

Accessibility Plan for Voyago

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Customer Service Standard	Deadline
Establishment of accessible customer service policy	Completed
Customer Service Training provided to employees	Completed
Established procedures on the notification process for service interruptions	Completed
Establishment of customer feedback system	Completed
General	Deadline
Establishment of document describing accessibility policies to be made public, and in accessible formats upon request.	Completed
<p>Accessibility Plans</p> <ul style="list-style-type: none"> • Establish, implement, maintain and document a multi-year accessibility plan that outlines the Company's strategy to prevent and remove barriers and met requirements of the regulations • Accessibility Plan must be posted on the Company website and be provided in accessible formats upon request • The Plan must be reviewed regularly, and at least every five (5) years 	Completed
<p>Procuring or Acquiring of goods, services, facilities:</p> <ul style="list-style-type: none"> • Consider the accessibility needs for persons with disabilities when designing, procuring or acquiring self-service kiosks (an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products) 	Completed
<p>Training</p> <ul style="list-style-type: none"> • All employees and volunteers; persons who participate in developing the organization's policies; and other persons who provide goods, services or facilities on behalf of the organization • Training on integrated standards as well as the Ontario Human Rights Code, appropriate to the duties of the individual. • Training must be provided at any time there are changes to the Company's Accessibility 	Completed

<p>policies, programs or procedures</p> <ul style="list-style-type: none"> • A record of training must be kept (suggest in employee personnel file) 	
Information and Communication Standards	Deadline
Feedback Process – providing or arranging for the provision of accessible formats and communications supports upon request.	Completed
Accessible Formats and Communication Supports to be made available to the public (provide notification of availability) in a timely manner that takes into account the person’s accessibility needs and at a cost that is no more than the regular cost charged to other persons.	Completed
Accessible websites and web content - New internet sites and web content must conform with WCAG 2.0 Level A (applies to web content published on a website after January 1, 2012)	Completed
All websites and web content – must conform with WCAG 2.0 Level AA (applies to web content published on a website after January 1, 2012)	Completed
Employment Standards	Deadline
(apply in respect of employees only and not in respect of volunteers and other non-paid individuals)	
<p>Recruitment:</p> <ul style="list-style-type: none"> • Notification (to employees and the public) about the availability of accommodation for applicants with disabilities in the recruitment process • Notify job applicants individually selected to participate in the selection process that accommodations are available upon request • Provide or arrange suitable accommodation that takes into account the applicant's accessibility needs due to disability • Notify successful applicants of Company policies for accommodating employees with disabilities 	Completed
<p>Employee Notifications:</p> <ul style="list-style-type: none"> • Inform employees of supports, including policies on the provision of job accommodations that take into account an employee’s accessibility needs • Provide updated information to employees whenever there is a change to the accessibility 	Completed

policies	
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> • Information to perform their job • Information that is generally available to employees in the workplace • Consult with the employee to determine the suitability of an accessible format or communication support 	Completed
<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have a disability • If the employee requires assistance in the event of an emergency, and provides consent, designate a person to provide such assistance. • Review the emergency response plan when the employee moves to a different location, when the employee's overall accommodation plan is reviewed or the company's general emergency response policies are reviewed. 	Completed
<p>Documented Individual Accommodation Plans - Written process for the development of documented individual accommodation plans, including:</p> <ul style="list-style-type: none"> • Employee involvement in the process • The means by which employee is assessed • The manner in which the employer can request a 3rd party evaluation, at the employer's expense to determine if and how accommodation can be achieved • Steps to protect the privacy of the employee's personal information • Frequency for review of the plan • The manner in which reasons will be provided in the case an individual accommodation plan is denied • Providing the plan in accessible formats appropriate based on the individual's needs 	Completed
<p>Return to Work Process - Develop, implement and document a return to work process including:</p> <ul style="list-style-type: none"> • The steps that will be taken to facilitate the employee's return to work • The use of documented individual accommodation plans. 	Completed

<p>Performance Management</p> <ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when using the performance management process 	Completed
<p>Career Development and Advancement</p> <p>Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement</p>	Completed
<p>Redeployment</p> <p>Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when redeploying individuals with disabilities</p>	Completed
<i>Transportation Standards*</i>	Deadline
<p>Definitions for this section:</p> <ul style="list-style-type: none"> “bus” means a motor vehicle designed for carrying 10 or more passengers and used for the transportation of persons; (“autobus”) “conventional transportation service provider” means a designated public sector transportation organization described in paragraph 5 of Schedule 1 that provides conventional transportation services that operate solely within the Province of Ontario; “conventional transportation services” means public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization described in paragraph 5 of Schedule 1, but does not include specialized transportation services; “motor coach” means a class of bus of monocoque design, designed to provide intercity, suburban or commuter passenger transportation service and equipped with baggage storage that is separate from the passenger cabin; “specialized transportation service provider” means a designated public sector transportation organization described in paragraph 5 of Schedule 1 that provides specialized transportation services that operate solely within the Province of Ontario; 	This section definitions only

<ul style="list-style-type: none"> • “specialized transportation services” means public passenger transportation services that, <ul style="list-style-type: none"> (a) operate solely within the Province of Ontario, (b) are provided by a designated public sector transportation organization as described in paragraph 5 of Schedule 1, and (c) are designed to transport persons with disabilities; • “taxicab” means a motor vehicle as defined in the Highway Traffic Act, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality; • Paragraph 5, Schedule 1: Every public transportation organization in Ontario, including any municipally operated transportation services for persons with disabilities, that provides services for which a fare is charged for transporting the public by vehicles that are operated, <ul style="list-style-type: none"> i. by, for or on behalf of the Government of Ontario, a municipality, a local board of a municipality or a transit or transportation commission or authority, ii. under an agreement between the Government of Ontario and a person, firm, corporation, or transit or transportation commission or authority, or iii. under an agreement between a municipality and a person, firm, corporation or transit or transportation commission or authority. 	
<p>Availability of Information on Accessibility Equipment</p> <ul style="list-style-type: none"> • Conventional and specialized service providers will provide the public with information on accessibility equipment and features of their vehicles, routes and services and provide such information in accessible formats, upon request. 	Completed
<p>Non-Functioning Accessibility Equipment</p> <ul style="list-style-type: none"> • Conventional and specialized service providers will take reasonable steps to accommodate individuals with disabilities when accessibility features and equipment are not functioning or unavailable. 	Completed
<p>Accessibility Training for Employees and Volunteers</p> <ul style="list-style-type: none"> • Conventional and specialized service providers will provide training, and keep a record of 	Completed

<p>training, on:</p> <ul style="list-style-type: none"> ○ Safe use of accessibility equipment and features ○ Acceptable modifications to procedures where barriers exist or equipment fails ○ Emergency preparedness and response 	
<p>Emergency preparedness and response</p> <ul style="list-style-type: none"> • Develop, document, implement and maintain policies that provide for the safety of persons with disabilities and make those policies available to the public, and in an accessible format upon request. 	Completed
<p>Fares for Support Persons</p> <ul style="list-style-type: none"> • Conventional and specialized service providers will not charge a fare to support persons accompanying a person with a disability who has a need for the support person. • The person with the disability must demonstrate a need for the support person and ensure that the appropriate designation for a support persons in in place. 	Completed
<p>Transition Procedures for Conventional Transportation Service Providers</p> <ul style="list-style-type: none"> • There is no requirement to retrofit vehicles that are within the Company's fleet as of July 1, 2011. • Modifications to vehicles made after July 1, 2011 that affect or could affect accessibility must meet the requirements of the transportation standards for the modified portion unless such modifications would impair the structural integrity of the vehicle. 	
<p>Accessibility Plans</p> <ul style="list-style-type: none"> • Conventional transportation service providers will identify a specific process for managing, evaluating and taking action on customer feedback and at least annually hold a public meeting involving persons with disabilities to ensure that they have the opportunity to participate in a review of, and provide feedback on, the accessibility plan. • If the Conventional transportation service provider also provides specialized transportation services, both will be addressed in the accessibility plan. • Specialized transportation service providers will include in their plan process for estimating the demand for specialized transportation services and steps to reduce wait times. 	Completed

<ul style="list-style-type: none"> • Conventional and specialized service providers will detail procedures for dealing with accessibility equipment failures on their respective types of vehicles. 	
<p>General Responsibilities for Conventional Transportation Service Providers</p> <ul style="list-style-type: none"> • Deploy lifting devices, ramps and portable bridges upon request • Ensure adequate time is provided to persons with disabilities to safely board, be secured and deboard the vehicle and assistance is provided upon request • Assist with safe and careful storage of mobility aids or mobility assistive devices • Allow a person with a disability to travel with a medical aid • Provide the above information in accessible formats upon request. 	Completed
<p>Alternative Accessible Transportation</p> <ul style="list-style-type: none"> • A conventional transportation service provider and that does not also offer specialized transportation services will ensure that any person with a disability who, because of the disability, is unable to use the conventional service is provided with alternative accessible methods of transportation. 	Completed
<p>Fares</p> <ul style="list-style-type: none"> • A conventional transportation service provider will not charge a higher fare to a person with a disability than the fare charged to a person without a disability but may charge a lesser fare to a person with a disability. • A conventional transportation service provider and that does not also offer specialized transportation services will make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option. 	Completed
<p>Transit Stops</p> <ul style="list-style-type: none"> • A conventional transportation service provider will ensure that passengers with disabilities are able to safely board and deboard at the closest available safe location that is not an official stop, if the official stop is not accessible, giving consideration to the preferences of the individual. • Drivers of transit buses and motor coaches must promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists. 	Completed

<p>Storage of Mobility Aids or Devices</p> <ul style="list-style-type: none"> • A conventional transportation service provider will ensure that mobility aids and devices are stored in the passenger compartments of vehicles, if safe storage is possible, and within reach of the persons with disabilities. • If safe storage is not available but the vehicle is equipped with a baggage compartment, mobility assistive devices will be stored in such compartment. • Operators of the vehicles are responsible for securing and returning assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device. • The transportation service provider must never charge an additional fee for the storage of a mobility aid or a mobility assistive device. (as of July 1, 2011) 	<p>Completed</p>
<p>Courtesy Seating</p> <ul style="list-style-type: none"> • A conventional transportation service provider will ensure that clearly marked courtesy seating is available for persons with disabilities and that the seating meets the standards as set out below. • Courtesy seating for persons with disabilities will be located as close as practicable to the entrance door of the vehicle. • Signage must be displayed to indicate that passengers without a disability must vacate the courtesy seating if its use is required by a person with a disability. • A communication plan must be developed to inform the public about the purpose of courtesy seating. 	<p>Completed</p>
<p>Service Disruptions</p> <ul style="list-style-type: none"> • Where a route or scheduled service is temporarily changed, and the change is known in advance of the commencement of the trip, conventional transportation providers will: <ul style="list-style-type: none"> ○ Make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible 	<p>Completed</p>

<ul style="list-style-type: none"> ○ Ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability 	
<p>Pre-boarding Announcements – Verbal</p> <ul style="list-style-type: none"> • A conventional transportation service provider will ensure that pre-boarding verbal announcements of the route, direction, destination or next major stop are available upon request. 	Completed
<p>Pre-boarding Announcements – Electronic</p> <ul style="list-style-type: none"> • A conventional transportation service provider will ensure that electronic pre-boarding announcements of the route, direction, destination or next major stop are available on all vehicles and meet the standards for signage requirements as specified below. 	Completed
<p>On-board Announcements – Verbal</p> <ul style="list-style-type: none"> • A conventional transportation service provider will ensure that there are audible verbal announcements of all destination points or available route stops while the vehicle is being operated. 	Completed
<p>On-board Announcements – Electronic</p> <ul style="list-style-type: none"> • A conventional transportation service provider will ensure that all destination points or available route stops are announced through electronic means and are legibly and visually displayed. 	Completed
<p>Technical Requirements (in compliance with specifications provided in the transportation standards):</p> <ul style="list-style-type: none"> • Grab Bars, handholds, handrails, or stanchions • Floors and carpeted surfaces (minimal glare, slip resistant, etc) • Allocated mobility aid spaces (2 or more spaces per vehicle) • Stop requests and emergency response controls • Lighting features (placement and illumination as required) • Signage (displaying the route or direction or destination or next stop must be visible at boarding point, consistently located, glare-free surface, positioned to avoid shadow areas and glare) • Lifting devices, ramps or portable bridge plates • Steps (slip resistance and produce minimal glare, etc) 	<p>Completed</p> <p>*Vehicles manufactured on or after Jan 1, 2013</p> <p>* If the service provider entered into a contract to purchase new or used vehicles on or after July 1, 2011,</p>

<ul style="list-style-type: none"> Indicators and alarms 	the vehicle must meet these requirements
Specialized Transportation Service Providers	Deadline
<p>Categories of eligibility</p> <ul style="list-style-type: none"> Unconditional eligibility: a person with a disability that prevents them from using conventional transportation Temporary eligibility: a person with a temporary disability that prevents them from using conventional transportation Conditional eligibility: a person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation 	Completed
<p>Eligibility Application Process</p> <ul style="list-style-type: none"> If not determined within 14 calendar days, temporary eligibility will be granted Policies and procedures will be implemented for the collection, use and disclosure of information to maintain the privacy of individuals making an application under this section 	Completed
<p>Emergency or compassionate grounds</p> <ul style="list-style-type: none"> Develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days where services are required because of an emergency or on compassionate grounds and where there are no other accessible services to meet the individual's needs. 	Completed
<p>Fare Parity</p> <ul style="list-style-type: none"> When conventional and specialized transportation services are provided by separate transportation providers in the same jurisdiction, the specialized provider will not charge more than the highest fare charged by the conventional provider. When conventional and specialized transportation services are provided by the same service provider, the provider will ensure fare parity between the services. Alternative fare options may be required. 	Completed
Visitors	Completed

<ul style="list-style-type: none"> Specialized transportation providers will make services available to visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside or who meet the specialized transportation services eligibility requirements of the transportation provider. 	
<p>Origin to Destination Services</p> <ul style="list-style-type: none"> Provide origin to destination services that takes into account the abilities of passengers and accommodates their abilities. 	Completed
<p>Co-ordinated Service</p> <ul style="list-style-type: none"> Facilitate connections with other transportation service providers as required 	Completed
<p>Hours of Service</p> <ul style="list-style-type: none"> When conventional and specialized transportation services are provided by separate transportation providers in the same jurisdiction, the specialized provider will ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers. When conventional and specialized transportation services are offered by the same provider, it will ensure that it has, at a minimum, the same hours and days of service as the conventional transportation service. 	Completed
<p>Booking</p> <ul style="list-style-type: none"> Where reservations are required, the provider will offer same-day service to the extent that it is available and accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel if same-day service is unavailable. Provide accessible means to accept reservations. 	Completed
<p>Trip Restrictions</p> <ul style="list-style-type: none"> No limitations will be made regarding the availability of specialized transportation services to persons with disabilities by: Restricting the number of trips an individual can request; or Implementing operational practices or policies that unreasonably limit the availability of services. 	Completed

<p>Service delays</p> <ul style="list-style-type: none"> Where reservations are required, the provider will offer information about the duration of service delays (30 minutes or more after the scheduled pick-up time) to affected passengers by a method agreed to by the specialized transportation service provider and passenger. 	Completed
<p>Companions and children</p> <ul style="list-style-type: none"> Companions will be permitted to travel with a person with a disability if space is available and it will not result in the denial of service to other persons with disabilities. Dependents will be permitted to travel with a person with a disability if appropriate child restraint securement systems and equipment are, if required, available. 	Completed
Other Transportation Services	Deadline
<p>School transportation:</p> <ul style="list-style-type: none"> Ensure integrated accessible school transportation services or appropriate alternative accessible transportation services are provided for students with disabilities when integrated accessible services are not possible. Identify students with disabilities before the start of each school year or during the year based on the needs of the student with a disability; develop transportation plans for each student with a disability; identify and communicate to appropriate parties the roles and responsibilities of the transportation provider. 	Completed
<p>Public Sector Organizations</p> <ul style="list-style-type: none"> Will provide accessible vehicles or equivalent services upon request. 	Completed
Duties of Municipalities and Taxicabs	Deadline
<p>General duties of Municipalities</p> <ul style="list-style-type: none"> Identify planning for accessible bus stops and shelters. Ensure appropriate planning and the involvement of all required parties in the consultation and planning process. 	Not applicable
<p>Duties of Municipalities – accessible taxicabs</p> <ul style="list-style-type: none"> Determine the proportion of on-demand accessible taxicabs required in the community. 	Not applicable

<ul style="list-style-type: none"> Identify progress made towards meeting the demand as stated above. 	
Duties of Municipalities – taxicabs <ul style="list-style-type: none"> Licensed taxicabs are prohibited from charging higher fares or an additional fee for a person with disabilities or charging storage fees for mobility aids and/or devices Vehicle registration and identification information must be placed on the rear bumper Vehicle registration and identification must be available in an accessible format to passengers with disabilities 	<p>Completed</p> <p>Completed</p> <p>Completed</p>
ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT	Deadline
	*Requirements in this section apply to new construction and major retrofits only. Major construction impacting exterior paths of travel or parking lots will require compliance.
Recreational trails and beach access routes <ul style="list-style-type: none"> must make beach access routes and recreational trails accessible 	Not applicable
Outdoor public use eating areas	Not applicable
Outdoor play spaces <ul style="list-style-type: none"> Must make outdoor play spaces accessible if you are a business or non-profit organization with 50 or more employees or a public sector organization; 	Not applicable

<ul style="list-style-type: none"> • Building new public outdoor play spaces and planning to maintain them or making major changes to existing spaces and planning to maintain them 	
<p>Public outdoor paths of travel</p> <ul style="list-style-type: none"> • Must make public outdoor paths accessible if you are a business or non-profit organization with 50 or more employees or a public sector organization; and • Building new paths of travel and planning to maintain them; • Making major changes to existing outdoor paths of travel and planning to maintain them 	Not applicable
<p>Parking lots</p> <ul style="list-style-type: none"> • Make both on-street and off-street parking accessible if you are building new parking spaces and planning to maintain them or redeveloping existing parking spaces and planning to maintain them • To meet the requirement, you must include a minimum number of each of type of accessible parking space. Types of parking spaces include: <ul style="list-style-type: none"> • wider spaces for people who use mobility aids (e.g., wheelchairs) • standard-width spaces for people who use mobility-assistive devices (e.g., canes, crutches and walkers) • Include extra spaces, called access aisles, between parking spaces. The access aisles must be wide enough for people with disabilities to get in and out of their vehicles. • Clearly mark all accessible spaces with the required signage. 	Complete
<p>Service counters</p> <ul style="list-style-type: none"> • For any new service counters that may be built, we will ensure that at least one service counter will be accessible to those using mobility aids, such as wheelchairs. • Service counters must be low enough to allow the person to interact with the person providing the service and enough room underneath for a person sitting in a wheelchair • All service counters will be made accessible if there is a single wait line for all of them • Accessible service counters will be clearly identified with signs 	Not applicable
<p>Waiting areas with fixed seating</p> <ul style="list-style-type: none"> • 3% of fixed seating (attached to floor) must be accessible 	Not applicable

<ul style="list-style-type: none"> • For any new fixed seating, always provide one accessible seat 	
<p>Fixed Waiting Lines</p> <ul style="list-style-type: none"> • Ensure the fixed waiting line is wide enough for people with disabilities to move through easily with their mobility aids (e.g., wheelchairs, scooters, canes, crutches and walkers) • Ensure there is enough room for people using mobility aids to navigate around corners where the line changes direction • Ensure that people using canes can find the fixed waiting line (e.g., by tapping on posts or railings set close to the ground) 	<p>Not applicable</p>