



**Ministry of Transportation**

**2014 ODA Accessibility Plan**

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# Introduction

Under the Ontarians with Disabilities Act, 2001 (ODA), ministries must produce plans that detail how they are removing barriers to accessibility. These plans are published each year and available to the public.

The ODA Accessibility Plan (the Plan) is an opportunity to showcase our ministry's accomplishments and to demonstrate how we are meeting the accessibility requirements.

In 2010, the Ministry of Transportation (MTO) began complying with the first accessibility standard established under the [Accessibility for Ontarians with Disabilities Act \(AODA\) - Accessibility Standards for Customer Service](#). In 2011, the [Integrated Accessibility Standards Regulation \(IASR\)](#) was introduced, establishing phased-in requirements in the following accessibility standards: Information and Communications; Employment; Transportation, and; Design of Public Spaces.

Each year, the Ontario Public Service (OPS) confirms its compliance with the requirements of these standards to the Accessibility Directorate of Ontario. The ODA Plan provides an opportunity for our ministry to go beyond confirming compliance with these regulated requirements. Specifically, the Plan allows us to highlight the measures taken by our ministry to identify and remove barriers in the previous year while proposing measures for the coming year that will make our ministry more accessible.

The IASR establishes that obligated organizations shall create and maintain a multi-year accessibility plan (MYAP) that outlines the organization's strategies to prevent and remove barriers to accessibility. To meet the MYAP requirement, the OPS released [Leading the Way Forward](#) in 2012.

Organizations are also required to develop an annual status report that highlights progress in advancing the MYAP strategy and in meeting the requirements of the IASR. In 2013, the OPS released its first [Annual Status Report](#), highlighting progress made in 2012.

MTO's 2014 ODA Plan demonstrates how the measures our ministry has taken and the measures we propose support the key outcomes and deliverables of the of the MYAP.

To access MTO's and other ministries' 2014 ODA Accessibility Plans, visit [Ontario.ca](#).

# Section One: Report on Measures Taken by the Ministry in 2014

## Customer Service

### OPS MYAP Key Outcome:

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

### Measures Taken by the Ministry of Transportation in 2014:

MTO continues to be committed to providing accessible customer services to its staff and the public we serve.

#### Training

- Mandatory accessibility training continued to be closely monitored and managed through a well-established process and Mandatory Accessibility Training Tracking (MATT) system which allows for automated and manual tracking.
- Online and face-to-face orientation programs for new hires include information about mandatory accessibility training requirements.
- Division representatives monitor, track and report back on training completion to a central office where the organization's records are kept. As appropriate, reminders to complete the mandatory training are sent to staff and their manager. Certain divisions incorporated the mandatory courses into their branch work plans and staff learning plans.
- Training is offered in various formats including, but not limited to, e-modules, DVD, hard copy and group sessions. A group session was delivered to over 100 students in June from various locations through an online collaboration tool. Additionally, the content of the training was modified and adapted to be more appropriate and meaningful for the MTO staff servicing the remote airports in Northern Ontario.
- Vendors are asked to complete the AODA training obligations.

Additionally, numerous presentations and information sessions focused on providing accessible customer services were delivered; these sessions were modelled after the OPS Inclusion Lens and included considerations beyond accessibility.

## **Feedback**

MTO continues to monitor and improve the quality of services and products provided to customers with disabilities by obtaining feedback from both our internal and external customers. The following are a few examples of improvement measures resulting from customer feedback, comments and questions received in the past months:

- Some staff reported that it was sometimes challenging to find MTO's accessibility-related tools and resources. To address this need, a number of solutions were implemented including branding and marketing activities as well as making the Access•MTO web page easier to find by inserting a link in the footer of all MTO intranet pages.
- MTO received requests for certain correspondence documents in an accessible format; these documents were distributed by MTO but prepared by another ministry. MTO addressed this issue by identifying where these documents originated; communicating needs with the appropriate offices as well as connecting with that ministry's accessibility lead. These correspondence materials are now accessible.
- A number of requests were received from ministry staff about creating accessible maps. As a result, the MTO Chief Cartographer and the Accessibility Unit consulted with a number of parties including the Canadian National Institute for the Blind, the Web team, the Accessibility Centre of Excellence (ACOE) and other ministries that also create maps. An interim solution was developed, outlining an approach and accessibility considerations for creating maps. This approach includes the recommendation for staff to consult with the OPS Geographic Information Systems (GIS) Centre of Excellence, which is playing a leadership role in informing their community about creating accessible maps. The MTO Chief Cartographer is also considering developing some best practices that can be incorporated in designing and developing maps that will improve accessibility and benefit all.

# Information and Communications

## OPS MYAP Key Outcome:

Information and Communications are available in accessible formats or with necessary supports to all OPS staff and customers.

## Measures Taken by Ministry of Transportation in 2014:

MTO continues to be committed to providing accessible communications and information products to staff and the public we serve. This is done by increasing staff technical abilities to create accessible documents. This year, existing tools and training packages were enhanced and new resources have been developed to help staff in meeting their obligations. Quality assurance processes are in place to monitor compliance prior to information and communication products being released.

### Accessible Alternate Format

- An active offer of accessible alternate formats and communication supports was posted in two locations on the MTO Internet. Educational emails were distributed to all staff on: a) understanding what it means; b) how to create source documents for easy conversation and, c) how to successfully manage and process such requests.
- Accessible formats and communication supports are offered to the public at Public Information Centres (PICs), public notices in media and on-line, documents targeted to a public audience, such as Road Talk and 2013 Winter Safe Driving: Be Prepared, Be Safe! Booklets.

### Programs

- The Ontario photo identification card benefits many citizens who do not drive including nearly 380,000 people who are blind or partially sighted. As of 2014, more than 222,910 Ontario photo identification cards have been issued.
- In 2013-2014, the Cluster Architecture Office (CAO) worked with the ACOE to finalize the Recommendations and Lessons Learned document that resulted from the Labour and Transportation Cluster (LTC) and ACOE Accessibility Pilot Project prior to closing this Pilot Project in August 2013. The ACOE and LTC CAO continue to implement recommendations and apply lessons learned identified during this Pilot Project.
- MTO worked diligently with a number of service providers that deliver services on our behalf to ensure that information and communication products meet the Government of Ontario's accessibility requirements and timelines.

- Between March 2012 and August 2013, the Road User Safety Modernization Project in partnership with ServiceOntario implemented new online services for our citizens. The new accessible online services allow a client to perform business with government at the comfort of their home instead of travelling to nearest ServiceOntario centre and waiting in line. New services include:
  - Online Driver's Licence Renewal;
  - Real time Electronic Notifications for Driver and Vehicle Renewal Applications; and
  - Enhanced Vehicle Validation Period for online licence plate sticker renewals.

## **Information and Communication Products**

- The latest version of the Driver's Handbook published in 2013 has an English and French audio and large print version available upon request. Accessible online versions of the Official MTO Driver's, Motorcycle, Air Brake, Bus and Truck Handbooks are available on the MTO website for anyone to access.
- The 2011 Ontario Road Safety Annual Report was recently posted as a PDF on our ministry website and is designed to meet OPS accessibility guidelines. The report shows the current state of road safety in Ontario for the year that it is produced. Statistics are presented on fatalities, injuries and property damage collisions.
- Some internal publications such as the Pocket Guide to Transportation and the MTO Quarterly Economic Bulletin were reviewed and redesigned to be accessible.
- The Sustainable and Innovative Transportation Office worked with graphic design consultants to meet accessibility standards on all their publications (e.g. Cycling Strategy and Action Plan).
- The Communications Branch is working on ensuring its PowerPoint documents are created using the established Microsoft templates and the Microsoft accessibility checker.
- The Style Manual for Technical Publications was updated to reflect accessibility requirements and converted to an accessible format.

## **IT Business Solutions**

- In 2013, the Road User Safety Modernization Project implemented the new 'PRIO' solution (Permitting and Registration for International Registration Plan and Oversize/Overweight) for International Registration Plan and Oversize Overweight programs. PRIO was implemented using a phased delivery approach. Accessibility requirements were addressed in each of the phases. The solution is expected to be accessible by 2018.

- Under the Road User Safety Modernization project, the launch date of the Carrier Solution has been moved one year. Vendor accessibility testing for the first release is underway.
- An authoring tool used by staff to develop online training modules has been assessed for accessibility and was updated to support the development of accessible training modules.
- Accessibility requirements for IT business solutions are clearly stated in the procurement documentation.

## **Business Practices/Integration**

- An educational campaign on accessible documents and emails was conducted in the Policy and Planning Division, where tip sheets on accessibility were circulated and friendly reminders of proper accessible e-mail formats sent out to staff.
- During the selection of graphic design vendors, the evaluation included scoring on the vendor's ability to create accessible PDFs.
- Divisional web sites host a number of accessibility-related policies and standards and program-specific information on a dedicated accessibility resource webpage to enable staff to easily access information and resources on accessibility.
- LTC refined and updated the OPS Enterprise Architecture (EA) standard artefacts, templates, guidance material for MTO projects to include accessibility considerations, requirements and guidance, through collaboration with the Accessibility Centre of Excellence (ACOE), OPS EA Domain Working Groups, corporate I&IT Strategy, Policy and EA Branch and MTO Accessibility Unit.
- Improved AODA and IASR IT Accessibility related guidance, and information was provided to OPS projects through continued collaboration with ACOE and other groups (e.g. capture, maintain and share Web Content Accessibility Guidelines (WCAG) 2.0 compliance assessment results for all OPS Commercial Off-The-Shelf (COTS) products listed on OPS Vendors of Record (VOR); collaborate with LTC Solution Branches to further 'embed and bake in' accessibility considerations, requirements and design features into 'standardized usability requirements' and 'standard application solution (usability) design specifications and features').
- The LTC Procurement Office developed AODA language within its procurement approval documents for Vendor of Record (VOR) and non-VOR procurements. A memo confirming compliance to accessibility requirements is signed off by approvers.
- The Cluster Communications Coordinator continues to bring accessibility to the forefront by including articles about accessibility in Cluster newsletters, using the Communications Toolkit to outline accessibility requirements when planning and

preparing communication products, and highlighting accessibility features embedded in the Next Generation Desktop.

## **Web-Related Information & Communications**

- The Communications Branch Web Coordinator chairs the Intranet Divisional Leads meetings to guide division content owners to follow OPS accessibility standards, as each intranet divisional lead and site owner is responsible for their web content and its accessibility.
- Work has already started with making existing intranet sites accessible in preparation for the 2020 timeline. A number of existing intranet sites were redesigned to comply with the WCAG 2.0 Level AA.
- Tip sheets have been created to aid the content owners in developing their web pages.
- MTO's web team in Communications ensures all new content posted on the Internet site ([www.mto.gov.on.ca](http://www.mto.gov.on.ca)) is accessible.
- Web accessibility is assessed using various validation tools and methods:
  - For HTML pages, W3C HTML Validator is used.
  - For PDF documents, Acrobat Adobe Professional accessibility checker and the PDF Accessibility Checker are used.
  - Tested using Jaws or New Visual Desktop Access software.
  - Manual testing including color contrast analyser.

## **Raising, Awareness, Building Knowledge and Developing Capacity**

In addition to ensuring that staff completed the mandatory AODA training requirements, MTO carried out a number of initiatives this year leading to a more informed and knowledgeable workforce. Staff confidence and competence level is steadily increasing resulting in better and more accessible practices, services and products.

## **Tools/Resources**

- Two PowerUP training modules (accessible Word and email) were developed including a detailed trainer's guide. These simple and short off-the-shelf training modules are readily available for staff to use at meetings. A train-the-trainer session was delivered. The modules and the guide have been shared with OPS colleagues and are posted on the intranet site. A number of sessions have been delivered to date.
- The Access•MTO intranet site is refreshed regularly and hosts information and linked resources that support MTO staff with integrating accessibility into business practices. This site is now easier to locate given that a footer linking to this site home page has been inserted on the MTO intranet site pages.

- The A•Pal – a standalone, self-guided, intuitive and user friendly tool that will assist ministry employees in creating accessible Word documents - was launched in the summer 2014. The A•Pal was the theme for this fall’s accessibility awareness campaign leading to an A•Pal icon being deployed on every MTO employee’s desktop. Positive feedback has been received on this new product.

### **Training/Education - General**

- Several divisions are committed to delivering PowerUP training to their staff:
  - Two divisions partnered in a regional pilot project to deliver the PowerUP training sessions.
  - Policy and Planning Division delivered a number of PowerUp sessions to their staff on “How to Create Accessible Documents”.
- An accessible format education and awareness initiative that uses peer reminders to direct staff to changing computer defaults to meet accessibility requirements is gaining popularity.

### **Training/Education - Specific**

- Developed and delivered communication-specific accessibility training tailored to Provincial Highways Management (PHM) communications staff.
- Held accessibility training sessions for Branch Coordinators and worked with Branch Coordinators to co-facilitate Branch Administrative Assistant training.
- The Web Coordinator conducted a number of training modules with the migration of SharePoint 2010. Included in the training was an accessibility component.
- Refresher training on accessible correspondence was provided to staff with a responsibility in this area.
- Information and guidance about accessible maps was shared with staff.
- Training, information and guidance were provided to staff that prepares technical documents.

### **Building Expertise - MTO Accessibility Community of Practice (ACP)**

- The Communications Branch web team and MTO Accessibility office staff attended a full-day training on “Accessibility in MS Word and PDFs”.
- The web team attended a number of training sessions organized by Cabinet Office on Accessible design elements and making Word and PDF documents accessible.
- Subscribed to authoritative newsletters and online forum such as WebAIM, Universal Design, etc.

# Employment

## OPS MYAP Key Outcome:

OPS employees with disabilities participate fully and meaningfully in their employment.

## Measures Taken by Ministry of Transportation in 2014:

MTO is committed to provide a work environment where everyone can contribute to their full potential. Some of the best practices in place reported by MTO divisions include:

- Competitions are conducted with an inclusion lens in mind. All written and oral questions are reviewed to ensure that they provide equal opportunity to all applicants.
- All applicants are offered accommodation when invited for an interview.
- Offer letters include accommodation language that indicates that we are committed to providing employment accommodation. Employees are encouraged to identify and discuss any potential employment accommodation needs at the time of assignment or at any time thereafter.
- Continue to work with current employees with accommodation needs and develop individual accommodation plans. Examples of services provided:
  - Ergonomic assessments;
  - Appropriate equipment provided, i.e. desk, chair, voice recognition software;
  - Flexible work arrangements;
  - Access to work remotely from home;
  - Laptops.
- A Persons Requiring Assistance (PRA) program during an emergency evacuation is in place and this is communicated to staff annually. Individuals may opt to self-identify and work with their manager on an individual plan as well as get placed on a confidential Persons Requiring Assistance list.
- Using the OPS Inclusion Lens and I&IT Roadmap, new strategies for continuous adoption and integration of diversity/inclusion and accessibility were established throughout LTC corporate I&IT framework.
- Accessibility portfolio was added to numerous students' work term to provide exposure to accessibility considerations in a business environment and, specifically the public service.
- MTO Diversity Mentoring Partnership Program (DMPP) is available to employees who self-identify as belonging to one of the five under-represented groups in senior management in MTO, including those who self-identify as having a disability. Activities under the DMPP completed this year:

- Held a closing ceremony with Senior Management Team, participating Directors and 22 employees partners in the 2013-2014 round of the of MTO's Diversity Mentoring Partnership Program.
- Launched the 2014-2015 round of the Diversity Mentoring Partnership Program.

## **Built Environment**

### **OPS MYAP Key Outcome:**

There is greater accessibility into, out of and around OPS facilities and public spaces.

### **Measures Taken by Ministry of Transportation in 2014:**

The Ministry of Transportation is committed to greater accessibility in, out of and around the buildings we use. The Corporate Business Services Branch and the Provincial Highway Management Division continued to work diligently with service providers, Infrastructure Ontario and building management to remove and prevent built environment barriers. For this term, many built environment achievements can be reported.

#### **Training**

- MTO staff that have responsibilities in the built environment field have been identified and were directed to complete the new Built Environment Standards training provided by the OPS Diversity Office. Training is being tracked and recorded.

#### **Downsview Complex**

- Yellow strips were applied on outside steps to enhance visibility.
- Concrete slabs were smoothed to improve accessibility and prevent slip and fall incidents.

#### **Central Region**

- The new Traffic Operations Centre in Central Region built in 2014 is accessible.

#### **Eastern Region**

- Accessible Pedestrian Signal (APS) features were installed at newly constructed signalized intersections where pedestrian signals exist:
  - Highway 401 Westbound Ramp Terminal at Montreal Street (Kingston);
  - Highway 401 Westbound Ramp terminal at Highway 138 (Cornwall) where the design has incorporated APS.
- Monitored the maintenance, and improved as necessary, all roadside rest stops in Eastern Region.
- Completed construction of paved pathways to toilets, rain shelters and picnic tables in five picnic sites and rest areas in Eastern Ontario in the fall of 2014.

- A new modular building has been set up at the Hwy. 416 lay-by. The building has a wheelchair-accessible access ramp and a fully accessible interior.
- The main East entrance of the Eastern Regional Complex was enhanced (depressed concrete curbing) to improve accessibility.

### **Northwestern Region**

- Continued inclusion of enhancements in work projects and monitoring of park and picnic sites for accessibility. Over the last 3 years Northwestern Region has introduced wheelchair accessible picnic tables, toilets and ramping to improve accessibility.

### **Northeastern Region**

- Transport chair in the building's reception area was supplied to assist clients who have a mobility disability.

### **Across the Province**

- Nineteen of the scheduled twenty Ontario's 400-series highway service centres are now completed. The newly modernized centres provide travellers with modern, safe and accessible facilities. Ontario's Highway Service Centres were redeveloped to include consistent design and accessibility features that go above and beyond the Ontario Building Code requirements.

### **Policy-Related**

- Implemented a policy and standards for tactile walking surface indicators for new sidewalk ramps to be aligned with Ontario Regulation 191/11.
- In conjunction with Highway Standards Team, the highway design protocol was updated to include accessibility.
- Implemented a new MTO drawing for depressed sidewalk curb treatment for all MTO contracts in the fall of 2014.
- Developed new policy with design guidelines for the implementation and maintenance of accessible pedestrian signals following the requirements of AODA Ontario Regulation 413/12.
- Updated the specification template for traffic control signals to illustrate AODA requirements such as accessible pedestrian signal pushbuttons, depressed curbs and tactile walking surface indicators.

# Transportation

## Measures Taken by Ministry of Transportation in 2014:

The Ministry of Transportation continued to work to help make transportation and related services more accessible to people with disabilities.

### Pan/Parapan Am Games

The Pan/Parapan Am Games Branch released the Strategic Framework for Transportation in March 2014 that prioritizes accessible transportation during the Games. One of the guiding principles is to integrate accessibility into all aspects of Games transportation. Measures will leverage investments in the accessibility of conventional systems while preserving the quality of specialized services for community residents. To support this guiding principle, the strategies developed focus on the availability of accessible conventional transit services, supplemental specialized transit services and accessible parking spaces. The objectives for accessible transportation during the Games are to:

- Enable spectators with accessibility needs to reach venues
- Help spectators with accessibility needs to understand their options for reaching venues, and to feel confident about those options
- Minimize the degradation of existing specialized transit services during the Games;
- Maximize inclusivity within the disability community, and
- Recognize and protect legacy opportunities related to infrastructure, built form, operations and technology

Strategies have been identified to provide a framework for further operation and service planning. Measures that will be applied at specific venues, where warranted, include:

- Accessible shuttle bus services between the venue and Games Transit hubs
- Drop-off and pick-up facilities for accessible bus services
- Load zones and parking for spectator coach services
- Load zones for taxis
- Pre-booked car parking for Accessible Parking Permit holders
- Park and ride operations, including remote car parking and accessible shuttle bus services with load zones at each end of the trip

Steps are taken to ensure that paths of travel between accessible transportation services and venue entrances are accessible and, all conventional transit services provided during the Games will be accessible.

As part of the Games planning process the Pan/Parapan Am Games Branch has established an Accessibility Advisory Group, which includes the Accessibility Directorate of Ontario, to review and provide feedback on accessible transportation plans for spectators, workforce, volunteers and Games family travelling to and from venues.

## **Public Transit**

The Ministry of Transportation will continue to work to help make transportation and related services more accessible to people with disabilities.

- Since 2003, the Province has invested more than \$19.3 billion in public transit, including more than \$9.1 billion in GO Transit.
- All provincial transit funding programs require that any transit vehicles purchased with provincial funding must be fully accessible.
- Since 2003, provincial-municipal transit vehicle funding, including one-time funding, helped improve the accessibility of municipal conventional transit services. The percentage of the municipal conventional bus fleet in Ontario that is accessible to persons with disabilities has increased from 38.62% in 2003 to 98.04 % in 2012.
- In addition to ongoing work with Ontario municipalities and Metrolinx in support of an accessible public transportation system, significant funding will be invested into major transit projects that will greatly benefit all commuters in the Greater Toronto and Hamilton Area and other parts of the province.
- The Ministry also works with Metrolinx, the regional transportation authority for the Greater Toronto Hamilton Area, to ensure it has an annual Accessibility Plan that addresses compliance with the AODA.

## **Public Ferries**

- Contract is in place for new accessible washrooms to be built on each ferry dock to and from Amherst Island. Construction will start in 2015 with a completion date of 2016.

## Other Measures Taken

### OPS MYAP Key Outcome:

OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

### Measures Taken by Ministry of Transportation in 2014:

#### MTO Accessibility Governance Structure

MTO continued to revitalize its accessibility governance structure to reflect current and future accessibility realities. Again this year, significant progress has been made on this commitment which positively impacted areas of responsibility and accountability. In addition to reported achievements that touched on the accountability framework noted in previous pages of this report, the following progress was observed:

- The **Senior Management Team** commitment to having an inclusive organization is evident. Not only is it reflected in their performance contracts but it is becoming part of doing regular business. The Chief Administrative Officer personally committed to approving only those activities and initiatives that embed inclusion. Members of this team posted blogs on diversity and inclusion. A new inclusion webpage including a Deputy Minister's message was launched on the Deputy Minister's website.
- The **MTO Accessibility Unit (AU)** of the Strategic Human Resources Branch was established in 2008 and consists of two dedicated employees. The unit coordinates accessibility requirements for the ministry. Temporary resources are now regularly assigned to the unit to assist with current initiatives thus enhancing its ability to better serve MTO staff. The AU staff are invited to join various committees thus ensuring accessibility is considered in the early stages of any activities and it provides a forum to educate members of these committees.
- The **Accessibility Leadership Team** was established in 2003 and is composed of divisional representatives who are knowledgeable and committed to advancing the accessibility agenda and responsive to issues brought forward. They provide support to their respective program areas in meeting accessibility-related legislative requirements. During the past year, their leadership and commitment to the accessibility agenda was substantial:
  - The I&IT Labour and Transportation Cluster (LTC) consistently demonstrates leadership on this file. LTC took part in a Pilot Project whereby knowledge was transferred between the OPS I&IT Accessibility Centre of Excellence and an IT Architecture employee. Numerous benefits resulted from this exercise. Experience

and knowledge learned were shared and promoted with other staff in the cluster; partnerships were established with program areas that have like-interests and commitment to accessibility; existing tools were refined and new tools were developed; appropriate approaches and processes were established for review and consultation activities.

- The Policy and Planning Division continued to embed accessibility throughout many of their processes and quality assurance systems. It was evident this year that staff are engaged and responsive to accessibility needs as illustrated by the number and quality of their consultation requests.
- Road User Safety Division remains a strong partner and continues to build on their already well-established and solid foundation. Their commitment to accessibility is consistent and remains a high priority.
- Provincial Highway Management Division took their accessibility governance structure to the next level. Phase one is completed and included the establishment of an accessibility framework and governance. This was accomplished by building: functional team; branch and regional competency and accountability for accessibility in relation to planning, monitoring and reporting. Accessibility requirements and special initiatives are now incorporated into team, branch and regional work plans as part of doing regular business. At two Provincial Highways Management Team meetings, the need for directors and management to consider accessibility during development and approval of programs, initiatives and policies was raised. Accessibility was added as a quarterly standing item on Provincial Highways Management Team, Functional and Branch Team agendas. Additionally, accessibility has been incorporated in job description of key positions.
- The **MTO Diversity Unit** of the Strategic Human Resources Branch was established in 2010. The unit is responsible for developing and coordinating the implementation of a MTO Inclusion Plan. It is supported by a team of 12 employee volunteers, the Diversity and Inclusion Action Team (DIAT) as well as Alumni from the previous DIAT team. The Diversity Unit and members of the DIAT were instrumental in supporting and providing leadership on initiatives connected to accessibility-related activities.

The MTO Accessibility Unit continued to build a strong relationship with program areas that have responsibilities for managing procurement, web site development and content, communications, emergency management and employment. These program areas continue to be responsive and are taking a lead role in providing accessibility advice and guidance to their clients as it relates to their respective areas of responsibility.

## **Communications Branch**

- The web team in Communications Branch developed an online intranet and Internet governance site. These sites outline the policies and standards that must be used to comply with accessibility standards.

## **Procurement and Costing Office**

The Procurement and Costing Office continues to be instrumental in ensuring accessibility requirements are included into the procurement documentation. Their pro-active approach is effective as demonstrated by:

- Accessibility checkpoints are included in the business case and other approval documents.
- Staff are required to report regularly through the Procurement Quarterly Report and identify need for accessibility review. This process prompts them to assess accessibility requirements in the early stages of the process and to provide an explanation if accessibility was not incorporated.
- A tip sheet was created to assist staff understanding their accessibility responsibilities in the early stages of the procurement process.

## **Accessibility Compliance Report**

- In May 2014, MTO senior executives confirmed that the ministry was in compliance with current accessibility standards under the AODA as part of an internal OPS controllership process, the Certificate of Assurance.
- A letter outlining all accessibility compliance requirements was made available to Directors to distribute to staff, as appropriate.
- The ODA planning process serves as a mid-year check point for compliance, where program areas report on their implementation processes and activities.

## **Increasing Knowledge – General**

- Staff were able to ask questions about their AODA responsibilities at group information sessions held specifically to help employees understand compliance requirements.
- Monthly educational emails were distributed to all MTO staff on various accessibility-related topics.
- A number of “Inclusion 101” training sessions were delivered; sessions were tailored to meet the needs of the audience.
- Numerous presentations, information sessions and training were delivered to staff this year. Well over 400 staff members heard an accessibility-related message this year.

- A Provincial Highways Management Team executive sponsor for Accessibility was designated to identify opportunities to promote accessibility considerations during discussion of agenda items.
- In some program areas, accessibility representatives are approaching staff and helping them understand the connection between accessibility and their day-to-day work.
- Members of the Accessibility Community of Practice (ACP) attended the annual Accessibility Conference in Guelph and Accessibility Ottawa summit.
- Six staff ACP members attended the Job Opportunities Information Network conference which focused on promoting accessibility in the workplace.
- Many ACP members attended various mental health-related training, webinars and presentations.
- Knowledge was increased in the e-learning and procurement fields.
- A learning component is a standing agenda items on the Accessibility Leadership Team agenda.

### **Best Practices and Integration**

- Policy and Planning Division ensures that their external and internal events and trade shows display booth design and layout are accessible for visitors with physical and visual disabilities.
- An event organizing committee assigned an inclusion point-person to ensure: a) diversity, accessibility and engagement were considered in planning; b) the day is barrier-free and; c) microphones are used by speakers and for every question and comment from the audience.
- Meeting invitations include an offer to provide accommodation to participants and some program areas have adopted a scent-free practice for their large meetings.
- Provincial Highways Management participated in a review geared to improving accessibility for the public information centres by identifying opportunities for improvement. Furthermore, staff attended a public information centre and identified best practices and lessons learned, which were shared with relevant staff.

### **Cultural-Change Initiatives**

MTO continues its work in supporting a strong, engaged and inclusive workforce as outlined under the MTO Human Resources Capital Plan. In partnership and collaboration with various program areas:

- MTO is in the process of acquiring a comprehensive, in-person training geared to strengthen managers' and employees' competence in building an inclusive and healthy work environment. This will assist MTO in moving toward achieving the OPS Inclusion strategic goals of a) embedding inclusion into all policies, programs, and services; b)

building an accessible and healthy workplace free from harassment and discrimination; c) reflecting the public we serve at all levels of the organization, and d) leveraging the diversity of all staff, and respond to the needs of a diverse Ontario population.

- Developed and published MTO's Business Case for Inclusion, MTO's 2013-2016 Inclusion Plan and MTO's Strategic Framework for Inclusion.

A number of marketing and branding activities have been implemented during this reporting period to help staff easily recognize and find resources, such as:

- Branding of accessibility-related information and tools
- Inclusion, diversity and accessibility web pages
- Common look and feel of logo and branding are used on all tools, communication products and awareness campaigns
- Membership on various committees ensures that existing and future processes, practices and products take accessibility into consideration. It also increases knowledge of other committee members. Committee participation includes, but is not limited to:
  - SharePoint working group
  - Intranet and Internet web committees
  - Road User Safety modernization working group
  - E-Learning working group
- More recently, an open social media accessibility forum was created for enabling OPS employees to learn, discuss and share resources. To date, the 'Accessibility in Action' forum has over 95 OPS members.

MTO is currently finalizing its Mental Health strategy which will focus on promotion, prevention and resolution. This will build on activities and initiatives completed this year:

- Numerous presentations and training sessions were offered to staff and managers.
- Information developed by a central government organization was profiled and further distributed to staff through various channels.

To celebrate the National Access Awareness Week (NAAW) in the spring, MTO successfully took part in two activities:

- Participated at the OPS NAAW event. Under the "leading by example" theme, MTO's booth displayed, shared and promoted its most innovative tools and resources. The exhibit attracted well over 100 visitors thus creating an opportunity to discuss challenges, ideas and approaches in moving the accessibility agenda forward.

- Continuing with our practice of having an annual awareness campaign, this year's NAAW activity was built around a gaming challenge where participants were asked to figure out phrases from a series of pictograms. Contestants were then asked to make accessibility-related commitments. Participation during this year's campaign doubled in volume from the previous year.

# **Section Two: Report on Measures Proposed by Ministry for 2015 and 2016**

## **Customer Service**

### **OPS MYAP Key Outcomes**

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

### **Measures Proposed by Ministry of Transportation for 2015 and 2016:**

The Ministry of Transportation is committed to ensuring that people with disabilities receive accessible goods and services. Action planned:

- New hires complete mandatory training; completion is monitored using the Mandatory Accessibility Training Tracking system.
- Continue to promote and deliver customized training modelled after the OPS Inclusion Lens.
- Seek staff and customer feedback and implement improvement measures as appropriate.
- As required, review policies, procedures and practices that govern how we deliver internal and external customer services.

## **Information and Communications**

### **OPS MYAP Key Outcome:**

Information and Communications are available in accessible formats or with necessary supports to all OPS staff and customers.

### **Measures Proposed by Ministry of Transportation for 2015 and 2016:**

The Ministry of Transportation is committed to making information and communications accessible to people with disabilities. Action planned:

## **IT Business Solutions**

- Under the Road User Safety Modernization Project, the modernization of the Carrier solution is projected to be implemented in three releases by 2016. Each of these releases will undergo an assessment for accessibility compliance. When released, the modernized Carrier solution will be compliant with WCAG 2.0, Level AA standards with the exception of (live) captions and (pre-recorded) audio descriptions and other relevant IASR provisions. If full compliance is not achieved for implementation, a roadmap with approach and timelines will be developed to ensure the solution meets IASR accessibility requirements.
- The following systems for Provincial Highways Management will be assessed to ensure conformance to appropriate accessibility standards: Capital Improvement Delivery, Property Management Information System, Bridge Management System, Highway Corridor Management System and Web Based Contract Management System.
- The following systems for Policy and Planning will be assessed to ensure conformance to appropriate accessibility standards: iCorridor.
- Further refine and update OPS Enterprise Architecture (EA) standard artefacts, templates, and guidance material for MTO projects to include accessibility considerations, requirements and guidance.

## **Develop Knowledge and Capacity**

- MTO will continue to:
  - Provide generic and specific accessibility information and communications training to its employees.
  - Increase knowledge of the web community and content creators in preparing accessible information and communication products.
  - Develop new and or refine existing tools to assist employees with producing accessible information and communication products.
  - Improve AODA and IASR IT Accessibility related guidance and information to OPS projects, through continued collaboration with ACOE and other groups.

## **Employment**

### **OPS MYAP Key Outcome:**

OPS employees with disabilities participate fully and meaningfully in their employment.

## **Measures Proposed by Ministry of Transportation for 2015 and 2016:**

The Ministry of Transportation is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Accessibility will be an integral part of organization's strategic plans including:

- MTO Human Resources Capital Plan
- MTO Inclusion Plan
- MTO Employee Engagement Plan

Continue to promote best practices that would positively impact all employees such as:

- Communicate enterprise policies, procedures and practices supporting accessible employment practices.
- Create accessible formats and to provide communication supports for employees as appropriate.

MTO has various employment-related commitments under its most recent Inclusion Plan with a vision to create a diverse, accessible and inclusive organization that delivers excellent service and supports all employees to achieve their full potential:

- Strengthen managers' and employees' ability to build a more inclusive work environment through inclusive training.
- Launch a mental health initiative that will move the ministry toward having a healthy work environment that fosters employee well-being.
- Continue MTO's Diversity Mentoring Program, which is designed to provide an environment of two-way learning about diversity, accessibility and inclusion between executive and employee partners.
- Compile information to support the development of an Inclusive Recruitment Best Practices Guide.
- Continue to apply the OPS Inclusion Lens to policies, programs and services.
- Develop and launch inclusion performance commitments including accountability framework.

## **Built Environment**

### **OPS MYAP Key Outcome:**

There is greater accessibility into, out of and around OPS facilities and public spaces.

## **Measures Proposed by Ministry of Transportation for 2015 and 2016:**

Corporate Business Services Branch and Provincial Highways Management Division will continue to work diligently with service providers, Infrastructure Ontario and building management to remove and prevent built environment barriers.

### **Eastern Region**

Installation of accessible traffic signals at the following locations:

- Highway 401 at County Road 45 - scheduled for 2016
- Highway 62 at Frankford Road - scheduled for 2015
- Highway 417 at Parkdale Road ramp terminals – scheduled for 2015.

### **Across the Province**

- The Innisfil ONRoute Highway Service Centre is currently under construction and is on schedule to be open to the public in July 2015. The project was part of a large-scale redevelopment of provincial highway service centres along Highways 400 and 401 over the past few years. Nineteen new service centres were built to date. The newly modernized service centres provide travellers with modern, safe and accessible facilities at which to rest, eat and refuel, 24 hours a day, seven days a week. Innisfil is the final ONRoute centre to be built as part of this project.
- Incorporate policy and standards for tactile walking surface indicators for new sidewalk ramps into all provincial highway construction projects.
- Implement requirements of the IASR's Design of Public Spaces Standards that come into effect on January 1, 2015. Training on the new requirements will be provided to appropriate staff. Training will be monitored and tracked.

## **Transportation**

### **Measures Proposed by Ministry of Transportation for 2015 and 2016:**

The Government of Ontario remains committed to helping municipalities improve their transit systems so that they are more accessible, affordable, convenient and a safer mode of travel.

## **Public Ferries**

Contract is in place for new accessible washrooms to be built on each ferry dock to and from Amherst Island. Construction will start in 2015 with a completion date of 2016.

## **Pan/Parapan AM Games**

The Pan/Parapan Am Games Branch will ensure the needs of people with disabilities are considered in all aspects of Games transportation delivery and will follow through on the accessibility strategies set out in the Strategic Framework for Transportation. The Branch will continue to work with its Accessibility Advisory Group, which includes the Accessibility Directorate of Ontario, to review and provide feedback on accessible transportation plans for spectators, workforce, volunteers and Games family travelling to and from venues.

The Pan/Parapan Am Games Branch is committed to providing accessible transportation information in the lead up to and during the Games. Accessible transportation information will be provided in spectator guides and as part of the spectator journey planner, and via appropriate signs, volunteers and customer service personnel.

## **Other Deliverables**

### **OPS MYAP Key Outcome:**

OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

### **Measures Proposed by Ministry of Transportation for 2015 and 2016:**

Continue to increase awareness, knowledge and skills of MTO staff:

- MTO will continue to provide accessibility information and communications training to various functional groups including but not limited to: procurement community of practice, web-related functions, and administrative groups.
- Develop additional A•Pal modules (e.g. PowerPoint, Excel, etc.)

- Continue to promote and deliver training on the application of the OPS Inclusion and Accessibility Lens to staff at all levels in the organization.
- The Ministry of Transportation is committed to incorporating accessibility criteria and features into its procurement documentation. If not practicable, an explanation will be prepared and kept on file.
- MTO's Procurement and Costing Office and the Accessibility Unit will continue to provide support and assistance to staff involved with procurement activities. The Procurement Office and Accessibility Unit will work proactively with program areas to ensure that accessibility considerations are made in the forefront of all new procurements to ensure compliance with the IASR legislation, where applicable. This will be an ongoing effort by both parties.
- Policy & Planning Division is exploring accessible security card readers to replace the existing system to make it accessible.
- Attend accessibility-related conferences such as Job Opportunities Information Network and share experience and new knowledge with staff.

# Section Three: Addressing the identification of barriers

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Transportation will continue to review government initiatives, including Acts, regulations, policies, programs, practices and services for the purposes of identifying and removing barriers.

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that prioritizes the review of high impact legislation including:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
2. By the end of 2014, review of 51 targeted high-impact statutes that meet the following criteria:
  - a. Statutes that affect persons with disabilities directly;
  - b. Statutes that provide for the delivery of widely applicable services or programs;
  - c. Statutes that provide benefits or protections; or
  - d. Statutes that affect a democratic or civic right or duty; and
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

## **MTO Legislative Review Progress**

The MTO Legislative Review team completed the review of three high-impact statutes:

- Highway Traffic Act Part IV Licences
- Metrolinx Act; and
- Public Vehicles Act (PVA)

The team also reviewed all associated regulations for the Metrolinx Act and PVA, and the Ontario Highway Transport Board Act which is closely related to the PVA.

For this coming year, MTO commits to continue the review of associated regulations of the Highway Traffic Act Part IV Licences.

# Public Links

[OPS Multi-Year Accessibility Plan - Leading the Way Forward](#)

[Ontarians with Disabilities Act, 2001](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Integrated Accessibility Standards Regulation](#)

[Accessibility Standards for Customer Service](#)

[Ontario Accessibility Website](#)

[Accessible, Fair and Sustainable Services for People with Developmental Disabilities program](#)

[Web Content Accessibility Guidelines](#)

# Contact us

Questions or comments about the Ministry of Transportation's Plan are always welcome.

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Ministry web site address: [www.mto.gov.on.ca](http://www.mto.gov.on.ca)

Visit the [Ministry of Economic, Development, Trade and Employment](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

Alternate formats of this document are available upon request from:

[ServiceOntario Publications](#)

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Ce document est disponible en français.

## **Attachment – 2014-2016 OPS MYAP Deliverables**

- OPS ready to implement requirements of AODA built environment regulation.
- Inclusion Lens applied to all policies and practices, Accessibility is part of all OPS business.
- Communications, websites, technology solutions and documents employ accessibility best practices.
- Best practices on employment accommodation and return to work implemented.
- Better accommodation for employees with disabilities resulting from management review.
- Accessibility Expo continues annually.
- Accessibility continues as strong organizational commitment.
- Managers and staff have accessibility performance commitments.
- Staff and customer feedback sought on accessibility innovations and improvements.