

Annual Multi Year Accessibility Plan Report

City of Guelph

Date: 2017

Introduction

The City of Guelph's commitment to Accessibility compliance is firmly aligned with the Accessibility for Ontarians with Disabilities Act (AODA). The organization has established a comprehensive accessibility plan and policy, ensuring that all aspects of its operations are inclusive and accessible to individuals with disabilities. This includes adhering to the Integrated Accessibility Standards Regulation (IASR) under the AODA, which sets standards in key areas such as customer service, information access, and employment. The City of Guelph regularly reviews and updates its policies to remain compliant with AODA standards and to promote an inclusive environment for all employees and customers.

Achievements

Training Policy

The City of Guelph training policy is currently part of the Corporate Policy and Procedures for Accessibility for Ontarians with Disabilities Act.

The Training Policy includes:

- That every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise and every person who participates in developing the City's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- Training will log and maintain records which will record the details of the training provided.
- The City of Guelph will provide training to each person as soon as practicable after he or she is assigned the applicable duties.
- Third party contractors who deal with the public or other third parties on behalf of the City shall ensure that their employees, agents, subcontractors, etc. receive training in accordance with this policy and the Accessible Standards for Customer Service, Ontario Regulation 429/07 and upon request provide the training records to the City of Guelph.
- City of Guelph employee/volunteer and third party contractor training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c11 and the Accessible Standards for Customer Service Ontario Regulation 429/07, the requirements of this policy, and any other City policies, practices and procedures regarding the provision of goods and services to persons with disabilities and instruction about the following matters:
 1. How to interact and communicate with people with various types of disability;
 2. How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability; and
 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

Guelph Transit's Conventional Service

Guelph Transit's full fleet of 66 low-floor buses provide fully accessible service to all bus routes operating in the City of Guelph. These vehicles are designed to assist in accommodating customers who require a ramp to board and exit the bus. Transit provides information to the public on its accessible equipment and programs. The following appears on the City's website:

- RESPONSIBILITIES OF CUSTOMERS ON BOARD THE BUS
 - All customers, except seniors and those with a disability, occupying the "flip-up" triple seats will be required to move to accommodate a customer using a mobility aid.
- RESPONSIBILITIES OF A CUSTOMER USING A MOBILITY AID
- RESPONSIBILITIES OF THE DRIVER
- GENERAL INFORMATION

FARES

PERSONAL ASSISTANT FOR LEISURE ACTIVITIES (PAL) CARD

Guelph Transit's Mobility Service

Fares and passes

The Community Bus

Community Bus Rules and Regulations

Guelph Transit Mobility Services

Answering Machine

The Dispatch answering machine takes messages after office hours. You may use the answering machine for cancellations. NO BOOKINGS will be accepted on the answering machine.

Application Forms

The application form is attached in Acrobat PDF format (download and print). Printed forms are available from the drivers or the Guelph Transit office. Please complete the top portion of the form only and have your physician complete the lower portion. Applications must be returned to the Mobility Service office. Forms will be reviewed by a committee on a monthly basis.

Attendants and Escorts Riders who cannot be left safely unattended on the vehicle and/or at their drop off location, must be accompanied by an Attendant. A friend or relative who wishes to travel with you may do so provided a seat is available when the booking is made. Attendants and escorts will pay the regular cash fare and must be able to board the vehicle without assistance from the driver.

Bookings Subscription Bookings: a subscription booking is a permanently scheduled ride for a medical appointment only. The day of the week, time, pick-up location and destination MUST ALL REMAIN THE SAME.

Group Bookings: Any organization wanting to arrange transportation for group activities must designate one contact person who is responsible for making the original booking, as well as, informing Mobility Service and the group passengers of any changes. The contact person must have all registration numbers at time of booking. If you are part of a group outing, direct any questions or changes to the contact person for your group.

Booking Hours Monday to Friday only, 8 a.m. - 6:30 p.m. (after hours leave cancellations on the answering machine) Call: 519-822-1811 (ext. 2801 on a touch tone phone), TTY 519-837-5731. Bookings may be made up to seven (7) days in advance and must be made by 12 p.m. on the day before your required trip. Trips are provided on a first come-first call basis.

Have all information ready, including your name, complete addresses for both your pick-up and drop off locations, date and time of your trip and registration number, before you call to book your ride.

Please try to arrange your appointments during our slower times as it will be easier for us to accommodate you: 9:30 a.m. -11:30 p.m. and 1:30 p.m. - 2:45 p.m.

You must book your return ride at the same time as you book your pick-up. If you are not sure how long your appointment will take, call ahead to find out.

Cancellations All cancellations are your responsibility. When you find that you have to cancel a ride, call the office IMMEDIATELY (must be at least one hour before your trip time). The trip you cancel may be used for other passengers. Have the date and time of trip. Call if you will be late for your return trip. After hours, weekdays, and on weekends, you may leave a message on the Dispatch answering machine at 519-822-1811, ext. 2801.

Eligibility

The Mobility Service is a service for physically challenged persons regardless of age who, due to a mobility impairment are:

- unable to climb or descend 3 steps;
- unable to walk a distance of 175 metres;
- unable to use the conventional transit.

Individuals who are elderly, visually impaired, have epilepsy or a mental or developmental disability may be eligible for our service only if they have a physical disability which prevents them from using public transit vehicles. This is an Ontario Ministry of Transportation regulation.

No-Shows

A "no-show" is when a passenger is not at the scheduled pick-up location at the scheduled time or a passenger no longer wants the ride but has not called Dispatch to cancel. "No shows" cause inconvenience to other passengers and deny other customers from using the service. A letter will be sent to passengers following a "no show". Your return trip is automatically cancelled when your pick-up is a "no-show". You will be charged \$5.00 for any additional "no shows" following your first warning to cover the cost of the pick-up. Cancel at least one hour before your pickup time so your trip will not be a "no-show".

Safety

For the safety of all our passengers, riders must wear seat belts and use the passenger restraint systems provided. If passengers are seat belt exempt, Mobility Service must have doctor's note on file.

Taxis

The Mobility Service will, at times, use a taxi to assist us in the delivery of our service. All taxi rides must be booked through Mobility Service, please do not contact the taxi company directly. When a taxi arrives please make sure the taxi was sent for you. If you contact the taxi

companies directly, you will be responsible for paying the full cost of the taxi trip as shown on the taxi metre.

taxiSCRIP

For passengers using wheelchairs and scooters only. The taxiSCRIP program provides discounted coupons for use with Red Top Taxi accessible vehicles. You may reserve your trips directly with the taxi company. You must have a permanent Mobility Service registration number to book your trips inside the city limits of Guelph.

Books of TaxiSCRIP coupons may be purchased at ServiceGuelph, City Hall, 1 Carden Street; at Guelph Transit's Administration Office, 170 Watson Road South; or by mail, Guelph Transit Administration Office, 170 Watson Road South, Guelph, ON N1L 1C1. A \$40 value TaxiSCRIP coupon book may be purchased each month at a cost of \$20. A maximum of 2 TaxiSCRIP coupon books can be purchased each month. TaxiSCRIP coupons do not expire.

To use: Telephone Red Top Taxi at 519-821-1700. Inform them you are using taxiSCRIP, include your name, registration number and reserve your booking.

Use our taxiSCRIP coupons to pay the fare shown on the taxi meter to the driver. If it is not an even dollar amount you must pay the extra amount in cash. You may also pay the fare with taxiSCRIP coupons and cash. Use of the taxiSCRIP by any other person other than a registered Mobility passenger constitutes fraud. Lost books cannot be reimbursed by Guelph Transit.

Conclusion

For an accessible version of this document, questions or feedback, please contact accessibility@guelph.ca or 519-822-1260 or TTY 519-826-9771