

# 2016 Accessibility Status Report

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Region of Waterloo



Region of Waterloo

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## 2016 Region of Waterloo Accessibility Status Update

In 2012, Regional Council approved the Region of Waterloo multi-year accessibility plan (2013-2017) in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The plan outlined the Region's strategy over the next five years to identify, prevent, and remove barriers in Regional programs and services for people with disabilities.

The present report is the fourth status report of the Region of Waterloo's multi-year accessibility plan. In this report, you will find our progress on actions taken to meet the requirements of the AODA in 2016. It also highlights some areas we intend to focus on in 2017.

Under the AODA there are specific planning requirements for transit organizations. The status report for Grand River Transit's multi-year accessibility plan, fulfilling the AODA transportation requirements, is included in Appendix A of this document.

### The Accessibility for Ontarians with Disabilities Act

The *Accessibility for Ontarians with Disabilities Act*, (the "AODA") was passed in 2005 with the vision of creating a fully accessible Ontario by 2025. The AODA gave the Province the mandate to create sets of standards in accessibility which will apply to both public and private sector organizations. Five sets of standards in the areas of information and communication, employment, transportation, design of public spaces, and customer service, are detailed in the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) (the "IASR"). The standards and compliance deadlines are outlined in the table below.

Standard	Compliance Deadline
Information and Communication	July 1, 2011 – January 1, 2021
Employment	January 1, 2015
Transportation	July 1, 2011 – January 1, 2017
Design of Public Spaces	January 1, 2016
Customer Service	July 1, 2016 (as amended)

The accessibility of building interiors is beyond the scope of the AODA, falling under the *Ontario Building Code*. Effective January 1, 2015, amendments to the *Ontario Building Code* enhance the accessibility of paths of travel, apartments, hotels, doors and doorways, washrooms, renovations, and other provisions including telephones, fire alarms, grab bars, tactile indicators, universal washrooms, pools, and spas. This

legislation is administered by the Ministry of Municipal Affairs and Housing, and enforced by municipal building departments.

### **Amendments to the IASR, effective July 1, 2016**

In 2016 the Province amended the Customer Service Standard. The amendments to the Customer Service Standard are largely based on recommendations from the review of the Standard by the Provincial Accessibility Standards Advisory Council/Standards Development Committee in 2013-2014.

The details of the amendments are outlined in Appendix B. Briefly, the amendments include:

- Incorporating the Customer Service Standard into the Integrated Accessibility Standards Regulation and making changes to requirements of the Standard;
- Making changes to the Integrated Accessibility Standards Regulation to reflect the addition of the Customer Service Standard;
- Consequential revocation of O. Reg. 429/07 Accessibility Standards for Customer Service and O. Reg. 430/07 Exemption from Reporting Requirements, since the substantive content of these regulations is now incorporated into the Integrated Accessibility Standards Regulation; and
- Technical/administrative changes to the Integrated Accessibility Standards Regulation to clarify some of the requirements and make it easier for organizations to implement them.

All amendments to the IASR came into effect July 1, 2016.

### **Accessibility at the Region of Waterloo**

The Region of Waterloo is committed to creating inclusive programs and services, served by a diverse workforce, that meet the needs of our growing and changing community. By removing barriers to services and programs across the Region of Waterloo and in the workforce, we will recognize the strength that comes with difference, embracing new ideas and perspectives.

This commitment to diversity and inclusion will be realized through processes that engage and support employees, creating a satisfying customer experience to those we serve. We do this because a satisfying service experience at the Region of Waterloo improves the quality of life for those we serve, and helps to secure their trust and confidence in the work that we do.

Accessible service is about providing service to meet diverse needs that is flexible to individuals whenever possible, and makes a satisfying service experience our primary

focus. By identifying, removing, and preventing barriers in the accessibility of our services, the Region of Waterloo is achieving our commitments to diversity, inclusion, and service excellence.

### **The Grand River Accessibility Advisory Committee**

Public participation is an important feature of the work we do at the Region of Waterloo. Staff from the Region rely on feedback and input from the Grand River Accessibility Advisory Committee (GRAAC) to ensure that we are working towards our vision of an inclusive Region of Waterloo. GRAAC advises Council and staff members on the accessibility of Regional services, programs, and facilities. Members of the GRAAC are appointed by Regional Council and by the Councils for the Cities of Kitchener and Waterloo, and the Townships of Wellesley, Woolwich, Wilmot and North Dumfries, all of which also seek the advice of GRAAC in matters of accessibility.

In 2016, the Region consulted with the Grand River Accessibility Committee on the following items:

- Grand River Transit SmartCard technology
- Draft Region of Waterloo Accessible Design Standards
- Light Rail Transit platform design
- Grand River Transit ticket vending machine
- Accessible on-street parking
- Region of Waterloo Volunteer Guidelines
- Ontario Works Discretionary Benefits
- Region of Waterloo Transportation Master Plan
- Grand River Transit 5-year Business Plan
- Community Wellness Initiative
- Development of draft positions paper on roundabouts
- Region of Waterloo Standards for Accessibility Policy
- Region of Waterloo website
- Curb the Salt campaign

### **2016 Accessibility Status Report**

The 2016 Accessibility Status Report includes the Region of Waterloo's commitment to removing barriers to our programs and services and the progress we have made on actions to meet the AODA.

## Accessible Customer Service

### Our commitment

We believe in providing citizen-focussed programs and services that are effective, efficient and accessible to all those we serve.

### Our progress from 2016

Action	Update
Piloted the Welcoming Spaces initiative, assessing up to 3 buildings for inclusion and develop an action plan from results of assessment.	In Progress. Assessment tool has been developed.
Developed and implemented corporate guidelines for complaints management, including ensuring accessible formats and communication supports.	In Progress. Guidelines and resources have been developed, and implementation is underway.
Revised Accessible Customer Service training for all staff. Deployed online training in: <ul style="list-style-type: none"> <li>• Serving customers with service animals</li> <li>• Serving customers with support persons</li> <li>• Serving customers who use assistive devices</li> <li>• Accessibility during temporary service disruptions</li> </ul>	Complete

### Accessible Customer Service in 2017

- Continue to implement corporate guidelines for complaints management, including ensuring accessible formats and communication supports.
- Pilot the Welcoming Spaces initiative, assessing up to 3 buildings for inclusion and develop an action plan from results of assessment.
- Update resources for accessible customer service to reflect updates to Customer Service Standards.
- Develop and implement corporate Volunteer Guidelines, including revising accessible customer service training for volunteers.

## General Requirements

The General Requirements of the AODA are regulatory requirements that apply across all standards in the Integrated Accessibility Standards Regulation. To meet the General Requirements, we developed and implemented an Accessibility Policy: Standards for Accessibility in 2012. We also developed and implemented our first multi-year accessibility plan in 2013 which spans a five year horizon.

## Policy

### Our commitment

We are committed to developing, implementing, and maintaining policies governing how the Region of Waterloo achieves accessibility through meeting the requirements set out in the Integrated Accessibility Standards Regulation, including policies on the provisions of goods, services, and facilities to persons with disabilities.

### Progress from 2016

Action	Update
Reviewed and revised the Region of Waterloo Accessibility Policy to reflect the changes in the Customer Service Standards.	Complete.

## Planning

### Our Commitment

We are committed to developing, implementing, and maintaining a multi-year accessibility plan that outlines the ways in which the Region of Waterloo will identify, prevent, and remove barriers for people with disabilities, including how we will implement the standards developed under the Accessibility for Ontarians with Disabilities Act, 2005.

### Planning in 2017

- Review and update current Multi-Year Accessibility Plan to identify, prevent, and remove barriers for people with disabilities.

## Training

### Our commitment

We are committed to working with staff to develop awareness and the skills to meet the needs of all those we serve.

In addition to specific training programs that are focussed on the AODA and diversity and inclusion, we are also continually working to integrate inclusion messages into all our staff training programs.

**Progress from 2016**

Action	Update
Implemented job-specific accessibility training, creating 24 specific online learning modules based on the requirements of the AODA, identify training needs for over 900 unique job descriptions, and launch mandatory job-specific AODA training for all employees.	Complete.
Implemented in-class Public Engagement training, including ensuring engagement processes and formats are inclusive for person with disabilities.	Complete.

**Training in 2017**

- Revise volunteer training to provide duty-specific training information based on the requirements of the AODA.

**Procurement**

**Our commitment**

We are committed to integrating accessibility into procurement policies and procedures. Over the past year, the focus has been on helping staff develop capacity to incorporate accessibility design, criteria and features when they purchase or acquire goods, services and facilities.

**Progress from 2016**

Action	Update
Developed and deployed online training in accessible procurement for staff on accessible procurement.	Complete
Revised corporate guidelines for accessible procurement.	Complete
Updated standard terms and conditions and supporting resources to reflect changes to Customer Service Standard	Complete

## Information and Communication

### Our commitment

We are committed to ensuring information and communications are available and accessible to people with disabilities.

### Progress from 2016

Action	Update
Implemented corporate email style and email signature.	Complete.
Developed and deploy online accessibility training in: <ul style="list-style-type: none"> <li>• Introduction to Accessible Information and Communication</li> <li>• Accessible Formats and Communication Supports</li> <li>• Accessible Feedback</li> <li>• Accessible Web Content</li> <li>• Accessible Word</li> <li>• Accessible PDF</li> </ul>	Complete
Provided in-class training on accessible Word and accessible PDF documents	Complete.
Develop and distribute series of infographics for staff to communicate corporate guidelines for accessible information and communication.	Complete
Implemented accessible default Word style template to all internal Word users.	Complete.
Purchased PDF remediation software to assist staff with remediating PDF documents to ensure accessibility.	Complete.
Launched online public engagement platform, providing public stakeholders, including persons with disabilities, with greater access to Regional decision-making processes.	Complete.
Strengthened awareness and education of corporate accessible information and communication standards with infographics, intranet support page, and intranet promotions.	In progress. Ongoing promotional activities will continue through 2017.

## Information and Communication in 2017

- Develop and deploy online accessibility training in Accessible Online Forms, and Accessible Videos
- Implement new self-serve portal to report an issue or file a complaint, using accessible technology and providing greater access to people with disabilities.

## Employment

### Our commitment

We are committed to inclusive employment practices that ensure the processes of recruiting, hiring, communicating with, and retaining employees with disabilities fulfills the intent of Ontario's Human Rights Code.

### Progress from 2016

Action	Update
Revised accommodation procedure for external candidates during recruitment process.	Complete
Finalized Guide for Unpaid Students, Interns, and Trainees, to assist managers in ensuring appropriate training and documentation, including accessibility training.	Complete
Developed and deployed online training modules in: <ul style="list-style-type: none"><li>• Inclusive recruitment and selection: Expanding the talent pool.</li><li>• Accommodations in the Workplace: Supporting employees with disabilities.</li></ul>	Complete

## Transportation

The requirements specific to transit services and plans for 2016 have been addressed in the Grand River Transit Accessibility Plan 2016-2017, which can be found in Appendix A of this document.

### Our Commitment

We are committed to ensuring people with disabilities have access to accessible public transportation and accessible taxicabs.

## Progress in Taxi Cab Accessibility in 2016

Action	Update
Improved taxi cab rear bumper identification plate to ensure greater visibility.	Complete.
Revised the Taxi by-law, including accessibility considerations.	Complete.

## Taxi Cab Accessibility in 2017

- Create an Accessibility Fund from licencing fees specifically collected to enhance accessible services within the Region.
- Establish a working group that includes people with disabilities, to determine the use of the Accessibility Fund.

## Accessible Built Environment

To meet the requirements set out in the Design of Public Spaces Standards, the ways in which the provisions of the standard have been incorporated into Regional processes, including procedures used for preventative and emergency maintenance and service disruptions, are detailed in Appendix C of this document.

## Our commitment

We are committed to identifying, removing and preventing barriers in accessibility in all Regional facilities.

## Progress from 2016

Action	Update
Finalized, approved, and implemented Accessible Design Standards, including external stakeholder consultation.	Complete.
Finalized facility audit tool based on Region of Waterloo Accessible Design Standards.	Complete

## Accessible Built Environment in 2017

- Develop and deploy online training module on the Region of Waterloo Accessible Design Standards.
- Audit Regional facilities for accessibility, prioritizing facilities with the highest occupancy and public visitors.

## **Accountability and Reporting Compliance**

The Region of Waterloo has developed a corporate-wide Compliance Work Plan that is used to direct actions and support departments as they fully meet the AODA standards. Each department receives resources and guidance from Citizen Service on how to meet the expectations under the AODA standards. Often departments are able to exceed expectations such as implementing standards on accelerated timelines.

## **Reviewing and Monitoring the Accessibility Plan**

The Region of Waterloo Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement the Region of Waterloo's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

## **Feedback**

We welcome feedback on the 2016 Accessibility Status Report, and on the accessibility of our programs, services, and facilities. If you have any ideas or suggestions, please contact us.

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150 Frederick St, 3<sup>rd</sup> Floor  
Kitchener, ON N2G 4J3

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The 2016 Status Report is available online ([www.regionofwaterloo.ca/accessibility](http://www.regionofwaterloo.ca/accessibility)) in accessible PDF and Full-Text Word formats.

Alternate formats, including paper copies of the 2016 Status Report are available upon request at no charge from:

Citizen Service  
Region of Waterloo  
150 Frederick St, 3<sup>rd</sup> Floor  
Kitchener, ON N2G 4J3  
Phone: 519-575-4757 ext 3861  
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Website: [www.regionofwaterloo.ca/accessibility](http://www.regionofwaterloo.ca/accessibility)

**Appendix A:  
Grand River Transit Accessibility Plan 2016-2017**



Region of Waterloo



**Accessibility Plan**

**2016 - 2017**

## **Section I – Executive Summary**

The Grand River Transit (GRT) Accessibility Plan was developed with input from the Region's Grand River Accessible Advisory Committee (GRAAC) and the Specialized Transit Services Advisory Committee (STSAC), as well as consideration of input from customers via the customer contact system and the 5-Year Business Plan's public consultation meetings. This Business Plan is currently being developed for the coming five years.

Grand River Transit is committed to:

- the continuous development of accessible public transit services;
- working toward ensuring its facilities are barrier free;
- working toward providing barrier free employment and employment opportunities; and
- establishing communication services that respect the abilities of all customers, employees and the public at large.

The accessibility activities undertaken in previous years are reflective of the continued progress in advancing to the goal of full accessibility in transit services. GRT's commitment is based on making balanced, measured and sustainable progress, consistent with its business planning process and financial and operational capacity.

In addition to providing a brief update on prior year's activity, the following report includes a work plan that addresses all regulatory requirements as established under the Accessibility for Ontarians with Disabilities Act (AODA). Linking the accessibility plan initiatives to the GRT business planning process provides the mechanism to chart progress in identifying and removing existing barriers, safeguarding against any new barriers being created and finally ensuring that accessibility gains are sustainable.

The GRT Accessibility Plan is vetted through both the Grand River Accessibility Advisory Committee (GRAAC) and the Specialized Transit Services Advisory Committee (STSAC) to discuss the progress toward the goal of full accessibility. Subsequent to those sessions, this Plan is appended to the Region's annual report as posted on the Region's website.

The plan will be reviewed and updated at a minimum every five years; however, given the ongoing development of accessibility regulations under the AODA, updates may be required sooner.

Eric Gillespie,  
Director, Transit Services  
Region of Waterloo - Grand River Transit

## Section II - Grand River Transit Services Profile

Grand River Transit provides two public transit services; namely, conventional transit and specialized transit services. The respective profiles are as follows:

### Conventional Transit Service – 2016 Service Profile

Type of service	Fixed route, modified radial service
Service Area	Primarily within the Region of Waterloo's Urban Service Area boundaries limited service extends into one Township
Hours of service	Monday to Friday: 5:15 a.m. to 1:30 a.m. Saturday: 5:30 a.m. to 1:15 a.m. Sunday: 7:15 a.m. to 1:15 a.m. Statutory Holiday: 7:15 a.m. to 1:15 a.m. Promotional/seasonal extended service on various routes during the year.
Annual passenger trips 2016	In 2015, ridership was 21.6 million (of which in excess 122,900 were taken by registered MobilityPLUS specialized customers; 2016 ridership is anticipated to be about 19.8 million with approximately 128,000 registered MobilityPLUS specialized customers; ridership decreases are due to several external factors
Annual revenue service hours 2016	713,235 hours (742,895 total service hours)
Annual kilometers 2016	14,590,690 kms (15,619,038 total service kilometers)
Number of routes	61 conventional service routes in total, 56 all of which are utilizing low floor buses and 56 identified as having bike racks: 48 local bus routes, 8 express routes. 5 BusPLUS Routes: BusPLUS services are provided in low demand areas such as new neighbourhoods or low density employment areas. BusPLUS services use a small bus to pick up and drop off customers at designated

BusPLUS stops. Current BusPLUS vehicles are accessible using lifts; however low floor accessible vehicles equipped with audio-visual stop announcements are in the process of being ordered and will go into service in spring 2017.

Fleet make-up	Fleet size of 251 low floor accessible buses as of September, 2016. Three (3) of these buses are used for training however; they are used in service when needed. Fleet size by the end of 2017 projected to be 265 low floor accessible buses.
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**Specialized Transit Services – 2016 Service Profile (Urban Service Area)  
MobilityPLUS**

Type of Service	Shared Ride, Door to Door, Pre-Booked Service Registrants are able to book trips two to seven days in advance. Trips, with the exception of subscription trips, are awarded on a first come first serve basis. There is no guarantee of trip availability.
Service Area	Within the boundaries of the Cities of Kitchener, Waterloo & Cambridge
Hours of Service	Monday to Friday: 5:15 a.m. to 1:15 a.m. Saturday: 5:30 a.m. to 1:15 a.m. Sunday: 7:15 a.m. to 1:15 a.m. Statutory Holiday: 7:15 a.m. to 1:15 a.m.
Registrants	7,143
Annual eligible passenger trips	293,000
Attendant/companion trips	14,300 (included in eligible trips)
Annual service hours	118,390 - includes both primary and secondary service providers
Fleet requirements	Fleet requirements are provided by primary (dedicated vans) and secondary (contracted taxi) service providers. The primary service provider operates 32 vehicles, while the number of vehicles provided by the secondary service provider corresponds directly to demand and budget. The four secondary service providers provide 21 accessible vehicles. MobilityPLUS' fleet was to

increased by 1 to 33 dedicated vehicles in September, 2016. Late delivery will not allow this expansion until January, 2017.

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Service Administration

Service booking - handling in excess of 300,000 calls annually for trip booking, cancellations, etc.  
Service scheduling - providing daily schedules for primary and secondary service providers consisting of 28 dedicated vehicles (as of September, 2015) during peak periods per day and contracted taxi service providing approximately 300,000 trips on an annual basis.

Dispatching service – deals with “real-time” monitoring of the service through Mobile Data Terminals (MDT’s) aided by the implementation of new scheduling software in early 2014.

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Other “Family of Services”  
Features

TaxiSCRIP service is for MobilityPLUS customers who buy TaxiSCRIP coupons for 50% of the face value of taxi service, call the taxis directly and pay with TaxiSCRIP coupons, delivering 69,000 annual trips.

Complimentary fares on conventional transit for MobilityPLUS registrants generating in excess of 123,000 annual trips on conventional transit services to MobilityPLUS registrants.

Commuter Bus Service, started as a pilot project in 2008 and in 2016 will provide 17,500 trips annually to 44 customers with developmental challenges (who would otherwise not qualify for MobilityPLUS services).

Commuter Bus Service, services 6 community partners for an average of 347 rides per week (122 rides in Cambridge to the Adult Developmental Program, the LINKS program and ARC Industries and 225 in KW to the WALES program, The Studio program and The Vibe – formerly known as the Kinsmen Centre).

**Specialized Transit Services – 2016 Service Profile  
(Rural Service Area – excluding North Dumfries) Kiwanis Transit**

Type of Service	Shared Ride, Door to Door, Pre-Booked Service Registrants are able to book trips two to seven days in advance. Trips, with the exception of subscription trips, are awarded on a first come first serve basis. There is no guarantee of trip availability.
Service Area	Within the boundaries of the Townships of Woolwich, Wellesley and Wilmot and the Urban Service Area
Hours of Service	Monday to Friday: 6:00 a.m. to 6:00p.m. Saturday: 7:00 a.m. to 5:00p.m., depending on availability.
Registrants	1,922
Annual eligible passenger trips	46,910
Annual service hours	17,266 - includes both primary and secondary service providers
Fleet requirements	Fleet requirements are provided by primary (dedicated vans) and secondary (contracted taxi) service providers. The primary service provider operates 7 vehicles, while the number of vehicles provided by the secondary service provider corresponds directly to demand and budget.
Service Administration	Service booking - handling in excess of 50,000 calls annually for trip booking, cancelations, etc. Service scheduling - providing daily schedules for primary and secondary service providers consisting of 7 vehicles per day during peak periods and providing over 46,900 plus trips on an annual basis. Dispatching service – deals with “real-time” monitoring of the service.

**Specialized Transit Services – 2016 Service Profile  
(Rural Service Area – North Dumfries) MobilityPLUS**

Type of Service	Shared Ride, Door to Door, Pre-Booked Service
Service Area	Within the boundary of the Township of North Dumfries. Transit Service can be arranged to and from the Urban Service Area, dependent on

availability. Within the 2016 Budget Issue Paper going forward, there is a request for further contracted service funding for additional service to and from North Dumfries in 2016.

Registrants	77
Annual eligible passenger trips	2,779
Annual service hours	Secondary service providers only, as required
Fleet requirements	Secondary (contracted taxi) service providers.
Service Administration	Service booking - handling in excess of 2,000 calls annually for trip booking, cancellations, etc. is done by MobilityPLUS Dispatching service – deals with “real-time” monitoring of the service.

## **Section III – Prior Years Accessibility Initiatives**

### **Conventional Transit Service Plan – Accessibility Initiatives**

#### **Accessible Bus Stops**

As of October 2016, there are 2,646 stops in the system of which over 58% are considered accessible. Our 2016 infrastructure changes have not been completed and updated for 2016. This number should rise slightly.

Continuing forward, bus stops will be upgraded to accessibility standards as the Region's sidewalk network is expanded, noting that in a very few number of situations, the provision of a connector pad to the sidewalk network is not feasible due to physical limitations. In these situations, the stop will be marked as not being accessible and the nearest accessible area will be used to provide service to passengers (e.g. driveways) requiring an accessible stop.

Given the Cities of Kitchener, Waterloo & Cambridge are responsible for the construction of sidewalks, we have confirmed all stop locations that have not been made accessible given the absence of a sidewalk, and will continue to work in conjunction with the Cities to address these locations in a timely manner. Further, going forward, all stops added to the system will be made accessible as may be required assuming same are linked to the City's sidewalk system.

#### **Accessible Routes and Fleet**

Transit routes are designated as accessible when all buses used on the route are low floor accessible buses and all stops (where possible) along the route are accessible (have a connecting pad from the stop area to the City sidewalk network, providing there is a connecting sidewalk and sufficient spacing to provide a connecting pad).

Grand River Transit's conventional transit service is defined by 56 fixed routes and 3 BusPLUS Routes. All routes have been designated accessible since September 7, 2013. GRT has entered into a new contract for BusPLUS in 2016; these vehicles are equipped with a lift. The next order of vehicles will be low floor.

GRT's fleet is low-floor accessible.

#### **INIT Technology Implementation**

Over the past four years, GRT has been engaged in a process to upgrade/replace its Automatic Vehicle Location and Communication (AVLC) system, often times referenced as "INIT Technology". The technology supports improved customer service and service delivery to all current and future customers. The INIT system also provides assistance in the delivery of customer service, allowing supervisors to accurately investigate customer concerns funneled through the Marketing and Customer Service Area. Future

planned uses for this technology can enable self serve features and real time information which will improve customer service.

The features of the system, all of which are fully functioning as of 2016, are set out below:

- automatic in-vehicle visual display of next stop location,
- automatic in-vehicle audio announcement of next stop location,
- tracking of in-service buses along routes via a Global Positioning System (GPS), a feature of INIT, which supports better service management,
- automatic on-street information signs with real-time information on next buses noting, the signs are located at most IExpress stops,
- automatic passenger counters on all buses.

The implementation of the INIT Technology has resulted in compliance with several sections of the Integrated Accessibility Standards Regulation well in advance of the compliance date set out in the Regulation.

### **Bus Stop Sign Upgrade Program**

In 2011, the design and colouring of bus stop plates was reviewed in consultation with various stakeholder groups including The Grand River Accessibility Advisory Committee (GRAAC) and the Specialized Transit Services Advisory Committee (STSAC) in an effort to provide greater visibility and more comprehensive information relating to the stop. The final design needs to include:

- a high contrast colour scheme
- bus pictogram
- routes servicing the stop
- service notes as applicable
- website
- customer service information

### **Level of Conventional Service Accessibility**

In late 2012 Grand River Transit's active conventional fleet became 100% low-floor accessible. This milestone will provide the opportunity for future service integration between the conventional and specialized services. It will also result in many more specialized trips being able to be accommodated on the conventional service, which should result in a decrease in demand, most notably in the period of April through November when snow and weather is not a barrier to some customers. In 2016 MobilityPLUS customers are estimated to take in excess of 124,500 rides on the accessible conventional transit fleet.

## **Section IV – Methodology for Annual Update**

### **Summary of AODA Specific Work Plan Initiatives**

#### **Accessibility for Ontarians with Disabilities Act (AODA) – Standard Development**

Throughout the AODA standard setting process, the transit industry at large and Grand River Transit Administration have participated to various degrees. Subsequent to Standard approval, the industry has remained engaged with Ontario Public Transit Association Members.

#### **Integrated Accessibility Standards Regulation – Regulation 191-11 (IASR)**

On July 1, 2011, Regulation 191-11 came into effect, setting in place the related standard requirements dealing with Transportation, Employment, and Information & Communications under the AODA. The timelines associated with the requirements, as provided by Regulation, called for immediate compliance in some cases; as well a number of Requirements had compliance dates up until January 1, 2017.

As of October 2016, GRT is in compliance with all Accessibility Regulation requirements as prescribed within the IASR – Regulation 191-11. For the full implementation schedule, reference past GRT Accessibility Plans 2012 (DOC's 1223076), 2013 (Doc's 1454869), 2014 (Doc's 1734174) and 2015 (Doc's 1964609).

## **Section V – Process for Estimating Demand for Specialized Transportation Services January 1, 2013**

42. (1) Specialized transportation service providers shall, in their accessibility plans,
- a) identify the process for estimating the demand for specialized transportation services; and
  - b) develop steps to reduce wait times for specialized transportation services.

As of October 2016, GRT is in compliance with all Accessibility Regulation requirements as prescribed within the IASR – Regulation 191-11. For the full implementation schedule, reference past GRT Accessibility Plans 2012 (DOC's 1223076), 2013 (Doc's 1454869), 2014 (Doc's 1734174) and 2015 (Doc's 1964609).

### **Other Influencing Factors (Dialysis)**

There are many other local influencing factors that can impact the demand for specialized service. The most significant factor in The Urban and the Rural Service Area over the past number of years, which is anticipated to continue in the foreseeable future, is the demand associated with customers who are dialysis patients. These customers generally require treatment three times per week (175 trips annually each). In 2012, there were 325 registrants (4.6% of total registrants) on the specialized service requiring dialysis treatments, which resulted in the demand for 34,000 trips (almost 20% of all trips provided on MobilityPLUS pre-booked services). Demand of this nature is the direct result of funding changes made in other Provincial Ministries, and as such the Ontario Public Transit Association (OPTA) will be calling on the government to review transportation funding provided to all ministries to ensure it is being allocated where it is needed most. GRT continues to have staff input into this process at the steering team level with OPTA. The new 5-Year Business Plan has been tasked to find solutions and to make recommendations to the transportation needs of dialysis patients.

## **Section VI – Steps to Reduce Wait Times for Specialized Transportation Services**

In the 5-Year Business Plan specialized transit customers in The Urban Service Area have identified on time performance as a high priority. As such, trip schedulers place a significant emphasis on limiting customer wait times when creating the daily service schedules; attempting to ensuring there is adequate time for drivers to complete their daily schedule on time.

For the purposes of this report, wait times for specialized transportation services will be referred to as “On Time Performance”. In The Urban Service Area, this measure is tracked based on any trip with a pick-up that occurs outside of the negotiated 30 minutes window.

Given the service is a shared-ride service; there are a number of factors that can influence performance against this target, many of which are not within the control of Grand River Transit. These factors include, but are not limited to the following:

- traffic conditions, which can be significantly influenced by weather conditions, construction, delays caused by trains, accidents, etc.
- designated drop-off location issues (i.e. cars parked in designated drop off locations) which result in delays in dropping customers currently on-board the vehicle
- customers not being ready for their pick-up (i.e. dialysis patients not ready to leave, late medical appointments, etc.) which result in delays that can impact the rest of the day
- customers who do not take their scheduled trip, but don't cancel it (i.e. no-show trip) noting the policy is that drivers will wait 5 minutes past the scheduled pick-up time before leaving the pick-up location
- LRT construction has increased the travel time in the Urban Service Area. As the travel time increases the amount of service available decreases.

Given the only way to ensure trips are provided on schedule (or reduce wait times) is to leave room in the schedule to allow for unforeseen delays, trip schedulers must be careful not to leave so much time that will result in other trips being non-accommodated and an ultimately inefficient service. With the initiation of Mobile Data Terminals (MDT's) in early 2012 and the new computerized scheduling system in March, 2014, specialized services are able to measure On Time Performance going forward.

In late 2014 and into 2016 Requirement 64 – Eligibility Application Process was augmented in the area of its Appeal Process:

- If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made.
- GRT does not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services.
- GRT does require a reassessment of the eligibility of temporarily eligible registrants at reasonable intervals.
- GRT does, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats.
- GRT has established an independent appeal process to review decisions respecting eligibility.
- The decision on an appeal with respect to eligibility is made within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted temporary eligibility until a final decision is made.

As of January 1, 2014 the following policy changes for specialized transit services were implemented to assist further in saving resources to handle increased demands and to reduce wait times for specialized transit services:

**Eligibility Policy:**

Removed the reference to being unable to climb or descend stairs for future MobilityPLUS eligibility, since all conventional buses are now low floor and no longer have this barrier. Current customers would be reassessed to this new criterion when their eligibility comes up for renewal. This application renewal process occurs at five year intervals after a customer's initial registration. Current customers expected to be impacted by the new criteria are those who became eligible due to a disability where using stairs was a barrier.

**No-Show and Late Cancellation Policy:**

Introduced a new policy to enhance accountability for customers who regularly book trips and are either; not there when the bus arrives, or do not cancel early enough for the ride to be rebooked. This policy exists in most other specialized transit services to help ensure these untaken rides can be available for waitlisted customers.

### **Change in Scheduling Software:**

On March 17, 2014, GRT MobilityPLUS introduced new scheduling software after running with its second generation of computerized scheduling since 1998. The introduction of Trapeze Novus Scheduling Software increase productivity into 2016 by 3.2%, freeing up the taxi budget for an additional 6,750 rides annually as well as increasing on time performance from less than 75% to greater than 86%.

### **Increases in Service:**

In September 2015, there was an increase of 1 bus in the complement of MobilityPLUS vehicles in dedicated service. There was to be an increase for the second time in as many years as per the 2016 budget process however this will be delayed due to slow delivery time of expansion vehicle. Additional rides were added to taxis to absorb the difference from September to December 31, 2016.

There were no Transit Specific IAS Regulations to be implemented in 2016.

## **Integrated Accessibility Regulation – Requirements for Compliance January, 2017**

### **Requirement 63 – Categories of Eligibility**

1. Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,
  - a. unconditional eligibility;
  - b. temporary eligibility; and
  - c. conditional eligibility
2. For purposes of eligibility for specialized transportation services, specialized transportation service categorizes persons with disabilities as follows:
  - a. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.
  - b. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.
  - c. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility.
3. A specialized transportation service provider may deny requests for specialized transportation services to persons who are categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it.

Grand River Transit is working towards implementing changes to the categories of Eligibility to be fully compliant by January, 2017.

## **Section VII – Process for Managing, Evaluating and Taking Action on Customer Feedback**

Feedback from customers can be generated by the customer or transferred internally throughout the various Regional departments to GRT. Generally, when GRT initiates the gathering of feedback, it is related to a specific issue. The methods for managing, evaluating and taking action with respect to each method are discussed in greater detail below.

### **Receiving Feedback (Customer Generated)**

Feedback from customers serves as key inputs to Grand River Transit's service delivery and annual service plans, including those elements dealing specifically with accessibility.

Customer feedback with respect to both conventional and specialized services is directed to customer service representatives at the Service First Call Centre (SFCC), who generate reports to the specific areas of GRT Services. A SFCC Notification is generated to extend a compliment, to record a request and/or to register a complaint or comment. Contacts are received from passengers/public via the telephone, in person, mail, email as well as the GRT website and social media accounts (Facebook and Twitter)

Annual reports are reviewed to determine trends and whether new programs and services have had an impact on customer contacts.

## **Section VIII – Procedures to Address Equipment Failures**

Fleet requirements are determined based on the number of vehicles required during peak operating times, plus those that will be subject to required inspections and maintenance. This is referred to as the spare fleet ratio. This ratio can vary significantly given factors such as the age and make-up of the fleet noting that while older buses may require higher levels of maintenance to keep them running efficiently, newer buses tend to have more electronics and features that may fail.

There are a number of actions taken to mitigate in-service break downs, including the following:

- Each day, prior to a bus leaving the garage for service, the Operator completes a “circle check”, ensuring that the vehicle is functioning properly, this check includes the various accessibility features on the bus (ramp, kneeling feature, tie downs, etc.). Should any features be found to not be in working order, the Operator will attempt to have it repaired prior to going into service. If the bus cannot be repaired in time, an alternate bus is assigned to the Operator.
- Daily bus defect reports are turned into the garage by the Operator at the end of the day for follow-up by maintenance before buses are re-deployed.
- Every evening when buses are serviced (refueled, fare box emptied, etc.), employees also check that features of the bus appear to be in working order. In the event that an issue is discovered, the bus is either repaired that evening, or removed from service the following day until it can be repaired.

While the aforementioned steps mitigate in-service breakdowns, they do not eliminate them. When a bus defect disables the bus while in service, the following steps are taken:

- The Bus Operator contacts dispatch and relays the defect information.
- The Dispatcher determines the extent of the defect and identifies a change-off location.
- Dispatch contacts maintenance who arrange for a replacement bus.

It should be noted that the procedures set out above may be impacted by severe weather or other vehicle issues that may result in the inability to replace all buses experiencing difficulty in service (i.e. severe winter conditions may impact the functionality of the ramp or kneeling features of the bus).

## **Section IX – Other Grand River Transit Accessibility Policies**

### **GRT and Administrative Customer Service Policies**

#### **Stop Announcements – General**

The GRT employs INIT Technology on-board its accessible conventional fleet of buses which provides for the automatic announcement and display of next stop information on board all buses. There is a risk that the system may malfunction, with such malfunction applying to a specific bus and/or system wide. In such situations, every effort is made to mitigate the duration of any downtime associated with the malfunction.

The Administrative Policy relating to the calling of stops, in the event the automatic stop announcement feature is not functioning, is as follows:

- In the event that the automatic stop announcement system fails to operate, the Operator will manually indicate to boarding customers the automated call out system is not functioning and assistance finding a stop is needed, they should see the Operator.
- If the stop announcement feature is malfunctioning on a specific bus, Operators are to contact Dispatch and arrange for the bus to be changed-off.

As of January 2017:

- automatic external-vehicle audio announcement of conventional bus route number and destination.

#### **Stop Announcement – Route on Detour**

Bus routes are subject to detour routing from time to time. The detour may be planned (e.g. relating to scheduled major road/sewer construction) or may be as a result of an unscheduled event such as water main break. Detours may require the establishment of temporary stops (replacing regular stops).

The Administrative Policy relating to the calling of stops, when a route is on detour, is as follows:

- During periods when a route is on detour, Operator will manually indicate to boarding customers the automated call out system is not functioning and assistance finding a stop is needed, they should see the Operator.

#### **Service Disruptions – Detours**

Consistent with GRT's Customer Service Policy, a supporting Administrative Policy respecting the communication of detours has been established, which is as follows:

- If detours are known within a sufficient notice period, in addition to placing notices on affected bus stops, public communication of the detour will be provided via the GRT's website and social media alerts. Information will also be available by phone from Customer Service staff.
- For detours with little advance warning, notices are placed on affected stops and the website is updated as soon as possible and alerts announced on social media. If the detour is of sufficient duration, the detour information will be provided via the GRT's website and social media alerts. Information will also be available by phone from Customer Service staff.
- Postings on the GRT website are to include a note that the information is accurate at time of posting and is subject to change without notice.

## **Section X – Next Five-Year Business Plan for Specialized Services**

### **The Third 5-Year Business Plan:**

The third Five Year Business Plan for Specialized Services since the Region's assumption of Transit Services in 2000 was started in August 2016.

As was done in 2002 for 2004-2008 and then again in 2010 for 2011 - 2015 funding has again been allocated in the 2016 budget process for an additional Five-Year Business Plan for Specialized Service in the Region of Waterloo into the next decade.

## **Appendix B: Summary of Amendments to the AODA Integrated Accessibility Standards Regulation**

(Adapted from: Detailed Summary – Proposed Amendments to the Customer Service Standard Regulation and the Integrated Accessibility Standards Regulation Made Under the Accessibility for Ontarians with Disabilities Act, 2005 The Ministry of Economic Development, Employment & Infrastructure + Ministry of Research and Innovation)

In 2016 the Province amended the Customer Service Standard. The amendments to the Customer Service Standard are largely based on recommendations from the review of the Standard by the Provincial Accessibility Standards Advisory Council/Standards Development Committee in 2013-2014.

### **Incorporate Requirements of O. Reg. 429/07 (Customer Service Standard) into O. Reg. 191/11 (Integrated Accessibility Standards)**

The intent of this change is to house all accessibility standards under one comprehensive regulation.

### **Amend Requirements Under the Customer Service Standard**

1. References to “goods and services” changed to include facilities throughout the Standard
  - a. All references to “goods and services” have been changed to “goods, services and facilities.”
  - b. The change is intended to match the Integrated Accessibility Standards Regulation, which states that it applies to every organization that provides “goods, services or facilities to the public or other third parties and that has at least one employee in Ontario.”
  - c. The intent is to require the process by which customers access facilities (e.g., the process of renting a venue) to be accessible.
  - d. This is not intended to change which organizations are obligated to meet requirements under the Customer Service Standard, which currently applies to “providers of goods or services.”
  - e. This is not intended to require organizations to alter physical facilities.
2. Definitions and types of obligated organizations

- a. The language used for types of organizations and definitions under the Integrated Accessibility Standards Regulation has been applied to the Customer Service Standard.
3. Policies, practices and procedures
  - a. All references to “policies, practices and procedures” have been changed to “policies” throughout the Customer Service Standard.
  - b. The change aligns the language and terminology across all accessibility standards.
4. Definition of “service animal”
  - a. The definition of “service animal” in the Customer Service Standard has been changed to grant the authority to provide documentation of a need for a service animal to members of the following colleges:
    - i. College of Physicians and Surgeons of Ontario
    - ii. College of Nurses of Ontario
    - iii. College of Audiologists and Speech-Language Pathologists of Ontario
    - iv. College of Chiropractors of Ontario
    - v. College of Occupational Therapists
    - vi. College of Optometrists
    - vii. College of Physiotherapists of Ontario
    - viii. College of Psychologists of Ontario
    - ix. College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario
  - b. The authority to provide documentation is:
    - i. based upon the assessment of a person’s disability within the scope of practice of a member
    - ii. based on an established pre-existing therapeutic professional-client relationship
  - c. The term “readily identifiable” within the Customer Service Standard has been replaced with the term “readily apparent” to make it clearer to organizations that a service animal may be recognized through indicators or visual cues such as a vest or harness.
  - d. The term “letter” has been changed to “documentation” in the second criterion, and is more inclusive of the types of documents that may be provided by a health care professional (e.g., template, letter, form).
5. Requiring a support person to accompany a person with a disability

- a. Additional language has been added to the Customer Service Standard in order to clarify when an organization may require a support person to accompany a person with a disability for reasons of health and safety.
  - b. This additional language is intended to clarify that organizations may only require a person with a disability to be accompanied by a support person in very limited circumstances, when there is no other available option.
6. Waiving fares/fees for a support person
- c. Additional language has been added to clarify when an organization requires a person with a disability to be accompanied by a support person on the premises due to health and safety reasons, the organization would be required to waive any fare/fee for the support person that would normally be charged to a person.
  - d. This requirement is intended to ensure that people with disabilities do not face a financial barrier or penalty in situations when an obligated organization determines that they must be accompanied by a support person. In these situations, a person with a disability may be charged a fare or fee, but the fare or fee must be waived for the mandatory support person.
7. Training
- a. Requirements on who must be trained has been changed to match language in the Integrated Accessibility Standards Regulation.
  - b. Every obligated organization must ensure that the following people receive training about the provisions of its goods, services and facilities to persons with disabilities:
    - i. Every person who is an employee or volunteer;
    - ii. Every person who participate in developing the organization's policies; and
    - iii. Every other person who provide goods, services or facilities on behalf of the organization.
  - c. These changes enhance consistency with training requirements across all accessibility standards.
8. Title of feedback process section
- a. The title of this section has been changed from "Feedback process for providers of goods or services" to "Feedback process required".

- b. The new title of the section is intended to clarify that the requirements relate to receiving feedback on the accessibility of the provision of goods, services and facilities, rather than the accessibility of the goods, services and facilities themselves.
9. Accessibility of feedback process
  - c. Language on the channels and formats of an obligated organization's feedback process under the Customer Service Standard has been changed.
  - d. This change in how feedback is accepted matches similar requirements under the Feedback section of the Information and Communications Standard.
10. Format of documents
  - a. This section has been revised to require an obligated organization to provide communication supports as well as accessible formats for documents required under the Customer Service Standard for persons with disabilities upon request. These must be provided in a timely manner and at no additional cost.
  - b. This change aligns language and terminology in the Customer Service Standard with requirements under the Information and Communications Standard pertaining to the provision of accessible formats and communication supports.

**Revoke O. Reg. 429/07 (Customer Service Standard) and O. Reg. 430/07 (Exemption from Reporting Requirements)**

- The Customer Service Standard requirements have been incorporated into the Integrated Accessibility Standards Regulation and at the same time, the Integrated Accessibility Standards Regulation has been amended to outline reporting requirements and exemptions for obligated organizations across all accessibility standards, including the Customer Service Standard.
- Therefore, O. Reg. 430/07 (Exemption from Reporting Requirements) is revoked.
- As noted above, both the Customer Service Standard and the Integrated Accessibility Standards Regulation have been combined, revoking O. Reg. 429/07.
- The intent of combining the regulations was to ensure that there is one regulation containing all accessibility standards under the Accessibility for Ontarians with Disabilities Act, 2005, including the Customer Service Standard.

## **Changes to the Integrated Accessibility Standards Regulation (O. Reg. 191/11)**

Technical/administrative changes to the Integrated Accessibility Standards Regulation to clarify some of the requirements and make it easier for organizations to implement them.

1. Changes to Reflect the Incorporation of the Customer Service Standard
2. Minor Administrative/Housekeeping Amendments to the Integrated Accessibility Standards Regulation
  - a. Revise provisions related to accessible formats and communications supports to employees in the Integrated Accessibility Standards Regulation to remove the duplicative requirement to consult with a person with a disability.
  - b. Revise typographical errors in text by replacing “no more that” with “no more than.”
  - c. Replace “courtesy seating” with “priority seating” throughout the regulation.
  - d. Replace the term “pedestrian crossovers” and the definition with the following term and definition:
    - i. “Signal controlled pedestrian crossing” means a pedestrian crossing where pedestrian control signals are installed.

**Appendix C:  
Design of Public Spaces Standard Compliance Summary**

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Procedures for preventative and emergency maintenance</b>	<b>Procedures for dealing with temporary service disruptions</b>
Recreational Trails and Beach Access Routes <b>(Sect. 80.6-80.16)</b>	Staff responsible for Regional forests and associated trails have been trained on DOPS requirements. DOPS specifications have been integrated in related procedures.	Trails undergo regular maintenance, and emergency maintenance as required. Procedures include mowing edges, keeping brush back, hazard removal, and required repairs.	All trail service disruptions are posted on site. Fencing is installed when necessary, and all repairs are completed as soon as possible.
Outdoor Public Use Eating Areas <b>(Sect. 80.16-80.17)</b>	Integrated requirements in standard specifications documents for internal and contractor use.	Facilities Standard Operating Procedure “Maintenance Procedure”	Facilities Standard Operating Procedure “Building Notices”
Outdoor Play Spaces <b>(Sect. 80.18-80.20)</b>	Do not have public play spaces	Do not have public play spaces	Do not have public play spaces
Sidewalks or Walkways <b>(Sect. 80.21-80.23)</b>	Roadways: Integrated requirements in Region of Waterloo standard specifications and drawings. Facilities: Integrated requirements in standard specifications documents for internal and contractor use.	Roadways: Preventative and emergency maintenance procedures available through Region of Waterloo Transportation, Design and Construction, and standard Maintenance agreements with cities. Facilities: Facilities Standard Operating Procedure “Maintenance Procedure”	Roadways: Planned service disruption procedures available through Design and Construction. Unplanned service disruption procedures available through Service First Call Centre. Facilities: Facilities Standard Operating Procedure “Building Notices”

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Procedures for preventative and emergency maintenance</b>	<b>Procedures for dealing with temporary service disruptions</b>
Ramps ( <b>Sect. 80.24</b> )	Integrated requirements in standard specifications documents for internal and contractor use.	Facilities Standard Operating Procedure "Maintenance Procedure"	Facilities Standard Operating Procedure "Building Notices"
Stairs ( <b>Sect. 80.25</b> )	Integrated requirements in standard specifications documents for internal and contractor use.	Facilities Standard Operating Procedure "Maintenance Procedure"	Facilities Standard Operating Procedure "Building Notices"
Curb Ramps ( <b>Sect. 80.26</b> )	Roadways: Integrated requirements in Region of Waterloo standard specifications and drawings. Facilities: Integrated requirements in standard specifications documents for internal and contractor use.	Roadways: Preventative and emergency maintenance procedures available through Region of Waterloo Transportation, Design and Construction, and standard Maintenance agreements with cities. Facilities: Facilities Standard Operating Procedure "Maintenance Procedure"	Roadways: Planned service disruption procedures available through Design and Construction. Unplanned service disruption procedures available through Service First Call Centre. Facilities: Facilities Standard Operating Procedure "Building Notices"
Depressed Curbs ( <b>Sect. 80.27</b> )	Roadways: Integrated requirements in Region of Waterloo standard specifications and drawings. Facilities: Integrated requirements in standard specifications documents for internal and contractor use.	Roadways: Preventative and emergency maintenance procedures available through Region of Waterloo Transportation, Design and Construction, and standard Maintenance agreements with cities. Facilities: Facilities Standard Operating Procedure "Maintenance Procedure"	Roadways: Planned service disruption procedures available through Design and Construction. Unplanned service disruption procedures available through Service First Call Centre. Facilities: Facilities Standard Operating Procedure "Building Notices"

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Procedures for preventative and emergency maintenance</b>	<b>Procedures for dealing with temporary service disruptions</b>
Accessible Pedestrian Signals ( <b>Sect. 80.28</b> )	Ensured requirements are aligned with Transportation Association of Canada (TAC) guidelines for pedestrian signals, followed by the Region of Waterloo.	Preventative and emergency maintenance procedures available through Transportation and Design and Construction.	Planned service disruption procedures available through Design and Construction. Unplanned service disruption procedures available through Service First Call Centre.
Rest Areas ( <b>Sect. 80.29</b> )	Process for AAC consultation integrated in project plans as required.	Preventative and emergency maintenance procedures available through Region of Waterloo Transportation, Design and Construction, and standard Maintenance agreements with cities.	Planned service disruption procedures available through Design and Construction. Unplanned service disruption procedures available through Service First Call Centre.
Off-street Accessible Parking ( <b>Sect. 80.32-80.38</b> )	Integrated requirements in standard specifications documents for internal and contractor use.	Facilities Standard Operating Procedure "Maintenance Procedure"	Facilities Standard Operating Procedure "Building Notices"
On-Street Accessible Parking ( <b>Sect. 80.39</b> )	Consulted with AAC as required. Developed practices for identification and development of accessible on-street parking.	Preventative and emergency maintenance procedures available through Region of Waterloo Transportation, Design and Construction, and standard Maintenance agreements with cities.	Planned service disruption procedures available through Transportation and Design and Construction. Unplanned service disruption procedures available through Service First Call Centre.
Service Counters ( <b>Sect. 80.40-80.41</b> )	Integrated requirements in standard specifications documents for internal and contractor use.	Facilities Standard Operating Procedure "Maintenance Procedure"	Facilities Standard Operating Procedure "Building Notices"

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Procedures for preventative and emergency maintenance</b>	<b>Procedures for dealing with temporary service disruptions</b>
Fixed Queuing Guides <b>(Sect. 80.42)</b>	Integrated requirements in standard specifications documents for internal and contractor use.	Facilities Standard Operating Procedure "Maintenance Procedure"	Facilities Standard Operating Procedure "Building Notices"
Waiting Areas <b>(Sect. 80.43)</b>	Integrated requirements in standard specifications documents for internal and contractor use.	Facilities Standard Operating Procedure "Maintenance Procedure"	Facilities Standard Operating Procedure "Building Notices"