

5 Year Municipal Accessibility Plan

**THE
CORPORATION
OF THE
CITY OF BELLEVILLE**



**Approved by Belleville City Council
September 24, 2012**

**Prepared by the
Accessibility Advisory Committee**

Contents

INTRODUCTION.....	3
Purpose.....	3
Background.....	3
Methodology	3
Consultation	4
GUIDING PRINCIPLES.....	4
STRATEGY	4
Statement of Commitment	4
Strategic Areas, Goal Statements and Actions	5
5 YEAR ACTION PLAN.....	5
a. AODA LEGISLATED ACTIONS.....	6
a0) General Requirements	6
a1) Customer Service Standards.....	7
a2) Information and Communications Standards.....	8
a3) Employment.....	9
a4) Transportation.	11
a5) Built Environment	11
b. NON-LEGISLATED ACTIONS.....	12
Priorities for 2012-2013	12
Ongoing priorities for 2013-2017	14
APPENDICES	17
Appendix A – Successes from Previous Accessibility Plans	17
Appendix B – Municipal Buildings	22

INTRODUCTION

Purpose

This Plan is adopted in accordance with legislation set out under the Ontarians with Disabilities Act, 2001 (ODA), and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The purpose of the ODA was to improve opportunities for people with disabilities through their involvement in the identification, removal and prevention of barriers to enhance their participation in the life and activities of the City of Belleville. The more recent AODA embodies many of the principles of the ODA, while broadening the requirements for accessibility planning to include the private sector. Mandatory accessibility standards have also been established under the AODA that will greatly improve the level of consistency with which barriers are removed Province-wide. It is expected that the AODA will serve to replace the ODA once its standards are fully in force. In the meantime, it is the intention of this document to address the planning requirements under both Acts, and to serve as a resource that will connect all of the areas in which the City is pursuing improvements to accessibility for people with disabilities.

Background

The City has developed and maintained annual Accessibility Plans under the ODA since 2003. In 2009, the City implemented Accessible Customer Service policies, practices and procedures under Ontario Regulation 429/07, the first regulation enacted under the AODA. The City is also in compliance with the reporting requirements under the Regulation.

The passing of the Integrated Accessibility Standards Regulation (IASR) under the AODA on July 1, 2011 means that there is much more work to be done. The Regulation is designed with staggered compliance deadlines to maximize accessibility while giving organizations time to plan for more difficult or costly provisions. The Regulation sets out standards for accessible employment, information and communications, and transportation. Deadlines for municipal compliance range from July 1, 2011 to January 1, 2021.

Methodology

After ten (10) years of building upon the strengths of the City's earlier Accessibility Plans, this Plan represents a broadening of scope for the Accessibility Advisory Committee (AAC). The original Plan identified barriers, and the second year Plan began identifying priorities from among those barriers. Subsequent Plans, including this one, identify and evaluate projects implemented under previous Plans, as well as outline further priorities.

This Plan seeks to maintain the clarity and urgency of a single-year document while broadening the accessibility planning horizon to a five-year outlook. Council has approved funding to create a dedicated contract position that will oversee accessibility

for the municipality. This position will lead in bringing Staff together to develop and implement policies, practices, procedures and training, and will act as a liaison to support and consult with the AAC.

Consultation

The AAC will provide advice to Staff and Council on the ongoing development of policies, practices and procedures under the IASR. This Plan has been primarily developed by the AAC. Public consultation may be undertaken on various initiatives as necessary. For example, the City has been holding semi-annual open houses to dialogue with the Deaf community. Feedback from persons with disabilities is welcomed and encouraged through a variety of formats.

GUIDING PRINCIPLES

The Council of The Corporation of the City of Belleville is committed to:

- ensuring the participation of people with disabilities in the identification and review of barriers;
- maintaining an Accessibility Advisory Committee to identify barriers and obstacles to accessibility; and
- considering recommendations from the Committee with respect to accessibility of municipal buildings, facilities and services.

The mandate of the Accessibility Advisory Committee is to:

- advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which Council may seek its advice;
- review site plans that the Committee selects;
- develop and maintain the City's Accessibility Plan; and
- perform other duties as specified in regulations.

In addition, the Committee is looking at broadening its role to provide outreach, as able, that promotes awareness, education, and networking opportunities to assist the private sector and other community members in implementing the AODA. Over the years, the Committee has been exploring this through such avenues as newsletters, information brochures, open houses, and annual accessibility forum/workshops.

STRATEGY

Statement of Commitment

The Council of The Corporation of the City of Belleville is committed to the participation of people with disabilities in the review and reduction of barriers. City Council appoints an Accessibility Advisory Committee consisting of a majority of persons with disabilities to develop a Plan that advises Council on initiatives the City should pursue. Council receives and considers recommendations from the Committee on how best to comply

with applicable legislation respecting the accessibility of municipal buildings, facilities and services.

Strategic Areas, Goal Statements and Actions

The Accessibility Plan is intended to facilitate the following objectives:

- to identify barriers and make recommendations to improve access to existing municipal buildings, facilities and services;
- to ensure that new municipal structures, facilities and services are designed to be free from barriers wherever possible;
- to promote public awareness and understanding of the needs of disabled persons, including safety, mobility, access to facilities and services;
- to encourage liaison with other public institutions to share best practices and identify areas for co-operative solutions, such as consistent signage, efficient purchasing, and Staff training; and
- to comply with the ODA, the AODA and its Standards.

The Accessibility Advisory Committee is assigned to review and monitor City accessibility by:

- conducting research as may be required to enable the Accessibility Plan to be updated and revised to reflect the needs and intent of the ODA and AODA;
- meeting as necessary with Department Heads and Managers of City Departments to ensure that each is aware of the contents of the Accessibility Plan, and to encourage projects to be undertaken that implement the Plan;
- reviewing, as needed, plans for various projects to be undertaken that implement the Plan, and providing advice on improvements to such projects with regard to achieving the principles of the ODA, AODA and the Plan; and
- reporting periodically on the success of the City in meeting its obligations set out in the Accessibility Plan.

5 YEAR ACTION PLAN

Compliance with the Ontarians with Disabilities Act, 2001 continues to require the municipality to prepare this annual Accessibility Plan, and to have it approved and available to the public by September 30, 2012. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) further enables the Province to make Regulations that provide accessibility standards.

There are currently five (5) areas being addressed through accessibility standards:

- built environment;
- customer service;
- employment;

- information and communications; and
- transportation.

The Provincial Government enacted the first Regulation under the AODA dealing with Accessible Customer Service, and consequently all public sector agencies were required to be in compliance with the Regulation by January 1, 2010. Employment, Information and Communications, and Transportation standards have been introduced under a single Regulation, with compliance deadlines for various sections staggered over the next several years.

The Accessibility Directorate of Ontario recommends that municipalities examine all aspects of their operations in order to address a broad range of disability issues through their Plans. This year, the Advisory Committee has identified areas requiring further attention from the list of projects set out in the 2011/2012 Plan, as well as new areas that need to be addressed. In addition, the new Integrated Accessibility Regulation 191/11 requires that this Plan shift to multi-year planning by 2013.

Appendix A highlights successes from previous Plans. A listing of municipal facilities is included as **Appendix B**.

a. AODA LEGISLATED ACTIONS

a0) General Requirements

Implementation deadline - January 1, 2013

Accessibility Policies – Section 3 of the Integrated Accessibility Standards Regulation (s.3)

The City shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the IASR, including a statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.

One or more written documents shall be prepared describing such policies, and documents shall be made publicly available, and be provided in an accessible format upon request.

Accessibility Plans s.4

The City shall establish, implement, maintain and document this multi-year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; post the Accessibility Plan on their website, and provide the Plan in an accessible format upon request; and review and update the Accessibility Plan at least every five (5) years. The Accessibility Advisory Committee would like to see the Plan reviewed annually to identify and correct any deficiencies.

The City shall establish, review and update this Accessibility Plan in consultation with persons with disabilities, and shall consult with the Accessibility Advisory Committee.

The City shall, prepare an annual status report to Council on the progress of measures taken to implement the accessibility strategy; and post the status report on their website, and provide the report in an accessible format upon request.

Procurement or acquiring goods, services or facilities s.5

The City shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If the City determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, it shall provide to the public, upon request, an explanation.

Kiosks s.6

If the City begins providing any public services through one (1) or more interactive electronic self-serve kiosks, it shall consider and incorporate accessibility features when designing, procuring or acquiring such kiosks.

Implementation deadline - January 1, 2014

Training s.7

The City shall ensure that training is provided on the requirements of the IASR and on the *Human Rights Code* as it pertains to persons with disabilities to, all employees, and volunteers; all persons who participate in developing the City's policies; and all other persons who provide goods, services or facilities on behalf of the City. The training shall be appropriate to the duties of the employees, volunteers and other persons.

Every person shall be trained as soon as practicable, and training shall be provided in respect of any changes to the policies described in section 3 on an ongoing basis. The City shall keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided. The Accessibility Advisory Committee would like to see Staff and volunteer training reviewed on an annual basis to ensure its implementation is meeting objectives.

a1) Customer Service Standards

The City approved policies, practices, and procedures under Ontario Regulation 429/07 to govern the provision of goods and services to people with disabilities on November 9, 2009. The City's policies:

- provide for dignity and independence;
- promote integration, unless alternate measures are necessary;
- provide equal opportunity to obtain, use, or benefit from goods and services; and
- address the use of assistive devices.

Policies, Practices and Procedures under Ontario Regulation 429/07, Accessibility Standards for Customer Service available on the web at www.city.belleville.on.ca. These documents are also available from the City in alternate formats upon request. To obtain a copy of the documents in another format, please contact the City's Accessibility Coordinator by telephone at 613-968-6481, via TTY at 613-967-3768, or by e-mail at eds.ds.ppspecprojects@city.belleville.on.ca.

a2) Information and Communications Standards

Implementation deadline - January 1, 2012

Emergency and public safety information s.13

Emergency procedures, plans or public safety information that is made available to the public will be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Implementation deadline - January 1, 2013

Public libraries s.19

The City's Library Board shall provide access to or arrange for the provision of access to accessible materials where they exist. It shall make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports, upon request. The Board may provide accessible formats for archival materials, special collections, rare books and donations.

Implementation deadline - January 1, 2014

Accessible feedback process s.11

The City shall maintain its accessible feedback process as developed under O. Reg. 429/07 – Accessibility Standards for Customer Service. Further, the City shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The City shall notify the public about the availability of accessible formats and communication supports.

Web content s.14

The City shall ensure that all new internet websites and web content on those sites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

Implementation deadline - January 1, 2015

Accessible formats and communication supports s.12

The City shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes

into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. Further, the City shall consult with the person making the request in determining the suitability of an accessible format or communication support. The City shall notify the public about the availability of accessible formats and communication supports.

This Plan will be available to the public through the City of Belleville website www.city.belleville.on.ca. A hard copy for viewing will be held in the Clerk's Office in 12-point font and large print. If the public wishes a copy of the 2012-2017 Accessibility Plan they will be available upon request.

The Plan is also available in alternate formats upon request. To obtain a copy of the Plan in another format, please contact the City's Accessibility Coordinator by telephone at 613-967-3319, via TTY at 613-967-3768, or by e-mail at eds.ds.ppspecprojects@city.belleville.on.ca.

a3) Employment:

Implementation deadline - January 1, 2012

Workplace emergency information s.27

Provide individualized emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.

Implementation deadline - January 1, 2014

Recruitment s.22-24

The City shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. During a recruitment process, the City shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used, and shall consult with the applicant and provide or arrange for the provision of a suitable accommodation upon request. The City shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

Employee accommodation s.25, 26, 28

The City shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations, as soon as practicable after they begin their employment. Updated information shall be provided to employees whenever there is a change to existing policies.

Where an employee with a disability so requests it, the City shall consult with the employee to provide or arrange for the provision of accessible formats and

communication supports for information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace.

The City shall consult with the employee in determining the suitability of an accessible format or communication support. The City shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

Individual accommodation plans shall, if requested, include any information regarding accessible formats and communications supports provided; if required, include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

Employees returning to work s.29

In addition to the return to work process created under any other statute, the City shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and shall document the process.

The return to work process shall outline the steps the City will take to facilitate the return to work of employees who were absent because their disability required them to be away from work, and use documented individual accommodation plans, as described under Employee accommodation, as part of the process.

Performance management, career development and redeployment s.30-32

Human Resources will ensure that:

- activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success, will be handled in accordance with the regulations set out under the AODA;
- career development and advancement to employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans; and
- redeployment (the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department is eliminated) shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

a4) Transportation:

Implementation deadline - January 1, 2012

Transit accessibility equipment and features s.34

Make available to the public current information on accessibility equipment and features of vehicles, routes and services.

Transit emergency preparedness s.37

Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities, and make those policies available to the public.

Transit stop – temporarily inaccessible s.47

Ensure that operators promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists – some sort of confirmation that this will be tracked.

Transit courtesy seating s.49

Providing clearly marked courtesy seating on transportation vehicles, and developing a communications strategy designed to inform the public about the purpose of courtesy seating.

Taxi fare parity

Ensure that taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and from charging a fee for the storage of mobility aids or mobility assistive devices.

Taxi registration information ss.58(3)

Ensure that owners and operators place vehicle registration and identification information on the rear bumper of the taxicab (in a consistently shaped, coloured and positioned type of signage whose text is high colour-contrasted with its background.

Taxi registration formats s.80

Ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

a5) Built Environment

The Accessibility Standards for the Built Environment Regulation has not yet been adopted. As a result there are currently no specific legislated requirements under this section. This section may be amended at a later date to incorporate new requirements.

b. NON-LEGISLATED ACTIONS

This section is designed to assist Departments in better planning for accessibility. It outlines priorities that the Committee has identified in order to remove barriers to accessibility.

The Committee has identified several priority areas that were suggested in previous Accessibility Plans. Individual Departments are currently addressing many of these areas. The following table outlines important barriers, their justification as priorities, City Departments to which they relate, and any Committee recommendations for 2012 and 2013 to address them.

Priorities for 2012-2013

b1) Customer Service

Priority	Justification	Recommendations	Status
Customer Service	Barrier free design should be consistent across the City	monitor feedback to identify any gaps in policies, practices and procedures	-ongoing, to date none have been identified through feedback

b2) Information and Communications

Priority	Justification	Recommendations	Status
Information and Communications	Keeping the community informed about City accessibility initiatives is key to their successful implementation	share information with neighbouring accessibility advisory committees for collaboration opportunities provide interpretation or captioning at Council Meetings	-ongoing -interpretation budget approved -accessible meeting procedures established

b3) Employment

Nothing specific to Employment was identified under non-legislated actions.

b4) Transportation

Priority	Justification	Recommendations	Status
Transportation	Essential to performing other activities & ensuring quality of life	clear snow from transit stops and accessible parking spaces evaluate samples for Braille signs at bus stops	-winter priority, ongoing -ongoing, in consultation with Transit Advisory Committee and

		enhance Mobility Bus service	stakeholders -working on a further review of Transit & Mobility Bus to identify opportunities
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b5) Built Environment

Priority	Justification	Recommendations	Status
Built Environment	<p>Visual alarms are important so that people who are deaf or hard of hearing know when there is an emergency</p> <p>Crossing streets can be dangerous, especially for the elderly and people with disabilities</p> <p>People with low vision or limited mobility may experience difficulties traveling independently</p> <p>To enable people with all types of disabilities to access services and recreational facilities, and seek employment with any Department</p>	<p>include visual and auditory alarms throughout new or renovated facilities</p> <p>create additional legal pedestrian-priority crosswalks within the City</p> <p>establish a policy to install a set of audible signals per year until such time as the need has been addressed</p> <p>maintain installed audible pedestrian signals in proper working condition</p> <p>continue creating properly sloped curbs where deficiencies exist</p> <p>seek and implement recommendations as able to modify and retrofit existing facilities such as washrooms for</p>	<p>-included in operating budget</p> <p>-included in operating budget</p> <p>-adjusting pedestrian button locations as necessary to improve accessibility</p> <p>-new concrete work is done to an accessible standard</p>

		<p>accessibility</p> <p>create a revised municipal facilities audit process to identify and prioritize Committee recommendations</p> <p>ensure maximum accessibility to new city facilities</p>	<p>-accessibility concerns are being identified in conjunction with facilities' review – the main focus is on safety at this point</p> <p>-visual fire alarm installation throughout City Hall in conjunction with fire-system panel upgrade</p> <p>-installing ramp to front entrance at Gerry Masterson Thurlow Community Centre</p>
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Ongoing priorities for 2013-2017

c1) Customer Service

Customer Service

- provide for dignity and independence
- promote integration, unless alternate measures are necessary
- provide equal opportunity to obtain, use, or benefit from goods and services
- permit the use of assistive devices, service animals, and support persons
- provide education and disability sensitivity training for employees on a regular basis
- review the state of training on an annual basis to identify any gaps that should be addressed
- promote the customer feedback process to address complaints
- provide documents and information in a format that meets a person's needs while taking into account their ability to access the information, as agreed upon with the person

c5) Built Environment

Safety

- audible and visual alarms and signals

- consistent, stable surfacing on pathways and sidewalks
- accounting for needs of people with disabilities in emergency plans

Wayfinding

- consistent directional signage within City buildings and facilities, incorporating raised contrasting letters and Braille for people with limited vision
- signage mounted at an appropriate and consistent height
- raised lettering and Braille fastened alongside elevator buttons
- audible pedestrian signals installed at newly signalized intersections wherever pedestrian traffic is expected
- audible pedestrian signals provide consistent north-south and east-west signals

Parking

- designated parking spaces have a barrier-free path of travel to the entrance of the facility they serve, being mindful of such things as stable surface treatment, grading, curb cuts, ramps, railings, street furniture and landscaping
- parking meters, sign posts, trees, and other obstacles do not interfere with the use of accessible parking spaces

Sidewalks

- curb cuts are designed to be accessible to people using mobility devices
- curb cuts are aligned across streets so that pedestrians using mobility devices can cross safely to the opposite sidewalk
- curb cuts are designed with cane-detectable markings to orient people who are blind or have low vision
- inaccessible curb cuts in pedestrian traffic areas are replaced

Entrances to facilities

- door handles are of a type that may be easily used by people with limited dexterity
- non power-operated doors are adjusted so that the force required to open them is not excessive for people with limited strength or using mobility devices
- door thresholds are low and sloped so as not to present a barrier to people using mobility devices
- accessible entrances to significantly used buildings are fitted with power door openers

- The Committee recommends improvements to the front entrance at City Hall in order to provide a larger lift or a ramp for access to the first floor.
- The Committee recommends improvements to make the rear employee entrance of City Hall accessible.

Changes in level

- ramps, lifts, or elevators are installed when changes in level restrict access to otherwise accessible facilities for people who use mobility devices
- ramps are safe for use by people with disabilities, being mindful of such things as stable surface treatment, slope, width, length, railing design, and winter maintenance
- new elevators are equipped with visual and audible floor indicators
- elevator buttons are identified with raised lettering and Braille
- new elevators are of sufficient size to accommodate people who use mobility devices

Other priorities

- new street and park furniture is designed to be accessible for people with disabilities
- public washrooms are renovated to address accessibility concerns
- new facilities are designed to maximize accessibility and the use of universal design
- Audible pedestrian signals are a priority to assist people who are blind or visually impaired, and to provide them with greater independence. The following list has been prioritized by CNIB stakeholders to provide the City with additional intersections where audible signals would be beneficial for various reasons.
 - Bridge and Sidney
 - Dundas and Herchimer
 - Station and Pinnacle

APPENDICES

Appendix A – Successes from Previous Accessibility Plans

The following list summarizes the projects undertaken to improve accessibility through previous Plans. The first section identifies projects completed last year. Older projects have been categorized by Department.

	Activity
Accessibility Improvements completed in 2011-2012	<ul style="list-style-type: none"> • Hosted an accessibility forum in May 2012 to commemorate 'National Access Awareness Week' • purchased one (1) new low-floor accessible transit bus to make the entire regular fleet accessible • maintained priority of snow clearing at bus stops by transit employees • completed significant addition to Quinte Sports and Wellness Centre, incorporating many accessible features • widened washroom entrances on 3rd floor at City Hall and installed power-operated doors
From Earlier Plans - Department	Activity
CAO's Office	<ul style="list-style-type: none"> • designed new Belleville Public Library to maximize accessibility, including both visual and auditory alarms and signals

Corporate Services	<ul style="list-style-type: none"> • selects barrier free polling stations for municipal elections • encourages strict enforcement of Disabled Parking abuse and increased fines to \$300 • installed TTY line to City Hall – 613-967-3768 • lowered reception counters to provide access to people with limited mobility • installed visual fire alarm signal on first floor • increased the number of designated accessible parking spaces in the downtown, most recently adding spaces on Front Street and in the Market Square • appointed a member of the Accessibility Advisory Committee as a voting member of the Transit Advisory Committee • acquired and installed four FM assistive listening headsets with adjustable volume controls in the Council Chamber to assist people who are hard of hearing • waived parking fees at designated accessible parking spaces since not all parking meters are accessible • implemented an online mechanism to receive feedback about the City’s services from people with disabilities • redesigned the City website to maximize accessibility for people with disabilities • modified the podium microphone in the Council Chamber to allow it to be used from a standing or seated position
Engineering & Development Services	<ul style="list-style-type: none"> • coordinated Sensitivity Training for City Council and Senior Management • adopted a new Site Plan Policy Manual which provides guidelines for accessible parking spaces in future developments • replaced the main entrance to City Hall with power operated doors • installed new modular workstations to provide for improved accommodation • hosted annual accessibility forums in June since 2010 to commemorate ‘National Access Awareness Week’ • designed implementation policies, practices and procedures under the Customer Service Regulation O.Reg. 429/07 • hosted semi-annual open forums with the Deaf community, City Council and Staff to discuss issues and share information

<p>Environmental & Operational Services</p>	<ul style="list-style-type: none"> • improved Mobility Bus service hours, including maintaining full hours through summer months • provided marketing in conjunction with new fixed route system changes • prioritized snow clearing at bus stops by transit employees • purchased and phased in 13 new low-floor conventional transit buses • labelled accessible regular routes on transit map schedules as new buses were purchased • placed accessible decals on low floor transit buses for easier identification • completed a Transit Operations Review (including a review of Mobility Bus service) • began announcing bus stops to benefit riders with visual impairments prior to implementing the automated system • installed automated visual and auditory transit stop announcement system on transit buses • introduced accessible Sunday transit service • added a new Mobility Bus to the fleet • replaced curb ramps at Front Street by City Hall, on Palmer Road, and at various other locations throughout the City • established audible pedestrian signal location priority list in consultation with community stakeholders • installed audible pedestrian signals at the following intersections: <ul style="list-style-type: none"> • Dundas and First Streets • North Front and College Streets • Station Street and Cannifton Road • crossing Pinnacle Street by the Library • Bell Boulevard and North Front Street • Victoria Avenue and Pinnacle Street • crossing Bell Boulevard west of the River • College Street and Heartwood Drive • College and Lemoine Streets • College Street and Cannifton Road • Bell Boulevard and Cannifton Road
<p>Finance</p>	<ul style="list-style-type: none"> • replaced several desks with new modular workstations
<p>Fire Department</p>	<ul style="list-style-type: none"> • lowered doorbell buttons to an accessible height at City Fire Halls

Human Resources	<ul style="list-style-type: none"> • implemented a formal "Return to Work" Policy to meet temporary accommodation needs • coordinated communication skills workshops with the Canadian Hearing Society to guide City Staff in serving people who are deaf or hard-of-hearing • established a dedicated TTY line for Human Resources – 613-966-2680
Recreation, Culture & Community Services	<ul style="list-style-type: none"> • asphalted and lit the Trail system through East and West Zwick's Park making the area accessible year-round • installed "The Lady Nicole", an accessible play structure in West Riverside Park, in partnership with the Rick Meagher Committee and the Rotary Club of Belleville • constructed new Parrott Riverfront Trail entrance at the corner of Dundas and Front Streets • upgraded and added an additional accessible trail in Lions Park between the Quinte Construction Association building and the Lott Dam • added lit asphalt trail system to park in Jackson Woods subdivision connecting Maple Drive to Finch Drive • constructed the Tom Gavey Pavilion in West Zwick's Park to provide accessible shade and shelter • removed barriers in washrooms at the Yardmen Arena • added a glass enclosure on the second floor of the Wally Dever Arena to provide an accessible and heated viewing area for events • installed a lift at the Pinnacle Playhouse to allow access to the auditorium and lower level <p>First Quinte Sports Centre Addition:</p> <ul style="list-style-type: none"> • installed a new elevator with proper hardware for easy use by people with disabilities, which is also capable of accommodating a gurney if needed • added five (5) new barrier free washrooms within the administration office • created three (3) accessible meeting rooms • constructed a new entrance from Cannifton Road to the front of the building, a barrier free parking lot and a heated sidewalk leading from designated parking spaces to the building to improve access to the customer service area • installed three (3) new power door openers to improve accessibility from the new elevator to the arena viewing areas • installed a heated sidewalk that uses excess heat from refrigeration equipment to keep the area clear of snow and ice

Recreation, Culture & Community Services (continued)	<ul style="list-style-type: none"> • established a dedicated TTY for Recreation, Culture & Community Services – 613-771-9781 • provided Staff training on the use of TTY • consulted with the Accessibility Advisory Committee regarding Multiplex, Zwick’s Pavilion, Glanmore National Historic Site, and M.A. Sills Park projects • installed an accessible entrance lift at Glanmore National Historic Site to allow barrier-free access to the main level • created a virtual tour of Glanmore National Historic Site to provide barrier-free viewing of all areas • constructed an accessible parking lot, accessible field house, and hard-surfaced pathways at the M.A. Sills Park and track 2011-2012 Quinte Sports Centre addition: <ul style="list-style-type: none"> • installed integrated visual and auditory alarm system for improved safety • constructed all pools with zero-threshold entry • installed consistent wayfinding signage throughout the facility, including raised lettering and Braille • designed the facility to maximize accessibility for all users
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Appendix B – Municipal Buildings

Name	Address	Department
Belleville Fire Station No. 1	72 Moira St. West	Fire & Emergency
Belleville Fire Station No. 2	316 Dundas St. East	Fire & Emergency
Belleville Fire Station No. 3	658 Point Anne Rd.	Fire & Emergency
Belleville Fire Station No. 4	516 Harmony Rd.	Fire & Emergency
Former Belleville Day Nursery	281 John St.	Corporate Services
Historical Society/City Archives	154 Cannifton Rd. N.	Corporate Services
Opportunity Shop/Hospital Aux.	29 Market St.	Corporate Services
Irish Hall	315 Church St.	Corporate Services
Wharf St. Debating Club	36 Front St. S.	Corporate Services
City Professional Bldg (Storam)	179-185 Pinnacle St.	Corporate Services
Sidney Smith Signs Building	Foster and St. Paul St.	Corporate Services
Log Cabin/Chamber of Commerce	5 Moira St. E.	Engineering & Development Services
City Hall	169 Front St.	Engineering & Development Services
Belleville Public Library	254 Pinnacle St.	Belleville Public Library
Public Utilities/Veridian	195 College St. W.	Veridian
Police Services Facility	93 Dundas St. E.	Belleville Police Services
Transit Building Garage	400 Coleman St.	Env. & Opr. Services
Transit Bus Terminal	165 Pinnacle St.	Env. & Opr. Services
Water Treatment Plant	2 Sidney St.	Env. & Opr. Services
Water Pollution Control Plant	131 St. Paul St.	Env. & Opr. Services
Public Works Yards	75 Wallbridge Cres.	Env. & Opr. Services

Park Services Building	259 North Park St.	Env. & Opr. Services
Public Works Yards	29 Ritz Rd.	Env. & Opr. Services
Glanmore National Historic Site	257 Bridge St. E.	Rec., C & C Services
Parkdale Pool	599 Sidney St.	Rec., C & C Services
Kinsmen Club/Outdoor Pool	151 Dundas St. E.	Rec., C & C Services
Dick Ellis Rink	14 Harder Dr.	Rec., C & C Services
Quinte Sports Centre	265 Cannifton Rd.	Rec., C & C Services
Memorial Arena	15 Market St.	Rec., C & C Services
Parkdale Community Centre	119 Birch St.	Rec., C & C Services
Hillcrest Community Centre	69 Centre St.	Rec., C & C Services
Foster Ward Community Centre	75 St. Paul St.	Rec., C & C Services
Gilead Community Centre	420 Bronk Rd.	Rec., C & C Services
Gerry Masterson Thurlow Community Centre	516 Harmony Rd.	Rec., C & C Services
Bethany Community Centre	717 Casey Rd.	Rec., C & C Services
Rotary Park Canteen	Bridge St. W.	Corporate Services
South George St. Canteen	End of S. George St.	Corporate Services
Thurlow Canteen and Washrooms	Harmony Rd.	Corporate Services
Thurlow Storage and Washrooms	Harmony Rd.	Corporate Services
Victoria Harbour Canteen	Victoria Park Island	Corporate Services
Riverside Park Play Ship and Canteen	West Riverside Park	Corporate Services/Env. & Opr. Services
Lions Pavilion at Zwick's Park, Canteen, Gavey Pavilion, Wading Pool, Picnic Site	80 Bay Bridge Rd.	Corporate Services/Env. & Opr. Services

Quinte Exhibition and Grandstand	Bridge St. W.	Corporate Services
Meyers Pier	1 Front St. S.	Rec., C & C Services
Queen Mary School / Community Resource Centre Quinte	41 Octavia St.	Rec., C & C Services
Elderly Persons Centre – Beside Legion	116 Pinnacle St.	Rec., C & C Services
Park Services Building	259 North Park St.	Env. & Opr. Services
D.L. Storey, Pinnacle Playhouse	256 Pinnacle St.	Rec., C & C Services
Alemite Park Storage/Canteen Building	Pine St. and Dufferin Ave.	Corporate Services
Small building at Sidney and West Moira	Elgin St.	Env. & Opr. Services
Building at Corby Park	William St.	Env. & Opr. Services
Quinte Exhibition Building #3	Sidney St.	Env. & Opr. Services
Tennis Courts	221 Dufferin & Queen St.	Corporate Services
Radon Bldg/Quinte Rowing Club	St. Paul St.	Corporate Services
Bay of Quinte Yacht Club	Victoria Park Island	Corporate Services
Quinte Curling Club	246 Bridge St. W.	Corporate Services

(Notes: Env. & Opr. Services is an abbreviation for Environmental and Operational Services; Rec., C & C Services is an abbreviation for Recreation, Culture and Community Services.)