



# Accessibility Advisory Committee Meeting

Monday, December 17, 2018

4:30 p.m.

Council Chambers, Town Hall

359 Main Street

## Agenda

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### 1. Approval of Agenda

### 2. Approval of Minutes

- November 19, 2018

### 3. Public Input / Question Period

Procedure: A thirty-minute time period will be provided for members of the public to address the Committee regarding questions, concerns and/or ideas. Each person will have a maximum of two minutes to address the Committee with a second two-minute time period provided if there is time remaining within the thirty-minute Public Input/Question Period timeframe

### 4. New Business

- Introduction – Councillor Brian

### 5. Update from Acadia

- Acadia University Accessibility Process



## **6. Next Steps**

- a. RFD 081-2018 Accessibility Plan Approval
- b. 2019 Committee Work Plan
  - Role of Committee
  - Upcoming Year
  - Future Development of Plan post Adoption by Council

## **7. Roundtable Discussion**

## **8. Public Input / Question Period**

Procedure: A thirty-minute time period will be provided for members of the public to address the Committee regarding questions, concerns and/or ideas. Each person will have a maximum of two minutes with a second two-minute time period provided if there is time remaining within the thirty-minute Public Input/Question Period timeframe

## **9. Next Meeting Date**

- January 14, 2019

## **10. Adjournment**

## REQUEST FOR DECISION 081-2018 – AAC Meeting

Title: Accessibility Plan  
Date: 2018-12-12  
Department: Corporate Services

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## SUMMARY

### Accessibility Plan – Access By Design

In 2017, the provincial government passed the Accessibility Act which encompassed not only provincial areas of responsibility, but also municipal. Municipalities have until 2030 to become accessible as required under the legislation. Over the last nine months the Town has formed an Accessibility Advisory Committee (AAC), been selected to do a pilot program in partnership with the Nova Scotia Accessibility Directorate to develop the provinces first municipal accessibility plan.

Key to the AAC's mandate is the development of a plan to recommend to Town Council for adoption. The Committee's work has included public outreach, staff research, committee discussion with the result articulated in Draft Accessibility Policy V2. Pending any final changes, this plan is expected to go forward to Council sometime early in the new year.

### DRAFT MOTION:

The Accessibility Committee recommends Draft Accessibility Plan V2 be forwarded to Town Council for formal approval and adoption by the Town.

## REQUEST FOR DECISION 081-2018 – AAC Meeting

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### 1) CAO COMMENTS

To be provided when the report goes forward to Council's Committee of the Whole.

### 2) LEGISLATIVE AUTHORITY

- Bill No. 59 - NS Accessibility Act (2017)

### 3) STAFF RECOMMENDATION

Staff's recommendation will be added when the report goes forward to Council's Committee of the Whole.

### 4) REFERENCES AND ATTACHMENTS

1. Draft Accessibility Plan V2 (attached)
2. Public Feedback from Town Hall session held at Farmer's Market
3. Ongoing feedback/comments from public and committee members

### 5) DISCUSSION

The AAC carried out its workplan over the last 6 months with a goal to have an accessibility plan adopted by Council before the end of calendar 2018. This timeline was adjusted through the summer and fall months, providing both staff and committee members some additional time to draft a plan to recommend to Council. Key elements of the workplan have been completed, including:

- Town staff completed Rick Hansen Foundation Accessibility Certification training
- Community Town Hall meeting, including submission of public feedback
- Wheelchair/visual impairment focus group session conducted with Council and AAC members. Session included movement throughout the downtown core.
- Staff analysis, with support from provincial Accessibility Directorate, of public feedback including summarized data presentation to AAC
- Public outreach thru website posting of draft plan with process for feedback

As a pilot project with the province, the Town's AAC has not only developed a plan to consider forwarding to Council, but it has also been a mechanism to provide feedback to the provincial Accessibility Directorate as they work with the province to have the legislation proclaimed by the end of the fiscal year (March 31, 2019). This will be an important step for the province as it will start the timeline for all municipalities in the province to have their plans completed within a year the legislation being proclaimed.

## REQUEST FOR DECISION 081-2018 – AAC Meeting

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Recommendation of the draft plan to Council will help Wolfville move forward with its plans to an accessible community as soon as possible, while at the same time assisting the province in moving the legislation forward for the entire province. An outcome of this dual process the AAC has been involved in, is the need to continue work in the coming year on ensuring all elements of the original workplan are completed, with elements of completion likely to occur after Council Adoption of the plan.

The attached draft plan V2 includes comments noting where text has been added, deleted or modified from V1 reviewed by the Committee at its November meeting.

In terms of feedback received since the November AAC meeting, the following should be highlighted:

- Request to have the plan ensure the goal of RHFAC gold certification is achieved for all town buildings, and that would not only include new construction but also renovations.
  - Renovations phrasing has been added to the built environment section
- Request for a compliance section
  - A Compliance process has been added into the Implementation section of the Plan
- Safety Issues related to crosswalks has been reemphasized. No specific wording actions have been added for this at this stage.

A couple of terminology or layout changes were incorporated into V2, including;

- Actions sections are now broken into Priority and Other. During the November AAC meeting committee members provided feedback with regard to priority actions. V2 has incorporated that feedback
- Throughout the document, terminology of disability has been revised to persons of all ages and abilities
  - This should be discussed at the Committee level as there are different perspectives on which approach is preferable.

Town staff will review the Draft Plan V2 during the Monday's AAC meeting. This report includes wording for a Draft Motion if the committee reaches a point that they are ready to recommend the draft plan be forwarded to Council.

## 6) FINANCIAL IMPLICATIONS

At this stage, only a broad statement can be made with regard to financial implications. The current draft plan will have an impact on town expenditures, and as such pressure to find funding sources which will include tax increases. It is too soon to determine the magnitude of that pressure on taxes.

## REQUEST FOR DECISION 081-2018 – AAC Meeting

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Once the Plan is adopted by Council, staff will work to determine specific budget requirements, timing of action items, and how to incorporate into the Town budget with other competing demands for funding.

### 7) REFERENCES TO COUNCIL STRATEGIC PLAN AND TOWN REPORTS

No specific references provided at this time.

### 8) COMMUNICATION REQUIREMENTS

Specific communications will be developed as the draft plan moves forward for Council approval. As the AAC works with the Wolfville community in the coming years, communication processes will be critical. Building awareness will depend on effective, structured communications. This may become a key area for the AAC to focus on in the next year as the Plan becomes operationalized.

### 9) ALTERNATIVES

The AAC could request staff to bring back further revisions to the draft plan before approving a motion to forward to Council. It is important for the committee to balance the time required for further revisions with the goal to operationalize the plan.

The requirement is for a formal review and revision every three years, however the AAC could (and should) seek continuous public feedback in the coming year and recommend changes whenever warranted.



# Wolfville: Access by Design

An Accessibility Plan for 2019-2022

DRAFT - V2 Dec 17 AAC Meeting



**Table of Contents**

Welcome Message ..... 4

Introduction ..... 4

What We Believe ..... 4

Buildings, Infrastructure and Public Spaces ..... 5

    Policy Objective ..... 5

    Baseline Report ..... 5

        Overview ..... 5

        Achievements ..... 5

        Barriers ..... 5

        Policies ..... 6

        Actions ..... 6

Information and Communications ..... 8

    Policy Objective ..... 8

    Baseline Report ..... 8

        Overview ..... 8

        Achievements ..... 8

        Barriers ..... 8

        Policies ..... 9

        Actions ..... 9

Employment ..... 11

    Policy Objective ..... 11

    Baseline Report ..... 11

        Overview ..... 11

        Achievements ..... 11

        Barriers ..... 11

        Policies ..... 11

        Actions ..... 12

Delivery of Goods and Services ..... 13

    Policy Objective ..... 13

DRAFT - V2 Dec 17 AAC Meeting



---

Baseline Report .....	13
Overview .....	13
Achievements .....	13
Barriers .....	13
Policy .....	13
Actions .....	14
Transportation .....	15
Objective .....	15
Baseline Report .....	15
Overview .....	15
Achievements .....	15
Barriers .....	15
Policies .....	15
Actions .....	16
Implementation .....	17
Schedule .....	17
Monitoring .....	17
Evaluation .....	17
Responsibility .....	17
Appendices: .....	17
Accessibility Advisory Committee members and expertise .....	18
Community Barrier Mapping Results .....	18
Town Hall Meeting Results .....	18

DRAFT V2 Dec 17 AAC Meeting



## Welcome Message

In 2017, Nova Scotia became the third province in Canada to pass accessibility legislation. The Accessibility Act sets an ambitious goal to become an accessible province by 2030. Not to be outdone, the Town of Wolfville became the first municipality in Nova Scotia to develop an accessibility plan in accordance with this Act.

Wolfville: Access by Design 2030 outlines our commitment to make Wolfville one of the most accessible communities in the province. It is the culmination of a community driven process that involved spirited discussions amongst members of Wolfville's Accessibility Advisory Committee, half of whom are persons with disabilities, and a well attended Town Hall style meeting at the local Farmer's Market. The draft we produced was shared with the community with an open invitation for further feedback. The priorities and actions outlined in this document directly reflect the feedback we heard from the community.

On behalf of Wolfville's Accessibility Advisory Committee, I'm proud that the Town of Wolfville is leading the way on building an accessible and inclusive community.

Commented [MM1]: Welcome Message added – as noted in the wording, the message will be from the Chair

## Introduction

- o The Nova Scotia Accessibility Act
- o Importance of community involvement, town hall meeting, audit of downtown, community walk and roll about, etc.

Commented [MM2]: new addition

## What We Believe

The Town of Wolfville is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion.

Commented [MM3]: Change in phrasing

We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting the requirements of Nova Scotia's Accessibility Act.



## Buildings, Infrastructure and Public Spaces:

### Policy Objective

We will ensure that Town-owned, leased and operated buildings, offices and public spaces are accessible. We will work with citizens, the business community and Acadia University to encourage that other public and private spaces are accessible.

### Baseline Report

#### Overview

The Town of Wolfville owns, leases and operates public facilities such as Town Hall, Rotary Park, numerous sidewalks, parking areas, and a wide variety of other buildings, parks and infrastructure.

#### Achievements

- Park improvements to create more-accessible areas at Reservoir park and along Harvest Moon Trail
- Rebuilding of sidewalks included as a part of the 10-year capital investment plan, and increased attention to sidewalk repairs within the Town's Operations Plan.
- Increased speed of snow clearance after purchasing additional snow removal equipment
- The customer service counter in Town Hall is a height that is wheelchair accessible
- Town Hall is barrier free on the first floor

**Commented [MM4]:** re-worded to better match actual efforts currently. Previous statement did not align with current operational plans

#### Barriers

- Uneven sidewalks and walkways
- Narrow entryways to existing public and private buildings
- Some public open spaces, such as the Mona Parsons Statue, Quiet Park and the Rail Trail are inaccessible to those with mobility challenges
- Bathroom facilities built without accessibility in mind
- Limited accessible parking options
- Steep ramps without mid-ramp landings (including at Town Hall)
- Lack of signage for persons with visual and hearing impairments
- Competing demands between car and pedestrian traffic for street priority and snow clearance.
- Sidewalk snow clearing does not always meet accessibility requirements
- The cost of retrofitting existing building can be prohibitively expensive
- Competing demands, including addressing infrastructure deficit to maintain existing essential services such as water and sewer services
- ~~X~~

**Commented [MM5]:** one bullet deleted...."projects outside the scope of the 10 Year CIP do not have dedicated resources" .....



## Policies

- All municipal facilities are to meet the Accessibility requirements (Schedule “C”) of the latest version of the Nova Scotia Building Code Regulation by 2021. For facilities not completed by that date, a plan to address the remaining facilities by 2025.
- All new municipal buildings (including major renovations) are to be built to meet the Rick Hansen Foundation Accessibility Certification (RHFAC) Gold Standard
- Encourage private developers to have their existing buildings RHFAC certified and for new developments to meet the RHFAC Gold Standard
- Provide basic access for all ages and abilities to public buildings, public washrooms, and at public parks with a natural slope of less than 5% (e.g. parts of Reservoir Park, Harvest Moon Trail, Quiet Park, parts of Willow Park, etc.)
- Ensure sidewalks and curb cuts within the Core area are improved and maintained, where possible, to the standard outlined in Canadian Standards Association (CSA) B651-12, Accessible Design for the Built Environment
- Provide accessible parking locations, and associated curb cuts, dispersed throughout the Core Area
- Density Bonusing for Private developers who meet Rick Hansen Gold Standards within the Core Area
- RHF Accessibility Certification be considered as a “public benefit” under the Density Bonus Program
- Work with the Wolfville business community, including the Wolfville Business Development Corporation, to promote Wolfville as an accessible community.
- Provide crosswalks and curb-cuts in areas of high-pedestrian use, such as near schools and parks
- Encourage seniors to “age in place” through alternative housing options, such as “granny-flats”, co-housing, senior shared housing with students etc.

Commented [MM6]: added to reflect actions will not simply fall off the table if not complete by 2021

Commented [MM7]: added wording

## Actions

- Highest Priority
  - Sidewalk curb cuts at all intersections where sidewalks exist
  - Commit a portion of annual budget to install, maintain or improve accessibility infrastructure
  - Ensure all pedestrian buttons, or light controls such as at intersections or pedestrian controlled crosswalks, are located over a flat area
  - Place street furniture, sandwich boards and sidewalk planters away from the path of travel and set back from curb cuts and sidewalks to ensure free travel.

Commented [MM8]: this change appears in each section.....based on feedback at Nov AAC meeting, and any subsequent feedback "Actions" have been divided into Highest Priority and Other.

Commented [MM9]: refined phrasing

Commented [MM10]: new added bullet



- Provide power door operators or automated sliding doors and widened doorways at the entrance of municipal buildings and public washrooms
- Sidewalk snow clearing is to meet or exceed the standard that is applied to the adjacent street
- Provide auditory, visual and tactile markers at intersections with high pedestrian use, such as within the Core Area and near schools and parks.
- Other Priorities
  - Ensure access to Council Chambers meets CSA Accessibility requirements by March 31, 2020
    - Provide a mid-ramp landing to facilitate first floor access at Town Hall
  - Accessible heights for service desks and self-service stations, including the Community Development and Public Works building
  - Work with Library partners, such as Annapolis Valley Regional Library, to ensure library collections are more accessible
  - Any renovations to private buildings made with the intent of meeting the RHF Accessibility Certification is to be fast tracked for approval, and have their development fee waived
  - Should prospective developers or business owners wish to certify their building, that consideration be given to:
    - deduct the cost of RHF Accessibility Certification from development fees, and
    - fast track these applications through the development approval process
  - Explore amending Land Use Bylaws to expand the use of secondary and backyard suites and facilitate co-housing arrangements
  - Promote the province's Small Business ACCESS-Ability Grant Program to the Wolfville Business Community, including the Wolfville Business Development Corporation
  - Ensure Aging in Place housing options are encouraged and allowed in the municipal planning strategy and zoning by-law.

**Commented [MM11]:** Changed from 2019 to 2020. Town's current 2018/19 budget did not have funds to do this work and given time of year, winter is not ideal time to do work

**Commented [MM12]:** Added detail

**Commented [MM13]:** changed wording slightly. Reflects current Library is due for replacement in 9 years and major renos between now and then unlikely.



## Information and Communications

### Policy Objective

We will ensure that persons of all ages and abilities can equitably receive and understand information and communications delivered by the Town of Wolfville.

We will build understanding about accessibility and increase awareness about the rights of persons of all ages and abilities and barriers to participation.

### Baseline Report

#### Overview

The Town delivers information to the public through a variety of communication channels:

- Meetings of Town Council and Advisory Committee meetings, which are open to the public
- Email, the Town's website, Facebook, Twitter, Instagram and other forms of social media are used to communicate with public
- Kiosks are used to promote events and special town meetings
- The town participates in public awareness campaigns

#### Achievements

- Meetings are generally held at Town Hall, the first floor of which is barrier free
- When meetings are not held at Town Hall, a wheelchair accessible venue is booked, whenever possible
- Agenda and minutes of all meetings are posted on the Town website
- Audio is provided for Town Council meetings in real time, and is archived on the Town's website
- Town Council meetings are streamed on Facebook Live. This new initiative will improve as technical issues are resolved with Town IT equipment.
- The Emergency Management Office (EMO) Coordinator has reached out directly to seniors and to seniors housing to develop a contact list that can be accessed in the event of an emergency
- ~~X~~

**Commented [MM14]:** improved phrasing....replaced disabilities with "all ages and abilities". Thi same change has been carried out throughout the document.

**Commented [MM15]:** added phrasing to acknowledge the initiative isnot yet fully successful

**Commented [MM16]:** deleted bullet that had noted Town enaged member of L'Arche Community to distribute to Kiosk displays. Noted at last meeting that this ifo was incorrect

#### Barriers

- There is currently no process for hearing impaired individuals to attend or participate in public meetings, including meetings of Town Council and Advisory Committee meetings



- The Town’s website is not accessible
- Staff are generally not trained to identify how inclusion can be promoted in communications
- “Plain language” is not consistently utilized in written material
- There is an overall lack of awareness within the community regarding barriers to accessibility
- The Municipal Government Act creates restrictive requirements for certain public notices, such as requirements to publish advertisements in newspapers, which may not be accessible to persons with visual impairments
- Streaming video, and associated technologies, do not always work as intended

Commented [MM17]: deleted second half of bullet that had noted...“including how to use assistive devices...”

Commented [MM18]: added bullet

#### Policies

- On request, the Town of Wolfville will provide information in an accessible format, or with communication supports that consider a person’s specific needs. The Town will build a campaign to promote that this service is available
- The Town of Wolfville’s digital presence and IT systems are accessible and useable by persons with of all ages and abilities
- All Town of Wolfville in-person public meetings will be held in barrier-free locations
- Town of Wolfville front-line staff shall have basic training in multiple methods of communication to ensure persons with disabilities are able to request information in an accessible format

Commented [MM19]: added phrasing

Commented [MM20]: amended phrasing

Commented [MM21]: new bullet

#### Actions

- Highest Priority
  - Relevant staff will be trained on how inclusion can be included in communications
  - Develop and implement a public awareness program (internal and external) to build awareness around barriers to accessibility and what an accessible community means
  - Large print editions of key municipal resources, including recreation guides, emergency management information and bylaw services will be produced using plain language and distributed, upon request
  - The Town of Wolfville shall ensure digital communication is screen-readable, including emergency alerts. The Town will encourage its partner agencies, to achieve the same standard of communication
- Other Priorities

Commented [MM22]: change in phrasing to reflect Town will encourage....it does not have direct influence on partners, eg. Kings Transit or Kings Point to Point



- By 2021 the Town of Wolfville's web presence will meet the latest Web Content Accessibility Guidelines (WCAG)
- American Sign Language (ASL) and/or Communication Access Realtime Translation (CART) services will be available at Town Council and other Town-hosted public meetings, upon request
- All employee business cards are to include braille
- The Town of Wolfville will work with the Nova Scotia Federation of Municipalities (NSFM) to advocate for the inclusion of accessibility considerations within the public notice requirements of the Municipal Government Act
- Meeting agendas shall be announced within sufficient time to review and book communication accommodations as needed.

Commented [MM23]: date now specified and exact 2.0 version removed to ensure town strives to stay current with new versions

Commented [MM24]: new bullet

DRAFT - V2 Dec 17 AAC Meeting



## Employment

### Policy Objective

We will remove barriers to employment for persons of all ages and abilities seeking a career with the Town of Wolfville. This includes ensuring our workforce reflects the Town's diverse population and that we are making our employment practices and workplaces more accessible for new and existing employees of all ages and abilities.

**Commented [MM25]:** noted change throughout document...replaces "disabilities"

**Commented [MM26]:** the reference to procurement preference has been removed. The Town is required to follow procurement legislation so it is not clear such preferences are allowable.

### Baseline Report

#### Overview

The Town employs 42 permanent employees. Representation on Town Council and Advisory Committees is open to all members of the public.

#### Achievements

- Members of Council are provided iPads for access to agendas and Town documents. This allows for the ability to zoom in on documents to enhance font size, making reading accessible to more individuals
- Town Hall is barrier free on the first floor
- Council table is generally wheelchair accessible
- The Public Works/Community Development building is wheelchair accessible on the first floor
- ~~\_\_\_\_\_~~

**Commented [MM27]:** deleted reference to Town's EAP support for staff...not clear it fit purpose of thisPlan

#### Barriers

- The second-floor town of all Town owned buildings are not wheelchair accessible
- Staff, including senior management, are generally not trained to recognize barriers to individuals interested in employment opportunities
- Job postings are distributed through traditional methods, including web pages, which may not be accessible to some individuals
- Because the Town does not have a Human Resources Department, there is a limited ability to assist staff with individual needs

#### Policies

- Accommodation is offered during recruitment if needed



- Accommodation is offered to employees of all ages and abilities, including providing assistive devices so that employees can be successful at their job
- The Town of Wolfville will track the number of employees with disabilities, with the aim of reflecting the Town’s demographic by 2020
- Town of Wolfville employees will build an understanding of the value of accessibility and inclusion
- ~~X~~

Commented [MM28]: deleted reference to procurement preference

**Actions**

- Highest Priority
  - The employee training manual will be updated to include a section on respecting diversity, including training in working with people of all ages and abilities. All town employees will be required to take the Working with Abilities on-line training provided free by the NS Human Rights Commission (workwithabilitiesns.ca)
  - 
  - A centralized “accommodation fund” will be established to pay for an assistive device or accommodation required by employees to be successful at their job. The existence of this fund will be promoted on the employment posting
- Other Priorities
  - Survey municipal workforce to achieve ages and abilities employee baseline data
  - Produce annual diversity reports, which include trends and analysis regarding persons with varying abilities.
  - The Town shall share the opportunity for accessibility training with residents and local businesses online or in conjunction with Town of Wolfville staff training.
  - ~~X~~
  - Staff will investigate alternative strategies to promote job postings with the aim of reaching a wider and more diverse audience and include statements to ensure applicants are aware that accommodation can be provided.
  - A designated staff person will be tasked with assisting individuals who may require assistance to be successful at their jobs

Commented [MM29]: change in phrasing from original bullet

Commented [MM30]: bullet referencing "Mandatory diversity training..." first bullet should cover this as it refers to training

Commented [MM31]: added phrasing

Commented [MM32]: new bullet

Commented [MM33]: deleted bullet referencing procurement process

Commented [MM34]:

Commented [MM35R34]: added phrasing



## Delivery of Goods and Services

### Policy Objective

We will ensure that persons of all ages and abilities have equitable access to goods and services delivered by the Town of Wolfville. This includes ensuring that there are policies, procedures and tools in place to promote accessibility in the delivery of goods and services.

### Baseline Report

#### Overview

The Town of Wolfville provides numerous services to the public:

- Administering meetings of Town Council and various Advisory Committees
- Overseeing communication to the public (see Information and Communication section)
- Providing Customer Service counters
- Maintaining street infrastructure, including sidewalk snow removal (see Built Environment section)
- Maintaining numerous parks, trails and open spaces, including playgrounds, and a Visitor Information Centre (see Built Environment section)

#### Achievements

- The customer service counter in Town Hall is at a height that is wheelchair accessible
- ~~X~~
- The Visitor Information Centre is wheelchair accessible
- The Recreation Centre at Rotary Park is wheelchair accessible

**Commented [MM36]:** removed reference to accessible swing...changes need to be made to swing set up in coming year before it is truly accessible

#### Barriers

- No staff members are trained in alternative communication methods, such as American Sign Language (ASL)
- No resources are explicitly available to access in instances of need for alternative communications
- The Town's website is not accessible to those with visual impairments

#### Policy

- No resident shall be denied a service provided by the Town of Wolfville on the basis of ability



## Actions

- Highest Priorities

- Ensure Willow Park can be enjoyed by people of all ages and abilities
- Improved snow clearance
- An adapted listing of recreation programs and services for individuals of all ages and abilities is available and updated annually
- Appropriate staff to receive training to ensure the services they deliver are accessible to residents with diverse abilities

Commented [MM37]: new bullet

Commented [MM38]: new bullet

Commented [MM39]: revised phrasing

- Other Priorities

- Entrance fees for individuals who support persons with disabilities in order to participate in leisure activities are waived
- An accommodation fund will be established to ensure funding exists to provide services for residents in need of accommodation, such as Communication Access Realtime Translation (CART) and American Sign Language (ASL)
- Sign language interpreters are available upon request for persons to participate in recreation and library programs
- Accessible exercise equipment is available at municipal recreational facilities
- The Town's Building Inspector will attend accessibility training such as through the RHFAC training offered through the Nova Scotia Community College
- Where applicable, an "Accessibility Lens"/Impact Analysis will be included in reports to council, and consultant reports delivered to staff and council

Commented [MM40]: added phrasing

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## Transportation

### Objective

We will ensure that persons of all ages and abilities have equitable access to publicly funded and/or regulated transportation services, which currently includes Kings Transit Authority, Kings Point to Point, and taxi services.

Commented [MM41]: revised phrasing

### Baseline Report

#### Overview

Kings Transit Authority operates 13 buses from Weymouth to Hants Border with service extending to Cornwallis Park, Upper Clements Park and Port Williams.

Commented [MM42]: added data detail

Kings Point-to-Point Transit (KPPT) provides a door-to-door accessible public transportation service for all all Central and Eastern Kings County residents. KPPT operates a fleet of 8 vehicles including an 18 passenger minibus, all of which are accessible.

Commented [MM43]: new bullet

The Town of Wolfville licenses 16 taxis.

Commented [MM44]: added data detail

#### Achievements

All Kings Transit Authority buses:

- Are equipped with Global Positioning System (GPS) and Automatic Vehicle Location (AVL) via DoubleMap
- Are equipped with Automatic Voice Annunciation (AVA) Technology to assist passengers with visual impairments
- Are low floor, kneeling capable and have electric ramps
- Have priority seating

All 8 of Kings Point-to-Point vehicles are accessible.

Commented [MM45]: added detail

#### Barriers

There are currently no accessible taxis operating in Wolfville.

Kings Point-to-Point Transit must be booked at least 24 hours in advance.

Commented [MM46]: added bullets

#### Policies

- No resident shall be denied transit or taxi service on the basis of a disability
- No resident shall be charged an additional fee for transit or taxi service on the basis of a disability



## Actions

- Highest Priority
  - Snow clearing for transit stops
  - Ensure the construction and placement of transit stops shall be designed to meet or exceed Canadian Standards Association Standard (CSA) B651-12, Accessible Design for the Built Environment
- Other Priorities
  - Explore providing subsidized transit fares and/or transit passes to persons with disabilities and/or low-income individuals
  - Ensure training is available for operators and drivers of public transportation
  - Ensure accessible taxi service is available to the public by:
    - a) Consulting with the Accessibility Advisory Committee and the public to determine the proportion of on-demand accessible taxis required, and demonstrate progress toward meeting that need;
    - b) Ensuring that no person is charged additional fees or is charged a fee for storage of mobility aids or mobility assistive devices; and
    - c) Ensuring that vehicle registration is visible, and available in accessible formats for passengers of all ages and abilities.
    - d) Ensure adequate accessible taxi cabs are available

Commented [MM47]: new bullet

DRAFT - V2 Dec 13, 2018



## Implementation

### Schedule

All Priority Actions in this plan will be implemented by March 31, 2022

Commented [MM48]: revised wording

Commented [MM49]: removed "fiscal year" reference as not everyone is familiar with fiscal year calendar year

### Monitoring

- The Wolfville Accessibility Advisory Committee (AAC) will prepare an Access by Design Report Card for Council at the end of each fiscal year measuring the performance of the Policies and Actions in this Plan. The AAC is also encouraged to make recommendations for improvement of the Plan
- The Access by Design Report Card will be a public document and posted on the Town's Website

### Evaluation

- A public review and evaluation of Wolfville Access by Design will be undertaken before Fiscal Year 2022/23
- A public complaint process shall include a reasonable response by the Town.

Commented [MM50]: new bullet

### Responsibility

- The ultimate responsibility for the adoption and implementation of Wolfville Access by Design rests with Town Council
- Administrative responsibility for implementation rests with the Chief Administrative Officer of the Town of Wolfville

### Compliance

- Anyone can lodge a complaint, pose a question or express a concern on issues related to accessibility within the Town of Wolfville to the Town of Wolfville Accessibility Coordinator
- A response shall be made by the Coordinator within a reasonable period of time. The Coordinator will see input from the staff person responsible for the area of inquiry prior to issuing a response to the person submitting the complaint
- If a response is considered unsatisfactory at any time, any persons can appeal to Council for more information.
  - Council may refer any appeal to the AAC for additional review and recommendations before issuing a final response to the complainant.
- The Accessibility Coordinator will maintain a record of all complaints, questions or concerns submitted to them and will provide summary updates to the AAC on a regular

Commented [MM51]: new



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basis. These updates will become part of the AAC's continual review of the Accessibility Plan and may inform future changes.

**Appendices:**

- Accessibility Advisory Committee members and expertise
- Community Barrier Mapping Results
- Town Hall Meeting Results

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