



# Committee Report

<b>To:</b>	Chair and Members of the Grey County Joint Accessibility Advisory Committee
<b>Committee Date:</b>	March 22, 2023
<b>Subject / Report No:</b>	CCR-JAAC-08-23
<b>Title:</b>	Grey County 2023 Accessibility Compliance Report
<b>Prepared by:</b>	Kathie Nunno
<b>Reviewed by:</b>	Tara Warder
<b>Lower Tier(s) Affected:</b>	
<b>Status:</b>	Recommendation adopted by Committee as presented per Resolution JAAC05-23; Endorsed by County Council on April 27, 2023, per Resolution CC35-23.

## Recommendation

1. **That report CCR-JAAC-08-23 2023 Accessibility Compliance Report be received; and**
2. **That the 2023 Accessibility Compliance Report be endorsed as 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 every two years.

The 2021 report included two areas of non-compliance. Since submitting the 2021 report, staff have worked to achieve compliance.

The province recently mandated that a complete and compliant 2023 report be filed by February 26, 2023.

## Background and Discussion

At the time of submitting the 2019 Compliance Report, Grey County was completely compliant.

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

On February 6, 2023, staff received an email from the province stating: "Your organization previously filed a non-compliant Accessibility Compliance Report."

Your organization needs to address areas of Non-Compliance and then file a fully Compliant 2023 Accessibility Compliance Report by February 26, 2023.”

Grey County staff are continually working on improving accessibility and achieving compliance with legislation. As such, staff were able to file a compliant report in time to meet the deadline. There was no opportunity to present the compliance report for consideration prior to the filing deadline.

## 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 didn't meet compliance in 2021. As planned, Grey County redeveloped its primary website, [www.Grey.ca](http://www.Grey.ca) in 2022 with a focus on accessibility compliance and improved navigation. The website now conforms to WCAG 2.0AA.

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

Also in 2022, the County entered into a software service agreement with Monsido Inc. The software scans the website to monitor for WCAG compliance and issues weekly compliance reports on the status. This tool is helping to identify opportunities to further improve website accessibility to higher standards.

## 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.

Passengers book their rides online or by phone. The website directs passengers to an email address or phone number for riders needing accessibility or special requests. Grey County has contracted with Home and Community Support Services and other providers to provide transport in accessible vehicles as needed. When booked, these vehicles run in tandem with the Driverseat vehicles.

In 2022, the service provider worked with staff to create a communications strategy and an emergency policy. These are both posted on the Grey County website under the accessibility heading on the Grey Transit Route page under Resident Services.

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.

Grey County's conventional transit, GTR, is now as compliant as it can possibly be.

## Legal and Legislated Requirements

The Ontario Ministry for Seniors and Accessibility and required submission of the 2023 Accessibility Compliance Report by February 26, 2023.

Grey County is compliant with accessibility legislation in all areas.

## Financial and Resource Implications

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

## Relevant Consultation

Internal (list) Information Technology, Human Resources, and Community Transportation

External (list)

## Appendices and Attachments

[Attachment to CCR-JAAC-08-23 Grey County 2023 Compliance Report](#)