



Committee Report

To:	Chair Sholtz and Members of the Grey County Joint Accessibility Advisory Committee
Committee Date:	November 2, 2021
Subject / Report No:	CCR-JAAC-09-21
Title:	Grey County 2021 Accessibility Compliance Report
Prepared by:	Kathie Nunno
Reviewed by:	Heather Morrison
Lower Tier(s) Affected:	
Status:	Recommendation adopted by Committee as presented per Resolution JAAC12-21; Endorsed by Committee of the Whole November 12, 2021 per Resolution CW174-21; Endorsed by County Council November 25, 2021 per Resolution CC87-21;

Recommendation

1. **That Report CCR-JAAC-09-21 Grey County 2021 Accessibility Compliance Report be received; and**
2. **That the 2021 Accessibility Compliance Report be endorsed and submitted to the Ministry for Seniors and Accessibility.**

Executive Summary

To meet municipal accessibility legislation, Grey County is required to submit an Accessibility Compliance Report before the end of 2021.

WCAG 2.0 website requirements are very challenging to meet consistently. Many municipalities have indicated they will be reporting non-compliance on the WCAG question of the report.

There are some aspects of non-compliance for conventional transit for Grey Transit Route (GTR). Alternative options have been put in place to minimize potential inconvenience.

Background and Discussion

The last compliance report was submitted in 2019. At that time, Grey County was completely compliant.

There are two areas in the 2021 Compliance Report where Grey County is non-compliant: Website and Conventional Transit.

Website

As of January 1, 2021 all municipal websites, web content, and social media must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (except for live captions and pre-recorded audio descriptions).

Grey County is working on an approach for testing to ensure that the WCAG 2.0 requirements are consistently met.

Several social media platforms are not accessible to begin with, so WCAG 2.0 AA is not possible.

At this point, it is not possible to guarantee that Grey County is consistently compliant with the WCAG 2.0 AA requirement.

Grey County is as compliant as it can possibly be currently. It is a challenge to remediate PDF documents to make them compliant and a large portion of documents uploaded to Grey County's websites are PDFs converted from accessible Microsoft Word documents.

Grey County continually strives to improve website accessibility and is currently redeveloping the main grey.ca website. Time and resources are invested in having this site completed in 2022 with a heavy focus on being accessible and compliant with WCAG requirements.

Conventional Transit

The vehicles used for the GTR are not equipped with lifting ramps, portable bridge plates, electronic pre-boarding announcements, or mobility aid securement positions, and have limited compliance for grab bars, handholds, and slip resistant and minimal glare flooring. Because the cost of adding these features was prohibitive, Grey County implemented an alternate solution for accessibility needs.

Every passenger books their rides online or by phone. The website directs passengers to an email address or phone number for riders requiring accessibility or special requests. Grey County has contracted with Home and Community Support Services and others to provide accessible vehicles as needed. These vehicles run in tandem with the Driverseat vehicles.

Development of a communications strategy is included in the multi-year accessibility plan 2021. This will likely need to move to 2022.

Legislation requires electronic pre-boarding announcements. This is another cost-prohibitive requirement. The GTR vehicles are small enough that the alternate solution for this requirement is for announcements to be made by the drivers, clearly and loudly enough to be heard by all passengers. High visibility next-stop signage is being used by all drivers on all vehicles.

While Grey County cannot declare compliance with conventional transit accessibility legislation, Grey County and the GTR service providers have implemented meaningful alternate solutions.

Legal and Legislated Requirements

The Ontario Ministry for Seniors and Accessibility and requires submission of the 2021 Accessibility Compliance Report.

Grey County is compliant with accessibility legislation in all areas with the following exceptions:
Conventional Transit and WCAG

Financial and Resource Implications

Financial penalties could result if the accessibility compliance report is not submitted.

Relevant Consultation

- Internal (list) Information Technology, Human Resources, Finance, Planning, Housing, and Community Transportation
- External (list)

Appendices and Attachments

Attachment to CCR-JAAC-09-21 Grey County 2021 Compliance Report