

Scale Definition
 5 – Yes completely
 4 – Yes a lot
 3 – Yes moderate amount
 2 – Yes some
 1 – Yes not much
 0 – No none

**MUNICIPAL
 ACCESSIBILITY QUOTIENT (AQ) QUESTIONNAIRE – 2007 UPDATE
 Appendix C**

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
MUNICIPAL CONTACTS/PRACTICES				
1.	Does your municipality have a main contact person/department identified to handle inquiries related to accessibility: - Can this person provide quick and easy information to the public about your municipality's barrier-free environment?	3	Municipal Policy Specialist Robin Armistead	Robin is responsible for making referrals to other staff members for information about the City's barrier-free environment.
	- If this information is available via a telephone, is it also available through TTY/TDD for people who are deaf as well?	5	City Clerk's Office Jim Purser	A TTY number is available in the Ontario Works Division There is a TTY number in the Fire Services Division. The City Clerk's Office has a TTY telephone at the Concierge Counter in the lobby of City Hall.

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
	If this information is available on the municipality's web site - is the information available in a text-based format to make it accessible to people who are blind and use reading software?	3.5	Corporate Communications Philippa Crawley	The City of London follows the guidelines and specifications of the W3C (World Wide Web Consortium) for our HTML (Hypertext Mark-up Language) pages – this means, for example, that there is “alt text” identifying any images used.
		2	Facilities Design and Construction Bill Campbell	As a priority item for completion in the 2007 Accessibility Plan, the City of London 2006 Facility Accessibility Design Standards document currently in pdf version only will be converted into an accessible web-based format.
2.	Does your municipality maintain an updated inventory of accessible municipal features and facilities?	1	Planning Division Andrew Macpherson	The development of a parks inventory, including accessible features was completed September, 2005.
		5	Facilities Design and Construction Bill Campbell	The facilities inventory system is completed and developed within the livelink file system. The inventory system is updated on a regular basis.
		5	City Clerks office Brett Stein	The City only utilizes accessible buildings or that can be made accessible by installing mobile ramps, etc. We do have a list of buildings for election purposes.
3.	Does your municipality monitor the availability and usage of barrier-free features? (i.e. accessible parking spaces, curb cuts, etc.)	5	Building Division Peter Kokkoros	The Building Division monitors the availability and usage of barrier-free features required by the Ontario Building Code and requires construction compliance except single dwelling units, townhouses, rooming houses and existing buildings.
		3	Transportation Division Tony Fediw	The City does install curb cuts for driveway accesses and at intersections for wheelchairs

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
<p>4. Does your municipality get complaints about cluttered sidewalks and paths? Consider keeping an inventory of complaints and following up with them.</p>	4	Environmental Programs & Customer Relations Division Jay Stanford	Customer Relations documents all complaints and concerns forwarded to them from the general public. The term “cluttered” needs to be defined.
<p>5. Does your municipality collect and analyse data regarding people with disabilities including numbers, locations and ageing demographics?</p>	3	Community Services Dept Kelly McManus Planning Division - John Fleming Human Resources	The Planning Division has 2001 Statistics Canada Ageing Statistics. Community Services Division will be developing a statistical profile of persons with a disability in London. Human Resources Division - Rewards and Recognition tracks and monitors work related injuries by number and type. Non-occupational short and long term disability claims are managed and like WSIB claimants, efforts are ongoing to return staff to meaningful work with necessary accommodations based on disability. New hired employees are asked if there are any accommodations they require carrying out the duties of their job.
<p>6. Does your municipality have policies on: accommodating employees with disabilities? ensuring municipal facilities, publications, web</p>	5	Human Resources Stephen Bahm	The City has developed and communicated an Accommodation of Employees with Disabilities Guideline, and our practices comply with the Ontario Human Rights Code. There is contractual language regarding accommodating those with injuries in all Collective Agreements.

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
	sites, meetings and services are accessible to people with disabilities?	4	Council Policies	The City has a number of Policies e.g., the City of London Accessibility Policy, the Inclusion of People with Disabilities in Recreation Policy, the FADS Standard, the Financial Assistance Policy. A City of London Multiple Formats Policy is being developed.
7.	Does your municipality include information on accessibility when marketing for tourism and conventions?	0	Tourism London Joan Beaune	Currently, when marketing tourism and conventions, we do not include information on accessibility..
8.	Have municipal staff had sensitivity training with respect to interaction with people with disabilities and understanding issues concerning people with disabilities?	3	Community Services Department Stephen Bahm Corporate Training	Some Ability Awareness training has been integrated into the City's and Community Service Division diversity training. Corporate Training initiatives have included a review of the City's Accommodation of Employees with Disabilities Guideline. Harassment prevention training stresses respecting differences including people with disabilities. The Corporate Training Calendar offers the following training programs: "From Accident to Recovery", "Duty to Accommodation – Our Legal Obligation", and "Ability Awareness".
LAND USE PLANNING AND DEVELOPMENT				
9.	Does your municipal official plan contain policies promoting a barrier-free municipality?	3	Planning Division Rob Panzer	Residential land use objectives (Sections 3.1.1ii) and iv)) support the development of housing to meet accessibility requirements. Urban design policies (Section 11.1.1 xii)) support accessibility in the design of new buildings.

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
10.	Does your comprehensive zoning by-law include regulations to require barrier-free provisions?	4	Site Plan Approvals Bruce Henry Building Division Peter Kokkoros	The zoning makes provision for barrier free access to be permitted in required yards. The requirements for access are regulated by the Ontario Building Code. Access requirements are required for those buildings regulated by site plan control Section 41 of the Planning Act.
		2	Environmental & Engineering Services Department and the Planning & Development Department	Per Council Resolution dated July 24, 2006, administration has begun reviewing existing by-laws and regulations to identify opportunities to enhance accessibility within municipal regulations
11.	Does your municipality ensure barrier-free designs are incorporated into new construction projects and redevelopment in outdoor public spaces?	5	Facilities Design & Construction Division Bill Campbell	Mandatory application of the Facility Accessibility Design Standards (FADS) in all municipal facilities

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILITY	COMMENTS
12.	Is accessibility considered in the approval of development applications (subdivisions) and site plan approvals?	4	Planning Division - Doug Stanlake	The City does consider accessibility in approving subdivisions as there is a maximum grade established for streets (8%) and the same is true for access to parks and open spaces to permit walkways to be built to provide wheel chair access. Furthermore new developments undergo an engineering assessment which includes the design of sidewalks. For example, ramps are required for any sidewalks at road intersections. The City's design standards are extensive and include considerations for accessibility. The City also discourages the use of stairs as part of public walkway connections.
		3	Development Services Division - Lois Burgess	
		5	Site Plan Approvals Bruce Henry	Applications for site plan approval for new complexes are reviewed in conjunction with the Ontario Building Code (OBC) to implement barrier free provisions as required by the OBC. Barrier Free Access is not required for single dwelling units and townhouses.
		2	Accessibility Advisory Committee (AAC) with assistance of Facilities Design & Construction Division staff resource	Under the ODA 2001, the AAC is authorized to review site plan applications and make recommendations to improve accessibility. FD&C staff resource assisting the AAC in developing a checklist and standard recommendations to provide to site plan applicants
13.	Does your municipality provide information in alternative/multiple formats to people with disabilities to enable them to participate in the planning process (i.e. large print, audiotapes, computer diskettes, Braille)?	0	Planning Division - Rob Panzer Municipal Policy Specialist Robin Armistead	A City of London Multiple Formats Policy is being developed. A draft Multiple Formats Policy has been created to address this area of concern.

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INFRASTRUCTURE & MAINTENANCE				
14.	In planning sidewalks and walkways, does your municipality implement accessibility features such as: curb cuts, ramps, grate design and location and grade elevations?	4	Transportation Planning & Design Division Tony Fediw	Transportation Planning & Design Division has a retro-active program that goes back into existing areas and applies the new standards.
15.	Are all municipal buildings, parks and recreational facilities barrier-free, including playgrounds?	4 3	Facilities Design and Construction Division Bill Campbell Planning Division Parks Planning Andrew Macpherson	All newly constructed and/or renovated facilities (since 2001) are designed per the City's FADS document. The City is implementing a program of providing accessible play equipment in all District Parks and developing accessible pathway systems in all City Parks.
16.	Does your municipality use audible traffic signals at busy intersections?	2	Parking & Traffic Signals Division Shane Maguire	The City currently has three locations. New signal installations will be reviewed with CNIB.
17.	Does your municipality's maintenance and snow removal plans consider people with disabilities (i.e. access for wheelchairs, canes, strollers, etc.)?	2	Community Services	This program has been discontinued.
18.	Does your municipality use International and Universal Symbols and tactile signage? Consider font size, colour, lighting and contrast.	4	Facilities Design and Construction Division Bill Campbell	All new & recently renovated facilities (since 2001) use international and universal symbols and tactile signage as per FADS.

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19.	Are trash receptacles, drinking fountains, benches, public telephones and other municipal accessories easily accessible for people using wheelchairs and other assistive devices?	4	Facilities Design and Construction Division Bill Campbell	Maintenance and Operations staff offered FADS training sessions and have been provided with copies of FADS. All new & renovated facilities (since 2001) incorporate accessible accessories per FADS requirements.
TRANSPORTATION				
20.	Is public transportation available to people with disabilities in your municipality?	4	London Transit Commission Kelly Paleczny Director of Finance and Administration	Specialized Service (160,000 annual trips), 20 fully accessible conventional transit routes (56% of all conventional routes).
21.	Do drivers and transportation staff receive disability awareness training?	5	London Transit Commission Kelly Paleczny (Specialized Service) Maureen Heath (Manager of Service Delivery)	All drivers receive accessibility awareness training prior to providing service.
22.	Is there a transportation committee that includes members with disabilities?	4	London Transit Commission Kelly Paleczny	Accessible Public Transit Service Advisory Committee, reports, in an advisory capacity to the London Transit Commission.
23.	Does your municipality have a parking by-law and does it adequately serve people with disabilities in your community? Note: The province issues Disabled Person Parking Permits and municipalities are responsible for enforcing parking by-laws.	4	Parking & Traffic Signals Division Shane Maguire	Free parking at all on street meters is available, for length of time on the meter, example, free 2 hour maximum parking for disabled, upon display of a valid permit. Two hour free parking is available at all City owned Pay & Display lots. Disabled on and off street parking spaces are also available. There is no City By-law for private parking.
24.	Does your municipality have incentives, which encourage local taxicab companies to provide accessible vehicles in their fleet? (i.e. lower fees, special licenses, etc.)	0	City Clerk's Office Brett Stein	Council initiated a funding program to encourage the provision of accessible taxicabs by providing annual grants towards the capital cost of accessible taxis but the broker did not want any part of the program.

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
HOUSING AND ACCOMMODATION			
25. Does your municipality promote and provide incentives to developers to build adaptable and accessible housing?	2	Housing Division Louise Stevens	Yes in association with Federal/Provincial Housing Programs for Affordable housing but not to the level of requiring a certain number of units per building Apartment Units are covered by the Ontario Building Code which requires a certain width of doors.
26. Is there an inventory of barrier-free residential/rental units in the municipality, which accommodate people with disabilities and seniors?	3	Housing Division Louise Stevens	The inventory of accessible units as well as a breakdown by client type (adult, family and senior buildings) is held at the Housing Access Centre 379 Dundas Street.
27. Do your local hotels, motels and other short-term accommodation contain barrier-free units for guests with disabilities?	4	Tourism London Joan Beaune	Generally, hotels will create 1 or 2 units because this is good for business.
ELECTIONS - 2006			
Does your municipality provide accessible services within voting places for electors with disabilities?	3	City Clerk's Brett Stein	We provide services in accordance with the Municipal Elections Act such as assistance from voting staff. We do not provide Braille ballots. The Act allows for assistance of electors with a disability. The City provides magnifier sheets.
Does your municipality give consideration to the needs of electors with disabilities when selecting locations for voting places?	5	City Clerk's Brett Stein	Our municipality only chooses voting locations that are accessible or can be made accessible by the installation of mobile ramps, etc.