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City of Brampton  
Municipal Accessibility Plan  
2019 - 2025



**Accessibility for Life**



# City of Brampton Municipal Accessibility Plan 2019 - 2025



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# City of Brampton Municipal Accessibility Plan Update

## I Statement of Commitment

The City's mission is to be a vibrant, safe and attractive city of opportunity where efficient services make it possible for families, individuals and the business community to grow, prosper and enjoy a high quality of life.

The City values diversity and inclusiveness and the unique contribution that each resident makes to the local community.

The City recognizes that preventing new barriers, reducing and removing existing barriers and enhancing access to our goods, services and facilities is essential to providing increased opportunities that foster independence, inclusion and dignity for people of all ages and abilities.

### Policy Statements

#### *Inclusive Customer Service*

The City of Brampton is committed to providing the guiding principles for inclusive customer service, so that all persons, including persons with disabilities and limited English speakers, have equal opportunity to obtain, use or benefit from municipal goods and services. The policy supports the provision of goods and services aligned with the principles of dignity, independence, integration and equality of opportunity.

#### *Transportation*

The City of Brampton is committed to continuously providing a better transit experience for our customers. We strive to provide reliable, efficient and accessible service, making Brampton Transit the transportation mode of choice for people of all ages and abilities within the city.

#### *Employment*

The City of Brampton is committed to being an equal opportunity employer and is committed to inclusive, barrier-free recruitment and selection processes and work environments.

*Information and Communications*

The City of Brampton’s Information and Communication Services is committed to understanding the communication needs of our clients and continuously pursues innovative ways to meet their needs and work to ensure our services are accessible and everyone served feels valued.

**II The Municipal Accessibility Plan**

The City of Brampton’s 2019 - 2025 Multi-Year Municipal Accessibility Plan (MAP) outlines how the City will continue to remove barriers and improve accessibility for persons with disabilities. It builds upon the accomplishments of the previous accessibility plans and continues to implement Provincial requirements to create an accessible Ontario by 2025.

The City of Brampton has taken, and continues to take, a very progressive approach to addressing barriers to accessibility. Not only has this commitment improved the quality of life for residents of Brampton, it has provided a sound base upon which the City will continue to build an inclusive community that meets the needs of people of all ages and abilities. The MAP is also an integral part of the City’s ongoing commitment to accessibility and inclusiveness.

**Accomplishments:**

**General**

- 1. *Workplace Emergency Response Information*
  - Staff template for workplace emergency response information was completed
- 2. *Procuring/acquiring goods, services or facilities*
  - Enhancement and expansion of accessibility information related to the procurement and acquisition of goods, services and facilities was implemented
- 3. *Self-service Kiosks*
  - Use of the City of Brampton Accessibility Technical Standards was and continues to be included in the design and procurement of self-service kiosks

#### 4. *Training*

- Staff training module(s) on the requirements of the Integrated Accessibility Standard Regulation, including standards for Accessible Customer Service, Transportation, Information and Communication, Employment, the Human Rights Code and the Design of Public Spaces have been completed
- A new learning management system and tracking mechanism for completed training is in place

#### 5. *Other*

- Ongoing application of the supporting design standards to address accessibility and inclusion for City play spaces in community and neighbourhood parks
- Development and construction of a inclusive park/playground – Creditview Activity Hub
- Updated COB Accessibility Technical Standards, including incorporating the Design of Public Spaces technical standards/requirements
- Establishment of Awards Sub-committee and successful implementation of Accessibility Award program
- Implementation of Design of Public Spaces technical standards for private property through the site plan process
- Accessibility Compliance Report filed December 31, 2017

### **Information & Communications**

#### 1. *Web Content*

- A process in place to ensure all current web content posted as of January 1, 2012 is WCAG 2.0 Level AA compliant

### **Transit & Transportation**

#### 1. *Bus Shelters and Stops*

- Increase in the number of accessible bus stops – currently 75% are accessible
- Continued application of the City of Brampton Accessibility Technical Standards in the design and construction of bus stops and shelters

## 2. *Fares*

- A policy and practice is in place to allow support persons to travel for free when accompanying a person with a disability
- Implementation of reduced cash fares and transit passes for Brampton seniors
- Affordable Transit Program, a partnership with the Region of Peel the City of Brampton to offer a 50% discount on the regular cost of a monthly PRESTO pass for an adult and low-income individuals

## **Next Steps and Initiatives**

- Preparation and submission of 2019 Accessibility Compliance Report
- Development and implementation of accessibility review and input process for new City parks
- Development of a “user-friendly” Accessibility Technical Standard summary manual for applications pertaining to parks playground equipment and components
- Collaboration on the development and implementation with Microsoft Canada and the Soundscape application that will help to add more insight and information to help people of all abilities gain confidence and get more from their experiences in Brampton
- Transit launch and implementation of Magnusmode application to provide an inclusive environment for people with disabilities to perform everyday tasks
- Development and implementation of accessibility awareness training event for City staff
- Continuation of annual Accessibility Awards program

- Work towards WCAG 2.0 Level AA compliance by 2021
- Continue to implement the COB Accessibility Standards and ensure compliance with all Provincial technical standards

### **III Monitoring and Communication**

The Accessibility Advisory Committee and staff provide ongoing monitoring of the Municipal Accessibility Plan initiatives and will provide an annual status update.

Communication of the 2019 – 2025 MAP and updates will include:

- Circulation of the Accessibility Advisory Committee minutes regarding the Municipal Accessibility Plan to Committee of Council and Council for approval
- Publication of the MAP on the Accessibility For Life web pages on the City of Brampton website
- Hard copies available through City Clerk's office and available in alternate format copies (e.g. Braille, Large Print) upon request