



# **MULTI-YEAR-ACCESSIBILITY PLAN**

## **2020 TO 2024**





# Presentation Overview

- Multi-Year Accessibility Plan Overview
- Legislation
- Accessibility Advisory Committee
- 2020-2024 Objectives and Action Items
  - General Requirements
  - Information and Communications Standard
  - Employment Standard
  - Transportation Standard
  - Design of Public Spaces Standard
  - Customer Service Standard
  - Special Consideration: 2022 Municipal Election
- Next Steps and Timeline



# MULTI-YEAR ACCESSIBILITY PLAN

2020 to 2024





# OVERVIEW

- Meeting the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Continuation and update from the 2016 to 2019 Multi-Year Accessibility Plan.
- 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.



# OVERVIEW (CONTINUED)

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

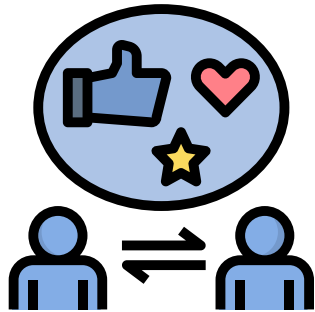


# OVERVIEW (CONTINUED)



## **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](mailto: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.





## LEGISLATION

- The AODA requires the Government of Ontario to work with the disability community.
- Leads to an accessible Ontario by 2025.
- Establishes 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.

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

# 2020 TO 2024 OBJECTIVES



**MULTI-YEAR ACCESSIBILITY PLAN**



A photograph of a group of diverse people sitting in a circle, clapping. In the center, a man with a long grey beard and a white cable-knit sweater sits in a wheelchair, smiling. To his left, a young Black man with glasses and a plaid shirt is also clapping. In the foreground, the back of a person with a red beanie is visible. To the right, an older woman with white hair is clapping. The background shows a room with light-colored curtains. A large blue and green diagonal graphic is in the top right corner.

# 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

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, and third party vendors complete training before or within ten (10) days of employment or placement.
- Ensure new employees, volunteers, and third party vendors receive any niche or specialized training within thirty (30) days of employment or placement.
- 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:** Attitudinal and Communication
- **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 (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





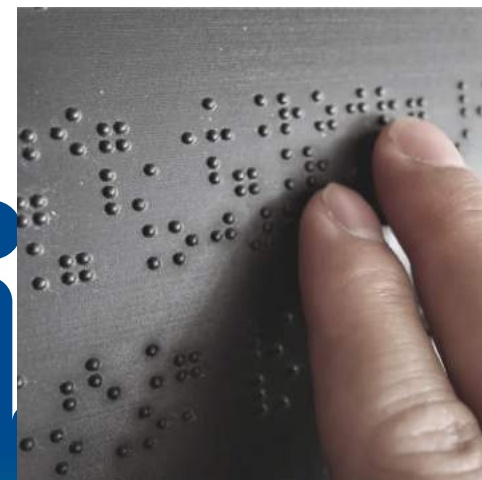
## INTERNAL EDUCATION AND AWARENESS

**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 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 in the downtown core area.

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

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

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





A woman with short, curly hair is sitting in a wheelchair, smiling and talking on a smartphone. She is wearing a red button-down shirt over a grey t-shirt. In her left hand, she holds a grey mug. The background shows a modern living space with a grey sofa, striped and yellow pillows, and a white coffee table. A laptop and papers are on the table in front of her. A green and blue diagonal graphic overlay is in the bottom right corner.

# 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.**

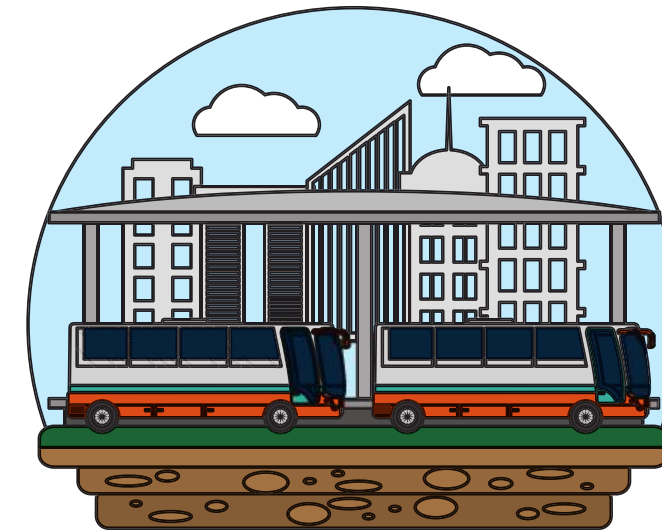
- **Resources:** N/A
- **Barrier Addressed:** Transportation
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Short Term (2020 to 2021), Annually
- **AODA:** 63, 64

**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, 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.**

- **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



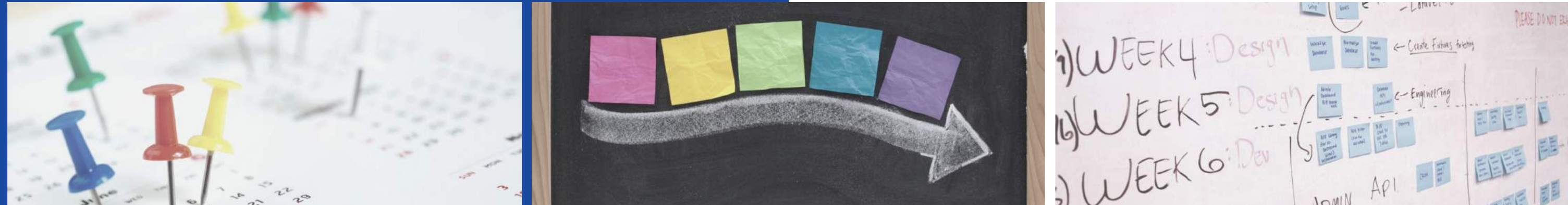
## **SPECIAL CONSIDERATION**

### **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.



# NEXT STEPS AND TIMELINE



## ACCESSIBILITY ADVISORY COMMITTEE

The draft of the Multi-Year Accessibility Plan 2020 to 2024 has been approved by the Accessibility Advisory Committee at their October 21, 2020 meeting.

## COMMITTEE OF THE WHOLE

The draft of the Multi-Year Accessibility Plan 2020 to 2024 has been brought to Town Council at the Committee of the Whole meeting on October 26, 2020.

## PUBLIC ENGAGEMENT

The draft of the Multi-Year Accessibility Plan 2020 to 2024 will be opened to the public for comment on October 27, 2020 on Engage Cobourg.

## REGULAR COUNCIL

The final version of the Multi-Year Accessibility Plan 2020 to 2024 will be brought to a regular Council meeting on November 23, 2020.

# PUBLIC ENGAGEMENT

## Multi-Year Accessibility Plan 2020-2024



### Background Information

The Town of Cobourg is committed to meeting the needs of Persons with Disabilities that work, live, and play in our community. 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, the Town of Cobourg creates a holistic approach to accessibility. We are required by law to follow the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

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 aims of this act were realized through accessibility standards setting items to be addressed.

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.
5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

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# MULTI-YEAR ACCESSIBILITY PLAN - TRANSPORTATION

*As stated, a specific Mutli-Year Accessibility Plan for the Transportation Standard will be developed in 2021 through internal and external consultations.*

## **PUBLIC ENGAGEMENT**

Public engagement will begin in early 2021 for the Multi-Year Accessibility Plan for the Transportation specific information.

## **ACCESSIBILITY ADVISORY COMMITTEE**

Staff will work with the Accessibility Advisory Committee to understand the needs of the public for both conventional and specialized transportation.

## **INTERNAL CONSULTATIONS**

Departments will work together and with the Accessibility Coordinator to understand the realities of what can be done with current resources and what additional resources are needed in the future.



# Reach Out to Me

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