

# **City of Greater Sudbury Transit**

## **2021 Annual Accessibility Status Report**

The purpose of this Status Report is to make the public aware of GOVA Transit's progress with regards to the 2019-2021 Greater Sudbury Transit Accessibility Plan specific to measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

## **The City of Greater Sudbury Commitment to Accessibility**

The City of Greater Sudbury is committed to eliminating barriers and improving access for persons with disabilities by providing its citizens with an inclusive accessible community through its passage and adoption of strategies and policies that promote dignity, independence, integration, and equal opportunity for all citizens.

The City of Greater Sudbury will continue to work under the legislative frameworks of the AODA, the Ontario Human Rights Code, 1990 and other associated pieces of legislation to ensure that compliance with accessibility standards is achieved.

Through the development of the City of Greater Sudbury 2017-2021 Strategic Multi-Year Accessibility Plan the Accessibility Advisory Panel identified five key priorities which align with the Integrated Accessibility Standards Regulations as found in Regulation 191/11 of the AODA:

1. Legislative Compliance
2. Community Mobility
3. Access to Recreation
4. Education and Awareness
5. Community and Event Accessibility

These five priorities included strategic recommendations from the Panel and provide a roadmap for the City of Greater Sudbury as it continues to plan for future accessibility initiatives.

## **Introduction**

With ongoing engagement of community partners and dedicated training of all staff, GOVA Transit is dedicated to developing, improving, and enhancing accessible transit services, associated facilities, and infrastructure in the City of Grater Sudbury. Through ongoing collaboration with the Accessibility Advisory Committee, GOVA Transit ensures inclusivity of persons with disabilities in the development and review of transit service accessibility plans, provide accessible services to customers and optimize municipal investments to provide the right services to the City of Greater Sudbury citizens.

## **2021 Achievements and Successes**

### **Bus Stops and Shelters**

- With the addition of 3 new bus shelter locations, GOVA Transit currently has 118 bus shelters with 83% having been purchased, upgraded, or renovated to meet AODA standards.
- Continued work is being done to renovate or replace the remaining 17% to ensure accessibility.

### **Specialized Transit Application Process**

- Continued work on the reconfiguration of the City of Greater Sudbury's application process used to determine eligibility for the specialized (GOVA Plus) transit system as well as connecting citizens to the type of public transportation that best suits their needs.
- Continued work toward the development and implementation of a user-friendly appeals process for GOVA Plus applicants.

### **Education and Awareness**

- In 2021, as part of annual training, all GOVA Bus Operators received AODA Accessibility training
- In 2021, as part of annual training, all contracted staff providing third party Specialized Transit Service received AODA Accessibility training.
- AODA training is a requirement of new hires, volunteers and anyone who delivers or provides services on behalf of the municipality.
- Continued work with City of Greater Sudbury Departments to ensure understanding of and compliance with legislative obligations.
- Through the "Travel Training" program, continued work with community partners to introduce public transit to people with disabilities to educate on accessibility features of conventional transit; these continued efforts raise the profile of GOVA toward supporting an inclusive, barrier free and accessible city.

## Goals and Next Steps for Accessibility

- Ensure the City of Greater Sudbury Transit continues to meet compliance with the AODA, its regulations and all other related pieces of legislation.
- Continue with organization's commitment to accessibility.
- Development and implementation of 2022-2027 Strategic Multi-Year Transit Accessibility Plan.
- Review City of Greater Sudbury Transit policies and practices to ensure accessibility compliance and develop and implement new policies and procedures as required.
- Continue to consult the public, persons with disabilities and Accessibility Advisory Panel.
- Continue to monitor accessibility issues, trends, and legislative changes.

Information regarding accessibility at the City of Greater Sudbury, including the Strategic Multi-Year Transit Accessibility Plan, and Annual Status Reports can be found on the City of Greater Sudbury's website:

<https://www.greatersudbury.ca/city-hall/accessibility/>

This information is also available in hard-copy and accessible formats upon request.

## Contact Information

For more information, comments, questions, or concerns relating to accessibility please contact:

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## Feedback

The City of Greater Sudbury welcomes public input and feedback to assist the corporation in improving access to municipal programs, services, and facilities.