



The Corporation of The Town of Cobourg
Accessibility Advisory Committee

Wednesday, November 25, 2020

10:00 A.M.

Electronic Participation

Join Zoom Meeting

<https://zoom.us/j/94727983167?pwd=eXhYUzF4bWx5VmN3cGNqL204VEEyUT09>

Dial by your location

+1 647 374 4685

+1 647 558 0588

Meeting ID: 947 2798 3167

Passcode: 160376

	Pages
1. <u>CALL TO ORDER</u>	
2. <u>APPROVAL/ADDITIONS TO THE AGENDA</u>	
Action Recommended:	
THAT the Agenda dated November 18, 2020 be approved as presented.	
3. <u>DECLARATIONS OF INTEREST BY MEMBERS</u>	
4. <u>ADOPTION OF MINUTES</u>	3
Action Recommended:	
THAT the minutes dated October 21, 2020 be adopted as presented.	
5. <u>DELEGATIONS/PRESENTATIONS</u>	
6. <u>COMMUNICATIONS/CORRESPONDENCE</u>	
6.1. Adam White, Citizen of Cobourg, regarding the accessibility of the downtown area in Cobourg.	9
7. <u>REPORTS</u>	
7.1. Jamie Kramer, Accessibility Coordinator, regarding the results of the Engage Cobourg campaign for and the final draft of the Multi-Year Accessibility Plan 2020 to 2024.	12
7.2. Jamie Kramer, Accessibility Coordinator, regarding the 2021 Work Plan for the Accessibility Advisory Committee.	53
7.3. Jamie Kramer, Accessibility Coordinator, on behalf of Laurie Wills, Director of Public Works, regarding prioritizing APS signals for the Town of Cobourg.	
The County of Northumberland is working on adding APS signals to their shared intersections with the Town. In 2019 they did Division/Elgin and 2020 they did Burnham/Elgin.	

The following is a list of the remaining intersections to be prioritized:

1. Burnham/DePalma
2. Elgin/New Amherst
3. Elgin/Rogers
4. Elgin/Frei
5. Elgin/Ontario
6. Elgin/Birchwood

8. **NEW BUSINESS**

9. **UNFINISHED BUSINESS**

- 9.1. Motion from the October 13, 2020 Regular Council Meeting - Accessible Parking

55

At the last meeting, it was discussed that this item would be deferred until this month with everyone bringing suggestions for how to address accessible parking in Cobourg.

10. **ADJOURNMENT**



The Corporation of The Town of Cobourg
Accessibility Advisory Committee
MINUTES

October 21, 2020, 10:00 a.m.
Market Building
55 King Street, West, Cobourg

Members Present: Jerry Ford
Susan Caron
Elizabeth Sheffield
Aaron Burchat
Kathryn Richards
Troy Mills

Staff Present: Laurie Wills, Director of Public Works
Brent Larmer, Municipal Clerk/Manager of Legislative Services
Jamie Kramer, Accessibility Coordinator
Emily Chorley

Delegations Present: Cheryl Blodgett

1. CALL TO ORDER

Chair Susan Caron called the Meeting to Order at 10:02 A.M.

2. APPROVAL/ADDITIONS TO THE AGENDA

Moved by Kathryn Richards

THAT the Agenda dated October 21, 2020 be approved as presented.

Carried

3. DECLARATIONS OF INTEREST BY MEMBERS

There were no Declarations of Interest Declared by Committee Members.

4. ADOPTION OF MINUTES

4.1 Adoption of the September 2, 2020 Minutes of the Accessibility Advisory Committee.

Moved by Troy Mills

THAT the minutes dated September 2, 2020 be adopted as presented.

Carried

4.2 Adoption of the October 7, 2020 Accessibility Advisory Committee Minutes.

Update to change Elizabeth to Kathryn as the Chair. Motion to approve as amended.

Moved by Elizabeth Sheffield

THAT the minutes dated October 7, 2020 be adopted as amended.

Carried

5. DELEGATIONS/PRESENTATIONS

5.1 Delegation by Cheryl Blodgett, Citizen, regarding the accessibility of Metro parking lot.

- Delegation from Cheryl Blodgett:
 - Cheryl received phone calls from the public about the pathway removal at the Northumberland Mall from the bus stop to the Metro.
 - She called the Town of Cobourg to ask about the addition of this and found out that there was no space for a safe pedestrian walkway.
 - Has two questions about this:
 - Why was it not left there if there was no space for a safe walkway?
 - Why were the plans not brought to the Accessibility Advisory Committee?

- Metro has the grocery store, pharmacy, telehealth, and trying to make things convenient but the Northumberland Mall puts up a barrier for people to get there, whether the bank or the bus stop.
- Not just for Persons with Disabilities but also the Senior population.
- Would like to be kept up to date on this issue.
 - J. Kramer confirms that this can be done.
- B. Larmer: Manager of Planning brought forward the plans to the Accessibility Advisory Committee but the Committee Members did not bring this up as a point of discussion during the time.
- C. Blodgett: What was the discussion?
 - B. Larmer: The Committee did not bring this up as a concern.
- E. Sheffield: In the plans, it looks like there is a walkway.
- L. Wills: It was raised with the development by Staff and Metro stated that "Nonetheless, it was raised with Trinity Development by staff and they responded by stating that the existing sidewalk connection on the west side/face of Metro and at the south entrance driveway would suffice (although it is less than ideal)."
- C. Blodgett: Disappointed that they were not forced to leave it as was.
- L. Wills: We can suggest but not force them to do certain items.
- B. Larmer/L.Wills: Can't go back through the site plans to revisit or review but can make a motion to bring more information to Council about reaching out to them again to try to make more accessibility.

Jerry Ford joined the meeting at 10:09 am.

Aaron Burchat joined the meeting at 10:23 am.

Laurie Wills, Director of Public Works left the meeting at 10:25 am.

6. COMMUNICATIONS/CORRESPONDENCE

7. REPORTS

7.1 Jamie Kramer, Accessibility Coordinator, regarding the Mutli-Year Accessibility Plan 2020 to 2024.

J. Kramer provided an overview of the Multi-Year Accessibility Plan 2020 to 2024 for the Town of Cobourg highlighting the responsibilities of the

Town under legislative requirements and when Action Items went above and beyond the law.

Suggestions were provided for some External Education and Awareness campaigns such as:

- Not blocking accessible parking spaces,
- Not blocking the accessible door openers, and
- Providing information about how difficult it may be for persons with disabilities to function and move in certain areas.

The next steps for the Multi-Year Accessibility Plan 2020 to 2024 are:

1. Present at Town Council on October 26th, 2020 for the Committee of the Whole.
2. Use Engage Cobourg to provide a space for the public to be able to address issues or complaints.
3. Present a final version of the Multi-Year Accessibility Plan to Town Council on November 23rd, 2020.

Moved by Kathryn Richards

THAT the Multi-Year Accessibility Plan 2020 to 2024 be approved as presented.

Carried

7.2 Jamie Kramer, Accessibility Coordinator, regarding updates to the Accessibility Policies.

J. Kramer provided context around the revised accessibility related policies, including where they were updated.

E. Sheffield requested an amendment under "Support Persons" to specifically state that Support Persons will not have to pay to accompany a person with a disability. J. Kramer assured that this change will be made.

Moved by Elizabeth Sheffield

THAT the Accessibility Policies for the Town of Cobourg be approved as amended.

Carried

8. NEW BUSINESS

8.1 Motion from the October 13, 2020 Regular Council Meeting - Accessible Parking

- B. Larmer: Provided information about the motion from Council. The Town can choose how to regulate parking and the option to not charge for accessible parking in the boundaries in the Town of Cobourg.
 - Doesn't have to be the same answer but can be updated.
- J. Kramer provided parking revenue and information.
- Discussion between K. Richards, S. Caron, T. Mills, and E. Sheffield about making the spots free. Some concerns included:
 - Wanting to be treated the same as everyone else,
 - People taking spots based on taking accessible permits that they do not need,
 - Not being able to reach the meters for accessible parking,
 - Yearly pass and/or discounted rate for the accessible parking spots,
 - People come from Port Hope and they have different rules, and
 - Adding additional signage for the spots to make sure people are aware of paying for the spots.
- E. Sheffield: Worked hard to make sure people with disabilities are the same and don't want to lose that.
- S. Carron: Get ideas for the next meeting and make notes, so we can work on that for the next time we meet.

9. UNFINISHED BUSINESS

10. ADJOURNMENT

Meeting adjourned at 11:34 a.m. after discussion of when the next meeting will take place.

J.Kramer to provide any additional information about if the meeting will take place in person or via another means, such as Zoom.

Municipal Clerk B. Larmer

Mayor J. Henderson

From: [Adam White](#)
To: [John Henderson](#); [Suzanne Séguin](#); [Nicole Beatty](#); [Brian Darling](#); [Emily Chorley](#); [Aaron Burchat](#); [Adam Bureau](#); [Clerk Cobourg](#); [Jamie Kramer](#)
Subject: (EXTERNAL SOURCE) Let's Talk A Barrier-free Downtown Cobourg
Date: November 9, 2020 3:35:49 AM

Dear Mr. Mayor, City Councillors, Clerk, and Jamie,

Before moving to Cobourg this June, I was a volunteer member on the Oshawa Accessibility Advisory Committee (OAAC) for 3 years. It gave me knowledge and experience to understand how developers have to be Accessibility for Persons with Disabilities Act (AODA) compliant, and make barrier-free recommendations.

In Oshawa, there are a number of CIP grants businesses and developers can applied for. I haven't done the research to know if the Town of Cobourg has CIP grants that landlords and business owners can apply for to make renos to the façade to make a barrier-free entrance.

I acknowledge that back in the day - buildings were built without accessibility in mind.

Accessibility doesn't mean a complex endeavor. It is simple as a push door button or a ramp.

The banks downtown are all accessible, yet the vast majority of downtown businesses are not accessible. I have talk to businesses about improving their accessibility. It feels that business owners and landlords don't know about AODA and how accessibility can improve their business.

I live with multiple disabilities. I ride a scooter. I love being downtown. I have the courage to knock on the store window or door to get noticed. I either am let inside, like Buy and Sell, Black Cat, Diary Dream, Let's Talk Books, Mr.Sub; or served outside, like The Human Bean, The Rustic Bean, Jamiacan Patty House, and For Heaven's Sake,

I am grateful for the help, yet not everyone with disabilities is as assertive as I

Residents are quietly suffering because the status quo is for a barrier-free downtown doesn't exist.

I believe in open dialogue and mutual respect between Downtown businesses and residents. I am attaching the OAAC letter send to Downtown Oshawa Business Owners. Please consume for information, and as an idea to inspire a conversation for a barrier-free downtown Cobourg.

PS

Jamie Kramer invited me to speak at a meeting about accessibility this week. I am recovering from a severe health situation. It is a life changing experience. I don't know if I be able to make a future Delegation. I'm still confused about Town of Cobourgs Procedural By-law. I don't know if I can submit a Correspondence to an agenda. I don't know if there is a Councillor on the Accessibility Advisory Committee.

Cordially Yours,

Adam White



Oshawa Accessibility Advisory Committee
City of Oshawa 50 Centre St. S. Oshawa L1H 3Z7
Phone: 905-436-3311 Extension 2288
Email: access@oshawa.ca

Dear Downtown Oshawa Business Owner/Operator:

Are you looking for ways to bring more people to your business? Many Oshawa residents, their families and visitors would like to shop, dine or work in the downtown but cannot because they encounter accessibility barriers.

With approval from Oshawa Council, Oshawa Accessibility Advisory Committee members are encouraging you to investigate the various ways barriers can be removed in order to expand your customer/client base and contribute to an accessible downtown.

Attached is a copy of the Ontario BIA Association's (OBIAA) **The Business of Accessibility Handbook**, which contains a checklist with many excellent ideas. Also included is information about Oshawa's **grant programs for accessibility improvements**.

Join City staff on **Thursday January 16, 2020** for a presentation on the grant programs. The session will begin at 9:00 a.m. at Core 21 located at 21 Simcoe Street South. For more details, please contact Ms. Sue Lupton, Downtown Business Development Manager, at 905-436-3311 ext. 2368 or by email at slupton@oshawa.ca.

Become a Downtown Oshawa Accessibility Champion! You will be rewarded with more pedestrian traffic and people seeking your products and services.

Kind Regards,

Lisa Hart
Chair
Oshawa Accessibility Advisory Committee

Lisa Hart
Tanya Jewell
Lisa Knowlton
Charlotte Maschke
Councillor Rosemary McConkey

Julia McCrea
Steven Moenster
Yvonne Parks
Gino Vendetti



MULTI-YEAR-ACCESSIBILITY PLAN

2020 TO 2024

This document is available in alternate formats, upon request.

Please contact us by telephone at 905-372-4301 or by email at accessibility@cobourg.ca.

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MESSAGE FROM THE MAYOR AND TOWN COUNCIL

Our new Town of Cobourg Multi-Year Accessibility Plan (MYAP) for 2020 to 2024 outlines how we will continue to remove and prevent accessibility barriers. This new plan builds on what we have accomplished since we introduced our first Multi-Year Accessibility Plan in 2016 that laid out a roadmap to make the Town of Cobourg an accessible employer and ensure the community had access to everything they need.

We are committed to having the right policies, procedures, and governance structures in place to ensure that the Town provides Persons with Disabilities across our community with accessible public services, information, and programs.

Cobourg's population and workforce are changing and aging. As the proportion of Ontarians age 65 and older increases over the next 20 years, that number could reach one in five. This emphasizes the importance of providing inclusive, equitable, and accessible services.

While we still have a lot of work to do to make the Town of Cobourg a more inclusive, equitable, and accessible organization, I am proud of our achievements to date. We are committing to ongoing leadership and listening to create the reputation of the Town of Cobourg as an accessible and respectful employer and service provider.

Sincerely,

John Henderson
Mayor, Town of Cobourg

The Cobourg Accessibility Advisory Committee is a team formed of residents were most of us have had or are experiencing some type of disability. What better way to help improve our community's accessibility by people who really understand.

Cobourg's new five year Multi-Year Accessibility Plan will work hard to continue to remove barriers and improve accessibility for all persons with all types of disabilities. Our plan will continue to make upgrades to meet all Provincial requirements for full development, implementation, and enforcement by January 1, 2025.

The Cobourg Multi-Year Accessibility Plan shows the work needed to be done to address the needs of our community and visitors. Not only for seniors but for all the diverse needs. The plan will guide us to creating an inclusive and welcoming community were all can access the same facilities, programs, and services.

In a world of challenging times, to be able to assist all Persons with Disabilities is our main objective.

Accessibility = Access for all abilities.

We look forward to any input from our community, support for the Town of Cobourg, and the Government of Ontario.

Signed,

The Cobourg Accessibility Advisory Committee, known as ACT
Accessibility Cobourg Team





MULTI-YEAR ACCESSIBILITY PLAN

2020 to 2024

OVERVIEW

The Corporation of the Town of Cobourg (“Town of Cobourg” or “Town” or “Cobourg”) recognizes and understands the importance of accessibility for Persons with Disabilities in Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) legislation, along with the Town’s Multi-Year Accessibility Plan (“The Plan”) will act as a guide and will ensure that all aspects of Cobourg become more accessible.

With the Town of Cobourg’s Multi-Year Accessibility Plan 2016-2019, we provided the opportunity to demonstrate and establish an implementation framework and future priority initiatives for the Town of Cobourg and to demonstrate current achievements regarding accessibility. The Multi-Year Accessibility Plan 2020-2024 extends these commitments, refreshes them based upon feedback from Persons with Disabilities, and renews the commitment of the Town to accessibility.

Objectives identified within the plan are short, medium, and long term with many actions ongoing to ensure accessibility in the Town. Other objectives are implemented during specific years to ensure adequate resources and appropriate time measures. Regular monitoring is necessary to ensure that relevant initiatives are included in The Plan and that progress is identified. The current focus of The Plan is dedicated to implementing the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (“IASR”).



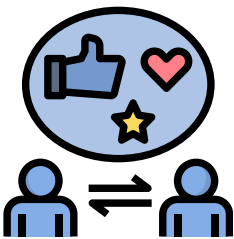
OVERVIEW (CONTINUED)

The Town of Cobourg initiates accessibility in a variety of different ways:



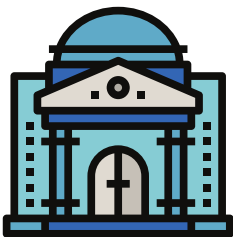
ACCESSIBILITY ADVISORY COMMITTEE

Through regular meetings once a month, the **Accessibility Advisory Committee** provides recommendations to Council and other initiatives through the Terms of Reference Mandate that is focused on addressing accessibility in a variety of aspects.



FEEDBACK AND REPORTING SYSTEM

The Town of Cobourg has a feedback and reporting system to report barriers to accessibility on the Town's website. The Town also provides the option to email accessibility@cobourg.ca about barriers. These options have been advertised to residents through multiple channels.



TOWN HALL'S COMMITMENT

Departments within the Town of Cobourg continue to examine their own services to assess, plan, and remove barriers to ensure accessibility to all Persons with Disabilities. By working with Legislative Services and the Accessibility Coordinator, we create a holistic approach to accessibility.



OVERVIEW (CONTINUED)

Most of this work and planning involves a collaboration of multiple departments working together to implement accessibility across the municipality.

The development of accessibility strategies within the Town of Cobourg involves barrier removal to ensure accessibility throughout departments and services.

Strategies and plans take into account various disabilities and involve the implementation of AODA Integrated Accessibility Standards, and the Town recognizes that removing barriers allows for better service for everyone.

The Town of Cobourg's Multi-Year Accessibility Plan will set out how the Town will continue to be an accessible organization over the next five (5) years.

The Town will continue to focus on the following six (6) areas:

1. People,
2. Policies, procedures, and best practices,
3. Communications and technology,
4. Transit and transportation,
5. Infrastructure and the built environment, and
6. Training, education, and awareness.



LEGISLATION

On June 13, 2005, the AODA received Royal Assent and is now law. The AODA requires the Government of Ontario to work with the disability community and the private and public sectors to jointly develop standards to be achieved within stages of five (5) years or less, leading to an accessible Ontario in twenty (20) years, or by 2025.

The *Accessibility for Ontarians with Disabilities Act, 2005* was enacted to serve as a framework for the establishment of accessibility in five (5) different areas:

1. **Customer Service**, to help remove barriers for People with Disabilities so they can access goods, services, or facilities,
2. **Information and Communications**, to help organizations make their information accessible to People with Disabilities,
3. **Transportation**, to make it easier for everyone to travel in the province,
4. **Employment**, to help making hiring and employee support practices more accessible, and
5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

The standards support the principles of the AODA to ensure dignity, integration, independence, and equal opportunity and each standard has specific timelines for implementation. The AODA is in place for the purpose of ensuring that People with Disabilities are not discriminated against. Implementation for both public and private sectors is to be phased in over time to achieve the objectives of a fully accessible province by 2025.

Many of the elements in this Plan will continue beyond 2025 and must be maintained to ensure accessibility in the Town of Cobourg.

BARRIER TYPES AND DEFINITIONS

The AODA outlines five (5) types of barriers that Persons with Disabilities may encounter when accessing goods and services in Ontario. These are:



ATTITUDINAL

Behaviours, perceptions, and assumptions that discriminate against Persons with Disabilities. These barriers often emerge from a lack of understanding.

ORGANIZATIONAL OR SYSTEMIC

Policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. They are often put into place unintentionally.



ARCHITECTURAL OR PHYSICAL

Elements of buildings or outdoor spaces that create barriers to Persons with Disabilities. These relate to design elements such as stairs or doorways, layout of rooms, or width of sidewalks.

COMMUNICATION

Occur when sensory disabilities, such as hearing, seeing, or learning disabilities, have not been considered. These barriers relate to both the sending and receiving of information.



TECHNOLOGY

A device or technological platform is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users.

A photograph of a meeting table with laptops, papers, and a small potted plant. The image is partially obscured by a blue overlay containing text.

"ACTIONS SPEAK LOUDER
THAN WORDS."

ACCESSIBILITY ADVISORY COMMITTEE

The following information outlines the Town of Cobourg's Accessibility Advisory Committee.

Ontario's accessibility laws require the Town of Cobourg to have an accessibility advisory committee to advise Council on preparing accessibility plans and achieve the actions within the plan. It is legislated that a majority of members must be People with Disabilities.



COMPOSITION

Seven (7) Members:

- One (1) Councilor, and
- Six (6) Citizens appointed by Council.

AUTHORITY

- Town of Cobourg Procedural By-law 003-2016,
- Town of Cobourg Accessibility Customer Service Policy,
- Town of Cobourg Integrate Accessibility Standards Policy,
- The Ontarians with Disabilities Act, 2001 (ODA), and
- The Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

PURPOSE

The role of the Accessibility Advisory Committee is to provide sound advice and recommendations to the Cobourg Municipal Council on matters relating to the goal of ensuring that individuals with disabilities shall be assured access to basic services generally available in the community.



MANDATE

The Accessibility Advisory Committee shall:

- Review and advise the Cobourg Municipal Council on matters relating to the accessibility of municipal buildings, facilities, programs, and services,
- Review and provide input in a timely manner on site plans, draft plans of subdivisions, and planning policies and drawings described in Section 31 of the *Planning Act* that may have an impact on accessibility,
- Raise the profile of accessibility issues in the community and promote initiatives that support a universally accessible community,
- Review current and proposed federal, provincial, or municipal policies relating to accessibility,
- Assist in the implementation and monitoring of general public awareness regarding accessibility,
- Consult and co-operate with other agencies and organizations involved in accessibility issues, and
- Keep current about Council-approved policies and Town related initiatives that may impact the community and the needs of Persons with Disabilities in Cobourg.

The Committee shall provide advice on the implementation of the ODA and the AODA, as required through regulation in the following:

- Development of accessibility plans for the municipality and the goals and objectives for the year,
- Advise Council annually, as required by the AODA, regarding the preparation, implementation, and effectiveness of the Town of Cobourg annual accessibility plan,
- Provide feedback on the accessibility plans for municipality administered, contracted, or licensed transit providers in consultation with Persons with Disabilities,
- Provide advice on the identification, removal, and prevention of barriers to Persons with Disabilities in the Town By-laws, policies, programs, and services, and
- Perform all other functions that are specified in the AODA and/or its regulations, including consultation requirements as outlined in the *Design of Public Spaces Standards* in the *Integrated Accessibility Standards*.

The Cobourg Accessibility Advisory Committee will also:

1. Annually complete a status report delivered to Council and the public in order to outline the progress of measures taken to implement the Multi-Year Accessibility Plan and the accessibility objectives for the year.
2. Additionally, an annual review of the Plan will be conducted with the Plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.

2020 TO 2024 OBJECTIVES AND ACTION ITEMS



MULTI-YEAR ACCESSIBILITY PLAN

GENERAL REQUIREMENTS



RESPONSIBILITIES

All of the following General Requirements are the responsibility of the Legislative Services department at the Town of Cobourg.

The Accessibility Coordinator is responsible for the tasks that fall under General Requirements with the assistance of appropriate departments and external stakeholders and rights holders including the Town of Cobourg's Accessibility Advisory Committee.

POLICIES AND PLANS

The Town of Cobourg has developed, implemented, and maintained a Multi-Year Accessibility Plan that outlines strategies and actions to identify, prevent, and remove barriers for People with Disabilities.

In addition, the Town of Cobourg has an Accessibility Policy that outlines how we intend to meet the requirements under the IASR. Meeting the needs of People with Disabilities is part of Cobourg's Strategic Plan, highlighted under the People Pillar as Action #5: Invest in programs, services, and infrastructure to make Cobourg more accessible.

EMERGENCY INFORMATION

The Town of Cobourg is committed to providing the public with available emergency information, plans, and/or public safety information in an accessible way, upon request. The Town of Cobourg's Emergency Management Plan is reviewed and exercised yearly. It will be updated for January 2021 and on an annual basis moving forward. An accessible version will be made available upon request.

The Town of Cobourg is committed to updating the public on preventative and emergency maintenance of the accessible elements of public spaces, including temporary disruptions when accessible elements are not in working order. This information will be delivered in multiple accessible formats as soon as practicable.

Information on accessible emergency information will be located on the Town of Cobourg's website and social media channels with updates being made as new information is received.



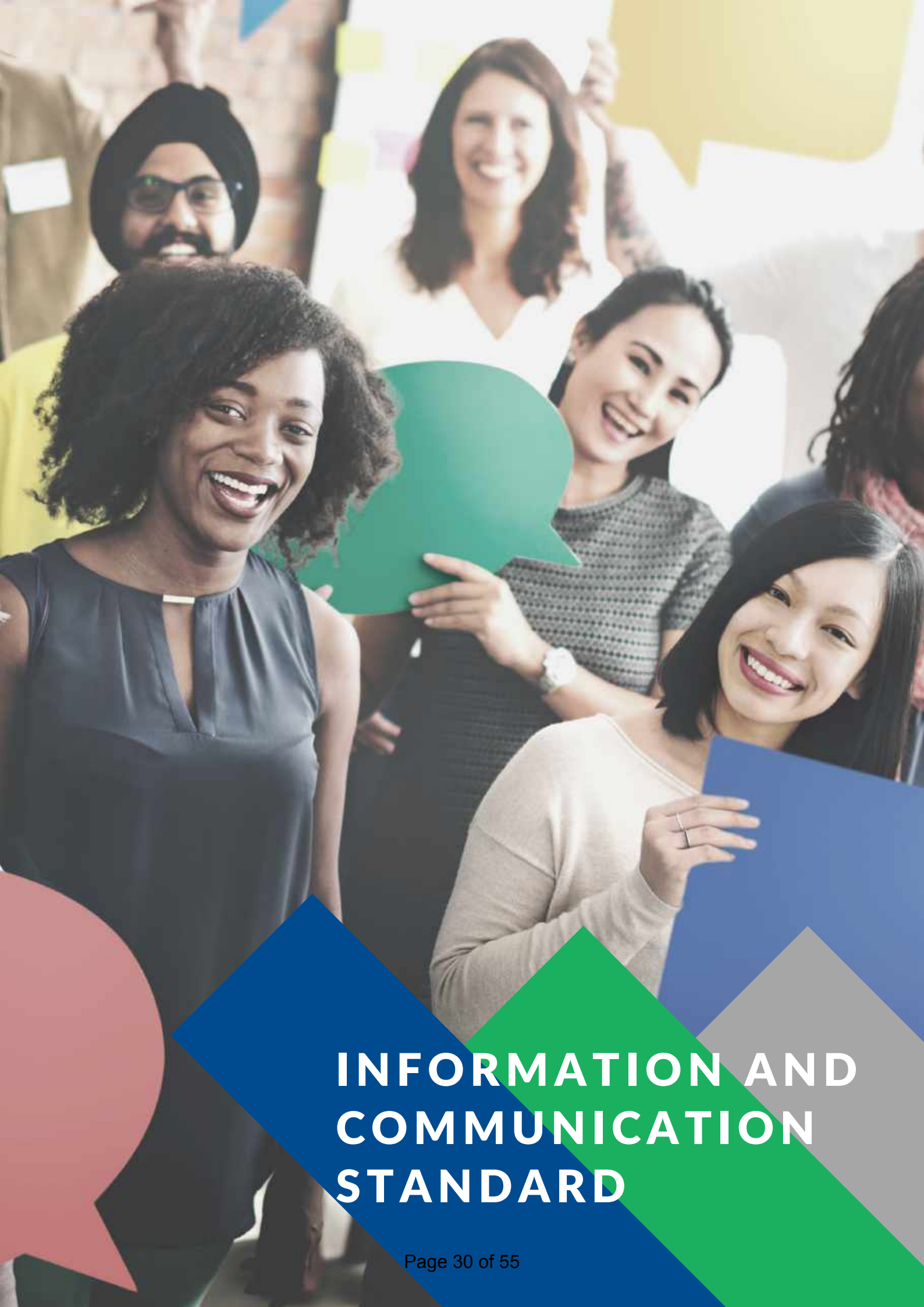
TRAINING

Accessibility and inclusion of Persons with Disabilities is a core value for the Town of Cobourg. The Town of Cobourg provides training on the AODA accessibility standards and on the Human Rights Code as it relates to Persons with Disabilities to all employees, volunteers, and third party vendors acting on behalf of the Town.

In addition, employees may require training on one or more of the standards (Information and Communications, Employment, Transportation, Built Environment, and/or Customer Service) as it relates to the duties and responsibilities of their position.

To ensure that all persons who act on behalf of the Town of Cobourg are provided with the training needed to meet current standards and legislation, we have taken the following steps:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of Persons with Disabilities.
- Ensure new employees, volunteers, Councillors, and third party vendors complete training before or within ten (10) days of employment or placement.
- Ensure employees, volunteers, Councillors, and third party vendors receive any additional niche or specialized accessibility training within thirty (30) days of employment or placement, as required.
- Keep and maintain a database of the training participant's names and dates of completion.



INFORMATION AND COMMUNICATION STANDARD



EXTERNAL EDUCATION AND AWARENESS

Continue to proclaim Accessibility Awareness Week on an annual basis.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Mayor & Town Council
- **Timeframe:** Annually
- **AODA:** N/A

Use Accessibility Awareness Week to encourage learning and education.

- **Resources:** Educational campaigns including interactive experiences.
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee
- **Timeframe:** Annually
- **AODA:** N/A

Begin to promote International Day of Persons with Disabilities.

- **Resources:** Educational campaigns and communication tools.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee, Communications, Mayor & Town Council
- **Timeframe:** Annually on December 3rd
- **AODA:** N/A

Create more awareness of the ability to provide feedback on Barriers to Accessibility.

- **Resources:** Educational campaigns to increase awareness using the Town's media outlets.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 11(1), 11(2)



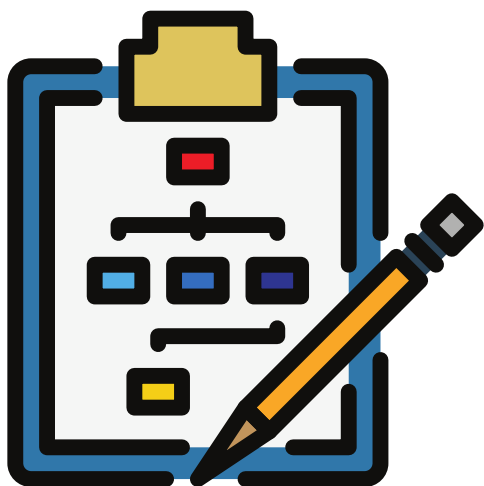
EXTERNAL EDUCATION AND AWARENESS

We want to make sure we're educating the public and businesses on topics that are important to Persons with Disabilities!

GET
involved

Some ideas we're working on now include:

- Ensuring people know what Accessible Parking looks like,
- Letting people know the harm in parking in Accessible Parking spots,
- Helping the public know that overhanging branches can impact the ability of Persons with Disabilities.
- Understanding the need for a clear and barrier-free pathway into buildings.
- Ensuring people know about Accessible Pedestrian Signals.
- Providing more information on the accessible door switches (activation switches) and how they are used.



HELP US PLAN OUR NEXT CAMPAIGN!

If you have an idea for what our next campaign should cover or how we cover it, send us an email to accessibility@cobourg.ca!



EXTERNAL EDUCATION AND AWARENESS (CONTINUED)

Raise awareness of the ability to produce key documents in accessible formats, upon request.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 12(1), 12(3), 12(4)

Ensure existing and new information available to the public is up to date, in plain language, and in an accessible format.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** All Staff with the assistance of the Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 14(2)

Enhance external communication to increase awareness of programs and services.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Continue to monitor and audit the website to ensure compliance.

- **Resources:** N/A
- **Barrier Addressed:** Technology and Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 14



INTERNAL EDUCATION AND AWARENESS

Provide staff with resources to assist with ending stigma around Disability, especially "invisible" disabilities.

- **Resources:** Training and education, potentially created in-house or outsourced.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing
- **AODA:** N/A

Expand ongoing internal education and communications regarding policies, procedures, and complaint processes currently in place that focus on diversity, accessibility, and Human Rights.

- **Resources:** Communication tools.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Communications, Human Resources
- **Timeframe:** Ongoing
- **AODA:** 12





REPORTING AND FEEDBACK

Review and refine the feedback process on an ongoing basis.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 11

Work with staff members on how to address reports that are accessibility related and adjacent.

- **Resources:** Training and education, potentially created in-house or outsourced.
- **Barrier Addressed:** All
- **Responsibility:** All Staff
- **Timeframe:** Ongoing
- **AODA:** N/A

Create and present a monthly or bimonthly status report to the Accessibility Advisory Committee and/or Council on feedback received.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** N/A

Consider hosting a community accessibility forum to receive feedback on municipal initiatives and promote community leadership.

- **Resources:** Communication tools.
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, Appropriate Staff, as required
- **Timeframe:** Long Term (2023 to 2024)
- **AODA:** 11



SIGNAGE AND ACCESS TO INFORMATION

Review and refine the signage at public facilities to assist Persons with Disabilities.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12

Review and refine the signage for public areas, especially in the downtown core, the Marina, and Parks in Cobourg.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 12

Continue to communicate about Accessible Parking and Washroom locations in Cobourg.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12





EMPLOYMENT STANDARD



RECRUITMENT AND HIRING PRACTICES

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to hiring Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 24, 25, 26

Determine opportunities to provide paid employment placements to Persons with Disabilities across the Town.

- **Resources:** Partnerships with local agencies.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** N/A

Continue to provide information on accommodation in the hiring process on all job postings.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Ongoing
- **AODA:** 23(1)





ACCOMMODATIONS, RETENTION, AND DEVELOPMENT PRACTICES

Continue to advise staff members about the accommodation process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 27, 28

Continue to advise staff members about the return to work process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 29

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to retaining and/or developing Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 30, 31, 32

Promote and expand mentoring opportunities internally and externally.

- **Resources:** Partnerships with internal persons as well as local agencies.
- **Barrier Addressed:** Attitudinal and Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Long Term (2023 to 2024)
- **AODA:** 30, 31, 32



TRANSPORTATION STANDARD



OVERVIEW

A full strategy for the Transportation Standard for the Town of Cobourg will be created in tandem with appropriate stakeholders and rights holders, including the Accessibility Advisory Committee. This will be a Multi-Year Accessibility Plan specific to Transportation needs and will be developed in 2021.

The objectives listed in this Plan are the main priorities that the Accessibility Advisory Committee has outlined.

DEFINITIONS

1. **Conventional Transit:** public passenger transportation services on transit buses, motor coaches, or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.
2. **Specialized Transit:** public passenger transportation services that:
 - a. operate solely within the Province of Ontario,
 - b. are provided by a designated public sector transportation organization, and
 - c. are designed to transport persons with disabilities.



CONVENTIONAL TRANSIT

Continue to communicate about the accessibility of the conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation
- **Responsibility:** Public Works, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 34, 35

Continue to receive and address feedback from the public about accessibility issues on conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue to maintain bus shelters and bus stops to meet the needs of Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Transportation and Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 47

Continue to use multiple and accessible formats to announce and address service delays.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Ongoing
- **AODA:** 50



SPECIALIZED TRANSIT

Review and refine the Wheels policy and application on an annual basis.

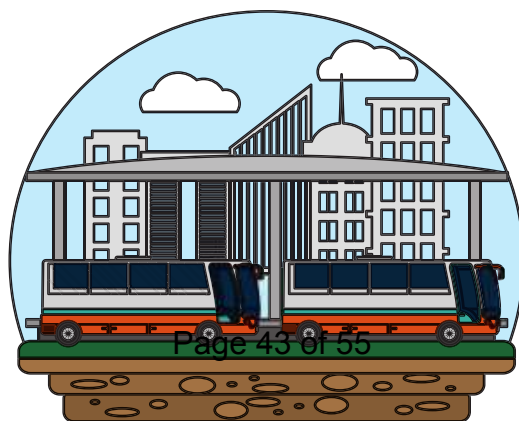
- **Resources:** N/A
- **Barrier Addressed:** Transportation
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Short Term (2020 to 2021), Annually
- **AODA:** 63, 64

Continue to receive and address feedback from the public about accessibility issues on specialized transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue using additional notification methods during service disruptions.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 73





DESIGN OF PUBLIC SPACES STANDARD

OUTDOOR PUBLIC SPACES

Continue to receive feedback on new outdoor space development.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** All Staff, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 80

Consider creating new outdoor accessible spaces.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** All Staff, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 80.16, 80.17, 80.18, 80.19, 80.20





DESIGN AND DEVELOPMENT

Continue to provide appropriate staff members the Design of Public Spaces Standard training.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 80

Continue to have an accessibility clause in RFPs and RFTs.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** All Staff, as required
- **Timeframe:** Ongoing with Annual review
- **AODA:** N/A

Consider opportunities for community partnerships and/or provincial and federal accessibility grant funding.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, All Staff
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Consider the need for the Town of Cobourg to create Facility Accessible Design Standards.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A



SIDEWALKS, ROADS, BEACH ACCESS ROUTES, AND PATHWAYS

Continue to construct Accessible Pedestrian Signals as intersections are updated.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Ongoing
- **AODA:** 80.28

Improve accessibility in the Downtown core.

- **Resources:** Audit of downtown core, partnership with Cobourg Downtown Business Improvement Area (DBIA)
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, DBIA, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve brickwork in various areas to allow for access to Persons with Disabilities within Cobourg.

- **Resources:** Audit of areas in Cobourg
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve the accessibility of the boardwalk and beach access.

- **Resources:** Audit of boardwalk, Marina, and beach areas.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80.12

CUSTOMER SERVICE STANDARD





ACCESSIBLE CUSTOMER SERVICE

Continue to provide Accessible Customer Service Training for all staff, volunteers, Councillors, and third party agencies.

- **Resources:** HR Downloads.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine training on an annual basis to ensure that it meets legislative requirements.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7, 80.49

Explore possibilities for implementing video remote interpreting systems at primary Customer Service areas across the Town.

- **Resources:** LanguageLine Video Remote Interpreting Services, which provides ASL translations
- **Barrier Addressed:** Communication, Technology, and Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine the Accessibility policies for the Town of Cobourg on an annual basis.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Annually
- **AODA:** 3



ACCESSIBLE SPECIAL EVENTS AND PROGRAMMING

Continue to recognize businesses making strides in accessibility.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** N/A

Participate in local events to continue to profile municipal accessibility.

- **Resources:** Communication tools.
- **Barrier Addressed:** All
- **Responsibility:** All Staff, as required, Accessibility Advisory Committee
- **Timeframe:** Short Term (2021), Ongoing
- **AODA:** N/A

Continue promoting the Planning Accessible Events Resource.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Communications
- **Timeframe:** Short Term (2021), Ongoing
- **AODA:** N/A

Create guidelines and provide information on how to hold and host accessible and barrier-free meetings.

- **Resources:** Communication tools.
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee
- **Timeframe:** Short Term (2021), Ongoing
- **AODA:** N/A



SPECIAL CONSIDERATION

2022 MUNICIPAL ELECTION

In leading up to the 2022 Municipal Election, the Town of Cobourg will revisit the Municipal Election 2018 Accessibility Plan in conjunction with the Accessibility Advisory Committee and other internal and external stakeholders and rights holders. This plan will be refined to ensure that Persons with Disabilities are able to participate in the 2022 Municipal Election.

**This document is available in alternate
formats, upon request.**

**Please contact us by telephone at 905-372-
4301 or by email at accessibility@cobourg.ca.**

Accessibility Advisory Committee 2021 Work Plan

Action Item	Timeline	Actions and Resources	Expected Outcome	Partners or Stakeholders	Alignment to the Strategic Plan
Increase the number of AODA compliant pedestrian signals at intersections.	Annual and ongoing	Make recommendatiosn to Council in support of AODA compliant pedestrian signals.	1. New signals annually 2. Increased accessibility at intersections 3. Improve safety at intersections	Traffic signal maintenance contractor, Municipal Staff (Engineering/Public Works), Northumberland County	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Improve accessibility downtown.	2021 to 2023	1. Raise awareness of the Downtown Vitalization CIP. 2. Audit areas of the downtown area. 3. Create a checklist of what is needed to make the area accessible based on the Design of Public Spaces Standard.	1. More accessible downtown area. 2. Higher revenues from Persons with Disabilities in the downtown area.	Cobourt Downtown Business Improvement Area (DBIA), Heritage Committee, Municipal Staff, Mayor & Town Council	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Organize Accessibility Awareness interactive experiences downtown for Accessibility Awareness Week.	2021 and ongoing	1. Committee to organize events in the months leading up to Accessibility Awareness Week. 2. Find business groups to provide devices for events. 3. Develop any budgetary needs and bring a motion to Council. 4. Receive Council support.	Increase accessibility awareness in the community and receive support to make needed updates for accessibility.	Oddfellows community group, businesses downtown, community caregivers, Municipal Staff, and Wheels provider.	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Increase the usage of the Town website to increase accessibility reports and concerns.	2021	Create awareness campaign for the reporting function (either on the website or by emailing accessibility@cobourg.ca) on the website, newspaper, press releases, and radio.	1. Collect data on accessibility concerns. 2. Learn about what improvements are required. 3. Develop action plan to address concerns that are brought forward. 4. Create a place for people to address accessibility issues to ensure they are dealt with in a timely manner. 5. Bring forward concerns to Council on a monthly or bimonthly basis.	Municipal Staff, Wheels ridership, Mayor & Town Council, all citizens.	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
More connection with Mayor and Town Council	2021 and ongoing	Monthly or bimonthly reports to go to Council.	Increase in communication with Town Council which will increase visibility and awareness of accessibility issues.	Municipal Staff, Mayor & Town Council	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Audit and understand the concerns with the Wheels transit system.	2021 to 2024	1. Work with the Accessibility Coordinator to create a Multi-Year Transportation Accessibility Plan in 2021. 2. Audit the Wheels system to see what the public believes are the issues. 3. Work to implement the Action Items from the Multi-Year Transportation Accessibility Plan during the course of 2021 to 2024.	Better transportation services for those who need specialized transit.	Municipal Staff, Wheels ridership, Mayor & Town Council, Transportation Advisory Committee, all citizens.	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Audit and fix brickwork on sidewalks throughout Cobourg.	By 2023	1. Create a checklist of legislative requirements for public spaces as well as the "best practices." 2. Create a priority list of sidewalks thoroughout Cobourg that need to be addressed. 3. Audit the sidewalks and discuss the changes that need to be updated.	Improved accessibility throughout Cobourg for Persons with Disabilities, especially those with physical disabilities.	Cobourt Downtown Business Improvement Area (DBIA), Municipal Staff, Mayor & Town Council	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.

Audit and improve accessibility in Downtown Core.	By 2023	1. Create a checklist of legislative requirements for public spaces as well as the "best practices." 2. Create a priority list of downtown issues throughout Cobourg that need to be addressed. 3. Audit the downtown core and discuss the changes that need to be updated.	More access to the downtown core for People with Disabilities, especially those with physical disabilities.	Cobourg Downtown Business Improvement Area (DBIA), Municipal Staff, Mayor & Town Council	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Increase signage in Cobourg to promote accessible facilities and amenities.	By 2023	1. Create a list of where current signs are located. 2. Create a list of where more signage should be located. 3. Make a recommendation to Council on where these signs should be.	More access to information on accessible facilities and amenities in Cobourg.	Cobourg Downtown Business Improvement Area (DBIA), Municipal Staff, Mayor & Town Council, all citizens	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Create more educational campaigns for schools.	By 2022	Work with the school districts to create more awareness about disabilities.	Improved understanding and information from the next generation on accessibility needs, issues, challenges, and opportunities.	Municipal Staff, Northumberland school districts, Mayor & Town Council	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Work to improve accessibility in affordable housing structures, developments, and plans.	By 2022	1. Create "best practices" for facilities and new developments to incorporate accessibility. 2. Use these when analyzing site plans to determine the accessible design needs of affordable housing.	Increase the amount of accessible and affordable housing units in the Town of Cobourg.	Affordable Housing CIP, Municipal Staff, Northumberland County Staff, Mayor & Town Council, all citizens	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.
Work to create Staff resources at the Town of Cobourg to assist with accessibility.	By 2023	Work to demonstrate the need for Staff and budgetary resources to ensure that accessibility needs are being met at the Town of Cobourg.	Increase the expertise of the Town of Cobourg on accessibility to assist the Accessibility Advisory Committee and citizens to meet legislative requirements.	Municipal Staff, Mayor & Town Council	People Action #5: Invest in programs and infrastructure to make Cobourg accessible.



Moved By _____

Last Name Printed _____

Resolution No.:

Seconded By _____

Last Name Printed _____

Council Date:

October 13, 2020

WHEREAS at the Committee of the Whole Meeting on Wednesday October 7, 2020 Council considered a memo from the Director of Public Works, regarding Municipal Parking and Transit Fare Update in the Town of Cobourg;

NOW THEREFORE BE IT RESOLVED THAT Council permit Staff to re-implement the collection of fares for downtown parking and transit when Victoria Hall is open to the public; and

FURTHER THAT Staff ensure that a minimum of two weeks' notice is provided to the public through all available media outlets; and

FURTHER THAT Council direct Staff to continue with reduced service hours until January 18, 2021 for conventional transit and to implement normal operational hours for Extended Specialized Wheels Service; and

FURTHER THAT Council ask the accessibility committee to look into free parking in all accessible parking spaces in the Town of Cobourg to see if it is feasible to implement and bring a recommendation to Municipal Council.