional Police Licensing Unit. A Sergeant with the Niagara Regional Police heads up this unit. This unit reviews the safety certificates and ensures all by laws are applied with by the taxis. Steve Murphy from Niagara Region provides some accessibility training. Joe Mac Neil is the main contact for information and can be reached at 905 688-4111 ext. 5073.