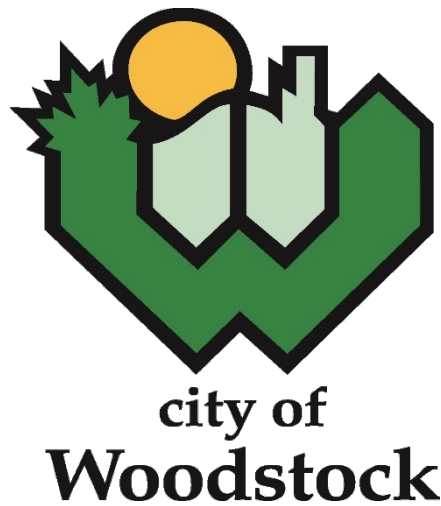


# MULTI-YEAR ACCESSIBILITY PLAN: 2023-2027



This document is available in accessible alternative formats or with communication supports, upon request.

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## **PART I: INTRODUCTION TO THE MULTI YEAR PLAN**

### **Acknowledgements**

The City of Woodstock would like to recognize the commitment of Council, Staff and the Woodstock Accessibility Advisory Committee for their guidance while compiling this plan.

### **Additional information**

For further information regarding this Multi-Year Accessibility Plan, or to provide feedback, please contact the Clerks Service Coordinator.

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### **About Our Plan**

The City of Woodstock is committed to providing an accessible environment for its employees, residents and all other individuals who utilize its services.

The City of Woodstock is dedicated to creating an inclusive community that promotes active public participation and civic engagement of all individuals, including persons with disabilities.

### **The Plan**

The City of Woodstock Multi-Year Accessibility Plan will summarize the various procedures that will be implemented over the course of the next five years to improve all facilities and services. It incorporates the legislated requirements stipulated in the *Accessibility for Ontarians with Disabilities Act, 2005*. It outlines the methods ensuring that all accessibility features will comply with Ontario's accessibility legislation.

### **Vision on Accessibility**

- The City of Woodstock encourages partnerships between interest groups and all other services.
- The City of Woodstock embraces the concept of universal design to include persons with disabilities, as well as the increasing aging population.
- The City of Woodstock ensures that all policies and practices pertaining to development and redevelopment of facilities and services are inclusive to persons with disabilities, as well as the increasing aging population.

- The City of Woodstock ensures that all facilities and services gain maximum economic benefits from creating accessibility features, which will potentially increase tourism, retail business and accommodated conventions.

### **Woodstock Accessibility Advisory Committee (WAAC)**

- Established in 2002, the WAAC consists of ten voting members: nine residents and one member of Woodstock City Council.
- The WAAC provides insight on matters regarding the identification, removal, and prevention of barriers for persons with disabilities.
- The WAAC advises City Council about the establishment, review, and updates of Annual Status Reports, as well as Multi-Year Accessibility Plans.
- The WAAC facilitates public forums geared towards persons with disabilities to gather concerns and issues regarding matters of accessibility in the City of Woodstock, and reports findings to City Council to guide policies, practices, and programs.
- The WAAC provides advice to City Council regarding the accessibility features for all existing and future buildings, premises and structures owned or leased by The City of Woodstock, or that is recognized as a municipal capital facility under The Municipal Act.
- The WAAC reviews site plans and drawings under The Planning Act.

### **Staff Accessibility Advisory Committee (SAAC)**

- Established in 2003, the Staff Accessibility Advisory Committee is comprised of senior employees from various City Departments.
- The primary role of the SAAC is to demonstrate leadership while creating and recommending innovative approaches and progressive solutions to guide City policies, programs, and services accessible to all individuals.

## **Vitality of Accessibility**

### **Long-term planning**

- It is imperative to meet the challenges and identify the opportunities of an aging population.
- It is crucial to prevent new barriers by ensuring a heightened awareness of accessibility considerations.

### **Employment**

- The City of Woodstock must be recognized as exemplary by providing equal employment opportunities.

### **Universal design concepts**

- Buildings and community services must provide access to all citizens, including persons with disabilities and the aging population.

## **Education**

- This is an essential factor to effective change, good management, and integrated services.
- The City of Woodstock is committed to further educating its employees and beyond on opportunities regarding accessibility.

## **Governance**

- The City of Woodstock is dedicated to making all materials and resources accessible.
- The City of Woodstock recognizes the critical need of offering time and other resources required to further the accessibility of existing facilities.

## **Part II: Accessibility Requirements**

### **Ontario Human Rights Code**

- The Ontario Human Rights Code ensures that all individuals have access to equal opportunities and rights. It prevents discrimination and unequal treatment against persons with disabilities.

### **Ontarians with Disabilities Act, 2001**

- The Ontarians with Disabilities Act received Royal Assent on December 14, 2001.
- The purpose of the ODA is to implement accessibility practices, allowing all individuals to fully participate within their community.
- The ODA requires all municipalities to prepare annual accessibility plans, which outline their commitment for accessible communities.

### **Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11**

- The Accessibility for Ontarians with Disabilities Act became law on June 13, 2005.
- The AODA is applied to private and public sector organizations across Ontario.
- The AODA represents collaboration between various representatives of the private and public sectors and persons with disabilities to develop accessibility standards.
- The AODA consists of standards that were developed to achieve results in stages during a fixed period.
- The AODA creates mandatory accessibility standards that will identify, prevent, and remove barriers for persons with disabilities in key areas of daily living.

### **O. Reg. 191/11: Integrated Accessibility Standards**

#### **Information and Communications Standards**

These standards ensure that all communication and information distributed by The City of Woodstock is available in alternative format or with communication supports.

#### Employment Standards

These standards provide accessible employment opportunities for persons with disabilities during the recruitment process and throughout the duration of employment at The City of Woodstock.

#### Transportation Standards

These standards enhance the experience of persons with disabilities when traveling on a conventional bus or with Paratransit.

#### Design of Public Spaces Standards

These standards are critical for new construction projects and extensive renovations, as they eliminate environmental barriers in buildings and outdoor spaces.

#### Customer Service Standards

These standards educate all organizations about the needs of persons with disabilities.

### **Part III: Overview of Legislative Requirements**

This section highlights the City of Woodstock's efforts towards meeting the accessibility requirements set out in *Ontario Regulation 191/11 Integrated Accessibility Standards*.

#### **Accessibility Customer Service Standards - Compliant**

- ✓ Documenting policies, practices and procedures, s. 80.46
- ✓ Service animals, s. 80.47
- ✓ Support persons, 80.47
- ✓ Training, s. 80.49
- ✓ Feedback process required, s. 80.50

#### **General - Compliant**

- ✓ Accessibility policies, s. 3
- ✓ Accessibility plans, s. 4
- ✓ Procuring or acquiring goods, services or facilities, s. 5
- ✓ Self-service kiosk, s. 6
- ✓ Training, s. 7

#### **Information and Communications Standards - Compliant**

- ☐ Accessible websites and web content to conform to WCAG 2.0 Level AA, s. 14 –  
***In progress and on-going***
- ✓ *Feedback, s. 11*
- ✓ *Accessible formats and communication support, s. 12*
- ✓ *Emergency procedures, public safety information, s. 13*

- ✓ *Educational and training resources and materials, s. 15*

### **Employment Standards - Compliant**

- ✓ Recruitment, general, s. 22
- ✓ Recruitment, assessment or selection process, s. 23
- ✓ Notice to successful applicants, s. 24
- ✓ Informing employees of supports, s. 25
- ✓ Accessible formats and communication support for employees, s. 26
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- ✓ Documented individual accommodation plans, s. 28
- ✓ Return to work process, s. 29
- ✓ Performance management, s. 30
- ✓ Career development and advancement, s. 31
- ✓ Redeployment, s. 32

### **Transportation Standards - Compliant**

- ✓ Availability of information on accessibility equipment, s. 34
- ✓ Non-functioning accessibility equipment, s. 35
- ✓ Accessibility training, s. 36
- ✓ Emergency preparedness and response policies, s. 37
- ✓ Fares, support persons, s. 38
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- ✓ Companions and children, s. 74
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### **Design of Public Spaces Standards - (Ongoing)**

- ✓ Recreational trails and beach access routes, s. 80.6-80.8
- ✓ Technical requirements for recreational trails, s. 80.9
- ✓ Technical requirements for beach access routes, s. 80.10
- ✓ Technical requirements common to recreational trails and beach access routes, s. 80.11-80.13
- ✓ Exceptions to the requirements for recreational trails and beach routes, s. 80.14-80.15
- ✓ Outdoor public use eating areas, s. 80.16-80.17
- ✓ Outdoor play spaces, s. 80.18-80.20
- ✓ Exterior paths of travel, s. 80.21-80.31
- ✓ Accessible parking, s. 80.32-80.39
- ✓ Obtaining services, s. 80.40-80.43

Maintenance of accessible elements, s. 80.44

Pursuant to Section s. 80.44 of the Act the City of Woodstock will:

- ✓ Review and update procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards.
- ✓ Review and update procedures for dealing with temporary disruptions when these accessible elements are not working.

## **Part IV: Highlights of Accessibility Improvements**

### **2018 Accessible Capital Projects**

#### Community Complex

- Installation of an accessible door at the red pad.
- Universal Washroom Accessible door.

#### Museum

- Accessible washroom upgrade.
- Customer Service Counter lowered in compliance with the Accessibility Standards.

#### City Hall

- Accessible washroom upgrade (power door).
- Service counter lowered in the Human Resources office to provide accessibility.

## Parks and Trails

- Hunting Estates - Remove old play equipment and design new equipment with accessible features.
- Ludington Park - Create concrete and asphalt pathways linking play features in the park.
- Shanna Larson Park - Accessible pathway installed leading to a new half-court basketball court.
- Accessible picnic table purchase was completed and installed at Southside Park concession booth.

## 2019 Accessible Capital Projects

### Parks and Trails

- Created a pathway in Southside Park from playground to West diamond to allow area to walk off at the park drive.
- Remove old play equipment in the concession playground in Southside Park and designed new equipment with accessible features.
- Purchased accessible picnic tables and placed at various parks within the City.

### Paratransit

- The City of Woodstock collaborated with Paratransit to create an online booking option via email for registered users. This provides customers with hearing impairments or those who are non-verbal, a more accessible way to book transportation services.

## 2020 Accessible Capital Projects

### All City Facilities

- Accessibility taken into consideration when installing permanent glass barriers at customer contact points as a response to COVID-19.

### Art Gallery

- Installed touchless automatic door openers on the 1<sup>st</sup> and 2<sup>nd</sup> floor entries to the Galleries.
- Installed automatic door openers and emergency call buttons on single occupancy washrooms.
- Installed touchless faucets in all public sinks and a touchless toilet flush in the washroom on the 3<sup>rd</sup> floor.
- Published a practical accessibility guide for all exhibitions and education programs (found on the [Gallery's website](#)).

- Performed an accessibility audit of the website and ensured all documents were accessible.
- Transitioned many in-person/paper-based forms to online submissions.
- Made the Art Gallery a scent-free facility.

#### Clerks Department

- Electronic participation permitted for committee meetings.
- Conducted a scan/audit of documents on the City's website to identify documents that do not meet upcoming accessibility requirements as outlined in AODA.
- Worked with a contractor to remediate numerous documents on the City's website to make them accessible.

#### Engineering

- The front counter was remodeled and expanded at 944 James Street location resulting in the installation of an AODA compliant service desk.
- Automatic power doors were installed at 944 James Street.
- A universal washroom was installed at 944 James Street.

#### Parks and Trails

- Accessibility improvements made to the front service counter.
- Installed an adult change table in the washrooms at Cowan fields.
- Installed new rubber and mulch surfacing at Southside main park.
- Upgraded the playground equipment and installed an accessible walkway and bench at Cree Park.
- Installed a paved walkway to the basketball court at Victoria Park.
- Installed a walkway and bleachers at the multi-use field in Cowan Park.
- Installed an accessible walkway to the pavilion and the washroom at Roth Park.
- Paved the parking lot and created accessible parking spaces at Roth Park.
- Installed a concrete boat ramp at Roth Park.
- Created accessible walkways at the gazebo in Southside Park.
- Extended the trail at Shanna Larsen Park.
- Completed the pathways and a basketball court at Ludington Park.
- Made the FAIR and camp volunteer application AODA compliant.

#### Reeves Community Complex

- Added 10 additional accessible parking spaces to the parking lot.

#### Woodstock Public Library

- Finalized plans to install an adult change table.
- Installation of two raising/ lowering self-checkout terminals.

## **2021 Accessible Capital Projects**

### Art Gallery

- Drafted and adopted the Diversity, Equity and Inclusion Policy and official statement.
- Touchless automatic door openers were installed on the 2<sup>nd</sup> floor and in the single washrooms on the 1<sup>st</sup> and 3<sup>rd</sup> floors. Touchless toilets and faucets were installed in washrooms.

### Clerks Department

- Hold open doors installed on the main floor to allow open access to the customer service area, meeting rooms and Council Chambers.
- Main floor swing gate remodeled into full glass doors with an automatic door opener.

### Communications and Special Events

- Converted the What's on Woodstock publication to an accessible format and ensured availability on the City's website.

### Information Technology

- Trained 25 staff members in creating AODA accessible Word and PDF documents and worked with multiple departments to convert web content to accessible formats.
- Purchased accessibility tools and scanned the City of Woodstock website for accessibility issues.
- Created an accessible style guide for web-based information.
- Received results from a vendor audit of the website and drafted a remediation plan.
- Created a portal for staff to submit documents in need of remediation.
- Provided staff with document on best practices for accessibility in social media posts.

### Parks and Recreation

- Added an accessible walkway in William Grey and Broadview Park.
- Added lights to Pittock Dam crossing.
- Upgraded Roth Park washroom with accessible features.
- Sliver trail construction continuing through 2021.
- Replaced playground with accessible equipment at Broadview Park

## Transit

- Added a seventh bus route (South Central) and modified the previous six routes with coverage of the north, south, industrial parks and northern residential areas.
- Added new bus stop signs that are more visible and identifiable.
- Added 90 new concrete pads at bus stops to allow for easier boarding.
- Identified bus stop locations with low light and tested trial solar lights.
- Uploaded new maps in accessible format to website.

## **2022 Accessible Capital Projects**

### Art Gallery

- Added a suite of 6 i-pads and a tour guide app to its roster of accessibility engagement pieces. It includes features such as audio and making the screen larger so a user can read the text at any font.

### Aquatics

- Installed a concrete accessible sidewalk leading from the emergency exit on the pool deck to the parking lot. Previously this was comprised of an undeveloped pedestrian ground path that was not accessible.

### Parks and Recreation

- Evaluation of the trail system to include rest areas and information to provide better access to Burgess Park. Benches, spaced 500 metres apart, have been added along Youth Start Trail and Burgess Park Trails, as well as Herbert Milnes Park Trail, to create rest areas.
- Inclusion of 6-foot-wide pathways from the city sidewalks to play features in Edgewood Park and Springbank Park.

### Clerk's Department

- The 2022 Municipal and School Board Election incorporated numerous measures to identify and remove accessibility barriers that may exist through the voting process and at polling locations. These measures can be found in the Accessibility report for the 2022 Election and the 2022 Status Report for the Multi-year Accessibility Plan.

### Information Technology

- Ongoing training of staff members in creating AODA accessible Word and PDF documents.
- Purchased AbleDocs accessibility tool and scanned the City of Woodstock website for accessibility issues.

## Transit

- Began the planning process for upgrading to solar powered lit bus stops. The move to solar will allow customers to find their stop in dark conditions and to be seen by the bus driver.
- Two solar powered bus shelters were installed to provide increased night-time visibility, comfort, and protection from the weather.
- Improvements were made to the transit pages on the City of Woodstock website to advance customer navigation to pertinent and timely information and comply with AODA requirements.
- An accessible lead-hand van was added to the transit fleet to assist customers that miss connections with other buses.
- Initiated additional step/method/process of clearing ice and snow from bus stops making them more accessible.

## **Part V: Multi-Year Action Plan**

### **2023 Planned Action Items**

#### Art Gallery

- Renovations to include adult changing and baby changing tables
- Fully accessible gender-neutral bathrooms with additional stability bars and automatic sensors on the doors, toilets, sinks, soap and towel dispensers
- Touchless automatic doors throughout the building
- Fully accessible offices and common spaces (staff kitchen) with light switches and appliances that are wheelchair accessible
- Way-finding signage in braille

#### Aquatics

- New splash pad will incorporate accessible features
- Southside Aquatics Centre outdoor pool design will include new accessibility standards. This year is the design phase with construction planned for 2025

#### Cowan Park Sportsplex

- Installation of accessible sliding doors at Main Entrance
- Bathroom Renovation – Main entrance family washrooms to include upgraded lighting, accessible toilets with automatic flushing system, lowered counters, automatic sinks and soap dispensers
- Facility Redevelopment – First phase expansion of the current meeting room to a better high quality programming room with LED lighting, widen doorways and storage

#### Information Technology:

- Ongoing staff training on documents and website accessibility

#### Parks and Trails

- Play structure improvements
- Accessible park furnishings
- Trail development
- Homer Brown Park revitalization
- UTRCA accessible dock
- Southside Park main washroom accessibility renovation

#### South Gate Centre

- A significant capital expansion will be undertaken incorporating multiple accessibility features

#### Market Centre

- Renovations will be undertaken which will incorporate accessibility requirements under the Act and the Ontario Building Code
- Washroom fixture replacement to incorporate motion activated faucets

#### Police Station Expansion

- Building Expansion Consultant to be hired and will look at accessibility features in renovation design

### **2024 Planned Action Items**

#### Downtown Revitalization

- The project slated for 2024 thru 2027 is intended to create an intensive and functionally diverse area downtown, serving as a primary business, cultural and administrative center
- Improvements will focus on the inclusion of accessibility ramps and amenities to increase the accessibility of Museum Square to act as a focus point within the downtown core and host to events and festivals

#### City Hall

- 3<sup>rd</sup> floor renovations which will incorporate accessible features.

#### Parks and Trails

- Paved pathways – locations TBD
- Paving the UTRCA North Shore parking lot

- UTRCA North Shore accessible washroom
- Play structure improvements – Northland Park playground
- Park furnishings – continue with benches along trails
- Park signage – continue with trail wayfinding
- Trail development – continue building the Sliver Trail on the north side of Pittock Reservoir
- Meadow Lane Park – community park with playground and path
- Kinsman Phase 4 Park – community park with playground and path

#### Aquatics

- Change rooms and facility expansion

#### Cowan Park Sportsplex

- Counter and sink replacements
- Addition of an accessible Spray Pad

### **2025 Planned Action Items**

#### Aquatics

- Installation of an outdoor pool

#### Downtown

- Downtown Revitalization - improvements will include accessible ramps and amenities to make improvements for accessibility.

#### Cowan Park Sportsplex

- Parking lot and driveway rehabilitation which will include accessible ramps and walkway connections
- Counter and sink replacement

#### Parks and Trails

- Paved pathways – locations TBD
- Playground improvements – locations TBD
- Park furnishings – locations TBD
- Park signage - locations TBD
- Trail development – continue building the Sliver Trail on the north side of Pittock Reservoir



- UTRCA Roth Park pavilion replacement
- Sally Creek Phase 6 Park – community park with playground and path

## **2026 Planned Action Items**

### Downtown

- Downtown Revitalization - improvements will continue to include accessible ramps and amenities to make improvements accessibility.

### Parks and Trails

- Paved pathways – locations TBD
- Playground improvements – locations TBD
- Park furnishings – locations TBD
- Park signage - locations TBD
- Trail development – continue building the Sliver Trail on the north side of Pittock Reservoir

### Cowan Fields

- Construction of a new twin pad arena and community complex

## **2027 Planned Action Items**

### Downtown

- Downtown Revitalization - improvements will continue to include accessible ramps and amenities to make improvements accessibility.

### City Hall

- Building expansion to incorporate accessibility features.

### Parks and Trails

- Paved pathways – locations TBD
- Playground improvements – locations TBD
- Park furnishings – locations TBD
- Park signage - locations TBD
- Trail development – continue building the Sliver Trail on the north side of Pittock Reservoir
- Brant Street Park (old hospital site) – community park with playground and path

## **Part VI: Spotlight: Transportation Standards - Ontario Regulation 191/11**

### **Transportation Standards**

The Transportation Standards are applied to the City of Woodstock's conventional and specialized transportation services. An annual public meeting is held to ensure the participation of persons with disabilities in the review of accessibility plans and feedback, specifically regarding conventional and specialized transportation services.

Transit customer feedback is obtained from a variety of other sources including social media, email, telephone and in person. All feedback is documented, investigated, followed up and appropriate action taken to close the loop.

### **Bus Stops and Shelters**

All bus stops and shelters in the City of Woodstock are now fully accessible. Future bus stops and bus shelters will be built to accessibility standards and upgraded to solar power to allow customers to find the stop more easily in dark conditions and to be seen by the bus driver.

### **Estimating Demands**

The City of Woodstock generates monthly statistical reports which outline the number of rides given monthly. The monthly rides calculated by the specialized transit contracted provider Voyago are compared to benchmarks and previous months in order to analyze trends and projections for future demands.

In addition, the generated "Unable to Provide" statistics provide the number of rides that were not able to be accommodated for specialized service. These statistics are used as a measurement to determine a need for increased service hours.

### **Steps Towards Wait Times Reduction**

Hours of service were extended for conventional and paratransit in 2016.

Our dispatch service provider is equipped with scheduling software which optimizes scheduling activities and improves efficiency of ride management. Shared rides increase the dispatcher's flexibility to provide a more effective ridership manifest.

### **Accessible Taxicabs**

The Woodstock Accessibility Advisory Committee, the public and persons with disabilities have been consulted to help determine the proportion of on-demand accessible taxicabs required in the community. The taxi by-law was previously amended to require that all taxi brokers operate a minimum of 5% of their vehicles as accessible vehicles.

## First Response: Transit Equipment Failures

| Issue  | Transit Response   |
|--|--|
| <p><b>Alarms and Indicators</b></p> <p>Alarms and/or indicators do not work</p>    | <p>Operator will verbally warn passengers if alarms and/or indicators are not functioning.</p> <p>Operator will report failure to supervisor or lead-hand.</p> <p>Alarms and/or indicators will be repaired as soon as feasibly possible and are recorded on a vehicle defect sheet.</p>   |
| <p><b>Announcement System</b></p> <p>Failure to prompt next stop</p>               | <p>Operator will manually announce each stop, as required by the AODA.</p> <p>Bus will be replaced as soon as feasibly possible.</p>   |
| <p><b>Bus Air System</b></p> <p>Kneeler ramp will not deploy</p>                   | <p>Operator will attempt to override kneeler controls. If this is unsuccessful, operator will report failure to supervisor or lead-hand.</p> <p>Supervisor or lead-hand will determine on-site repair or replacement. If repair is not possible, passengers will be transferred to a working replacement bus, or be accommodated by the lead-hand with the accessible van.</p> |
| <p>Kneeler ramp will not retract</p>   | <p>Operator will attempt to override kneeler controls. If this is unsuccessful, operator will report failure to supervisor or lead-hand.</p> <p>Supervisor or lead-hand will determine on-site repair or replacement. If repair is not possible, passengers will be transferred to a working replacement bus, or be accommodated by the lead-hand with the accessible van.</p> |
| <p><b>Floors and Carpeted Surfaces</b></p> <p>Floor material becomes unsecured</p> | <p>Operator will temporarily secure flooring material to floor or temporarily block off area and the lead-hand will be called for assistance.</p> <p>Operator will advise passengers of hazards both verbally and with signage.</p> <p>Floor will be repaired as soon as feasibly possible and are recorded on a vehicle defect sheet.</p>                                     |
| <p>Ice, snow or water build up on the floor</p>                                    | <p>Operator will clean floor regularly to minimize slip hazard. Salt and supplies are provided.</p>  |

| Issue  | Transit Response   |
|--|--|
| <p><b>Grab Bars, Handholds, Handrails, etc.</b></p> <p>Grab bars, handholds, handrails, etc. break</p> | <p>Operator will visibly mark broken equipment to warn passengers.</p> <p>Equipment will be repaired as soon as feasibly possible.</p>   |
| <p><b>Lighting Features</b></p> <p>Lights do not work</p>  | <p>Operator will report failure to supervisor or lead-hand.</p> <p>Features will be repaired as soon as feasibly possible and are recorded on a vehicle defect sheet.</p>  |
| <p><b>Securement Straps</b></p> <p>Strap will not retract to tension line</p>                          | <p>Operator will make necessary adjustments with other straps to secure mobility aid properly or transfer passenger to other wheelchair area, if available.</p> <p>Operator will report failure to supervisor or lead-hand.</p> <p>Supervisor or lead-hand will determine on-site repair or replacement. If repair is not possible, and mobility aids cannot be safely secured, passengers will be transferred to next available bus, or be accommodated by the lead-hand with the accessible van.</p> |
| <p><b>Signage</b></p> <p>Signs do not work</p>   | <p>Operator will indicate bus route to passengers when boarding, only if the driver is aware of the malfunction.</p> <p>Bus will be replaced as soon as feasibly possible.</p>   |
| <p><b>Stop Requests and Emergency Response Controls</b></p> <p>Controls not functioning</p>            | <p>Operator will instruct passengers when boarding to notify operator verbally of stop requests or emergencies if the driver is aware of the malfunction.</p> <p>Operator will report failure to supervisor or lead-hand.</p> <p>Supervisor or lead-hand will determine on-site repair or replacement. If repair is not possible, passengers will be transferred to working replacement bus, or be accommodated by the lead-hand with the accessible van.</p>  |

**Customer Service Feedback**

The City of Woodstock has in place a system for managing, evaluating and taking action on customer service feedback. Feedback may be provided either in person at any City service location, via email to [accessibility@cityofwoodstock.ca](mailto:accessibility@cityofwoodstock.ca) or via telephone to 519-539-1291.

All feedback will be investigated, forwarded to the appropriate personnel, responded to, documented and tracked within seven days. Feedback will be accepted in accessible formats and with other communication supports as required.

If your feedback is regarding immediate service problems with conventional or specialized transit, please contact the Transit Supervisor at 519-539-1291 extension 3130.