

Appendix E

Reporting to Deputy City Manager and Chief
Financial Officer Joe Pennachetti

Creative Services Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

Creative Services continues to coordinate corporate initiatives to increase access to the City's official websites in compliance with the Accessibility for Ontarians with Disabilities Act, 2005. The first mandatory accessibility standard, the Accessible Customer Service Standard, comes into force on January 1, 2008.

The Web Accessibility and Assistive Technology [WAAT] group addresses online accessibility issues and to correct or remove barriers that impede usage by both the public and City staff.

The Corporate Signage Steering Committee has established corporate signage standards for City buildings and addresses legibility, visibility and consistency issues.

Both groups work with City staff and the public to increase access to City services and to improve opportunity for community involvement.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Public Information + Creative Services
CM/DCM	Joe Pennachetti
Contact Information:	
Trish Garner Manager, Creative Services 416.392.7797 / tgarner@toronto.ca	

Strategic Direction:	Service Delivery
Action Plan Objectives:	Improve accessibility to City buildings for the public and staff

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Established corporate signage committee, reviews all interior, exterior and wayfinding signage in key corporate buildings. Accessibility considerations include appropriate installation heights for wheelchair users, typestyle size and weight specifications for those with low vision and consistent application of standards.	Greater ease of access by members of the public and staff with disabilities
		INDICATORS Public and staff feedback

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	Ongoing	Greater ease of access by members of the public and staff with disabilities
		<p data-bbox="1058 578 1230 607">INDICATORS</p> <p data-bbox="1058 649 1390 678">Public and staff feedback</p>
<p data-bbox="184 799 520 828">ACTUAL OUTCOMES</p> <p data-bbox="184 870 1180 899">Improved and consistent signage treatment in all major public City buildings.</p>		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Public Information + Creative Services
CM/DCM	Joe Pennachetti
Contact Information:	
Trish Garner Manager, Creative Services 416.392.7797 / tgarner@toronto.ca	

Strategic Direction:	Service Delivery Economic Participation Public Education and Awareness
Action Plan Objectives:	Improve accessibility for employees using City computers and for employees and the public browsing the City’s websites, and to correct or remove existing barriers that impede usage.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Continue to convene cross-divisional team of experts in the areas of technology, website management, ergonomics and disabilities management to research, develop and implement solutions to address issues as they arise	Increased awareness among staff Greater ease of access by the disabled public and staff
	Continually review and test content on the City’s websites to ensure it is as accessible as possible for people with visual disabilities.	INDICATORS Public and staff feedback

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p>Educate staff through employee communications vehicles, seminars, etc.</p> <p>Develop hardware and software standards</p>	<p>Comparison against W3C [international] standards</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Continue to convene cross-divisional team.</p>	<p>Increased awareness among staff</p>
	<p>Continually review and test content on the City's websites to ensure it is as accessible as possible for people with visual disabilities.</p>	<p>Greater ease of access by the members of the public and staff with disabilities</p>
	<p>Educate staff through employee communications vehicles, seminars, etc.</p> <p>Develop hardware and software standards</p> <p>Prepare to carry out standards set by the AODA 2005 standards committees in preparation for staged compliance to be completed by 2025.</p>	<p>INDICATORS</p> <p>Public and staff feedback</p> <p>Comparison against W3C [international] standards</p>
<p>ACTUAL OUTCOMES</p> <p>Increasing awareness of online accessibility issues, problems and opportunities – e.g., the use of various types of files as e-mail attachments, untagged images in website development, video and audio files, etc.</p> <p>Overall outcome: AODA 2005 compliance</p>		

Public Information Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

The mandate of Public Information is as follows:

- Facilitate access to all municipal services
- Provide public information during critical incidents and emergencies
- Increase awareness and interest in municipal government by delivering education programs that encourage civic participation

Access Toronto, by the very nature of its business, provides a front door to the city government for members of the public. We are able to answer most inquiries (by phone, email and fax) with information contained in our Knowledge Base and refer service fulfillment requests to the appropriate divisions. Our staff also utilize telephone interpretation services for those members of the public whose first language is not English.

Our education program is geared to the Grades 5 and 10 Civics curriculum as well as ESL/Newcomer groups. We have separate and distinct presentations for each group to meet their diverse needs. We provide information on how to access city services, how to get involved in your city government and who to contact when you need assistance. We are currently working to have all three presentations translated into French so that we can attract a wider audience to the program, including the two French school boards.

Multilingual Services has the mandate to provide/broker language services to the City and its divisions on a user-pay basis and since ALS is a language, the unit maintains the contract and supplier list, not unlike what we do for other languages.

Public Information follows direction from Strategic Communications during critical incidents and emergencies in order to ensure the public is kept well informed and has a singular point of contact for regular updates and key messages from the Mayor and city officials.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Public Information / Creative Services (PICS)
CM/DCM	Chief Corporate Office
Contact Information:	
Ada Bielow Act. Manager, Public Information 416-338-0611 / abielow@toronto.ca	

Strategic Direction:

Service Delivery

Action Plan Objectives:

- To ensure accessibility to City services and information
- To encourage civic engagement
- To implement a communications plan to increase awareness among City staff about how to respond to the needs of individuals who are Deaf, deafened or hard of hearing as well as those who are blind or have low vision
- To develop and implement a Communication Plan for the Multilingual Services Unit

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p>Access Toronto</p> <ul style="list-style-type: none"> • Promote Access Toronto as the “front door” to municipal government services and programs • Respond to need of public to access information in languages other than English • Expand and enhance content in Knowledge base • Promote education program through the school boards and ESL community 	<ul style="list-style-type: none"> • The public is easily able to access the Government of Toronto by phone, e-mail, fax, mail and in person and receive correct and current information in response to their inquiry(ies) regardless of language challenges. • Staff assist callers with English language difficulties by using telephone interpretation services. • Students (Grade 5 and 10 as part of their civics curriculum) and ESL (as part of their orientation to living in the City) are educated on Government of Toronto services and programs and provided with strategies and directions on how to participate in their local government

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> • Develop French language education program 	<ul style="list-style-type: none"> • French language schools will be able to participate in education program <hr/> <p data-bbox="1018 418 1192 451">INDICATORS</p> <ul style="list-style-type: none"> • Stats are reviewed to ensure we are meeting customer service objectives by phone (80/20) and e-mail (24 hour turnaround) • Educators provide feedback through comment sheets which are used to evaluate success of program

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p>Multilingual Services</p> <ul style="list-style-type: none"> • Provided advice to City Staff requesting the services of ASL interpreters. • Administered the RFP for ASL interpreters and provided information to City staff on real-time captioning services and equipment supplied by CART as well as the list of ASL RFP successful vendors who were awarded a contract by the City of Toronto and also the list of ASL interpreters who did not bid for the City contract but work regularly as free-lance ASL interpreters for the City of Toronto. • Participated in the implementation of the Public Information’s communication plan to increase awareness among City staff about the needs of individuals who are deaf, deafened or hard of hearing. • Reviewed the Multilingual Services Unit’s website to include up to date information on ASL interpretation and advice on how to book ASL interpreters. 	<p>EXPECTED OUTCOMES</p> <ul style="list-style-type: none"> • To enable City staff to communicate with individuals who are deaf, deafened or hard of hearing at meetings and presentations. • To help City staff organise meetings aimed at better serving individuals who are deaf, deafened or hard of hearing. • Help City Staff better serve the deaf, deafened or hard of hearing community. <hr/> <p>INDICATORS</p> <ul style="list-style-type: none"> • Initiation of a request for feedback form that would ask Staff citywide who use the services of ASL interpreters to provide their comments on the outcomes of the provision of ASL interpreters to staff and the public at their meetings and conferences. • Follow-up on the ASL interpretation City staff feedback form. Outcome comments will be forwarded to the Diversity Management team for assessment.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Access Toronto</p> <ul style="list-style-type: none"> All activities same as for 2007. Access Toronto will be absorbed into 3-1-1 during 2008 and the Education Program will be moved to Protocol in the City Clerk's Office. 	<p>Same as for 2007</p>
		<p>INDICATORS</p>
		<p>Same as for 2007</p>
<p>ACTUAL OUTCOMES</p>		

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Multilingual Services</p> <ul style="list-style-type: none"> • Provide advice to City Staff requesting the services of ASL interpreters. • Issue a new ASL interpretation services RFP in February 2008 and award a new ASL contract in April 2008 to successful providers of ASL interpretation services. • Provide to City Staff the list of the 2008 RFP successful vendors who were awarded a contract by the City of Toronto and also the list of ASL interpreters who did not bid for the City contract but work regularly as free-lance ASL interpreters for the City of Toronto. • Provide information to City staff on real-time captioning services and equipment supplied by CART <p>Organize information sessions in 2008 to raise awareness of the services provided by the Multilingual Services Unit to City staff, including the provision of ASL interpretation and real-time captioning services.</p>	<ul style="list-style-type: none"> • To enable City staff to communicate with individuals who are deaf, deafened or hard of hearing at meetings and presentations. • To renew the Multilingual Services Unit’s commitment to raise awareness among City staff about the ASL services provided by our unit and enable them to communicate with staff and City residents who are deaf, deafened or hard of hearing. <hr/> <p>INDICATORS</p>
<p>ACTUAL OUTCOMES The plan is on track and planned objectives were met.</p>		

Facilities and Real Estate Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

The goal of the Facilities and Real Estate Division is for City owned facilities to become universally accessible augmenting the initiative towards a barrier free City. The Facilities and Real Estate plan would allow communities to access City run services, programs and events. It would also facilitate employment for people with disabilities. To achieve this goal, the Accessibility Plan aims:

- a) to make the City's facilities, services and programs accessible,
- b) to identify and eliminate disparities and barriers, and
- c) to provide accessibility at worksites.

Facilities and Real Estate has conducted and will continue to conduct Accessibility audits of City owned properties within its jurisdiction. Based on the results and findings of these audits, a capital program is then developed for essential retrofits of identified facilities. City Council authorizes the budget and implementation program. Implementation is based on the City of Toronto Accessibility Design Guidelines, a best practices design document. All new facilities are required to be designed in accordance with the guideline. Proposed renovations are also designed to meet the guideline when and where it is feasible.

Realization of the Facilities and Real Estate goals and objectives will support both Civic Engagement and Employment opportunities.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Facilities & Real Estate
CM/DCM	Joseph Pennachetti
Contact Information:	
Dan Haradyn Manager Capital Construction Projects Design Construction and Asset Preservation 416-392-1546; dharadyn@toronto.ca	

Strategic Direction:	<ol style="list-style-type: none"> 1. Civic Engagement 2. Employment Opportunities
Action Plan Objectives:	<ol style="list-style-type: none"> 1. Civic Engagement Building strong communities by ensuring that graffiti incidents motivated by racism, sexism, anti-Semitism, bigotry, or homophobia is addressed immediately. Providing access to City facilities for people with varying disabilities will allow participation in community events facilitating Civic Engagement. 2. Employment Opportunities Providing an accessible work environment for people with varying disabilities will remove obstacles to employment and broaden their opportunities.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ol style="list-style-type: none"> 1. Civic Engagement <ol style="list-style-type: none"> a) Facilities and Real Estate Division has been and continues to report any hate related graffiti to the Toronto Police Service. b) The Facilities and Real Estate Division continues to provide accessibility education and training to F&RE staff to understand better the needs of the City's diverse disabilities in communities. 	<ol style="list-style-type: none"> 1a) All hate-related graffiti will be reported to Corporate Security and to the Toronto Police Service for documentation and investigation. Facilities and Real Estate division will remove all graffiti from City buildings as quickly as possible. 1b) Staff understanding of the varying needs of those with disabilities will be enhanced by the City of Toronto's "Best Practices" Accessibility Design guidelines. New building designs and retrofits will represent requirements of the accessibility design guidelines. Two staff training sessions were held in 2007 and additional training session are scheduled for 2008.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p>c) The Facilities and Real Estate Division continues to provide accessibility awareness sessions to educational institutions other municipalities groups or organizations as requested. Responding to others with interest, allows the City to display its efforts in addressing the varying needs of people with disabilities.</p> <p>2. Employment Opportunities</p> <p>a) The Facilities and Real Estate Division has been responsible for accessibility with respect to corporate facilities. Audits of Corporate facilities continue to determine accessibility gaps. Multi-year implementation plan in the Facilities and Real Estate capital budget submission addresses an action plan to eliminate these gaps.</p> <p>The Facilities & Real Estate Division has, and continues to assist other departments to identify and seek funding to address building accessibility matters for employees and the public.</p>	<p>1c) Institutions become aware of the approach the City of Toronto is taking in Design Accessibility issues. They also become familiar with the City of Toronto Design Guidelines.</p> <p>2a) All F&RE facilities to be scheduled for retrofits in a multi-year plan for compliance with the City of Toronto Accessibility Design Guidelines. This will accommodate employees with disabilities in the workplace so that their productivity and work experience parallels as nearly as possible that of their peers. This also allows for the City to hire future potential staff that may have a disability.</p> <p>Other City of Toronto facilities will also become accessible to both public and staff.</p> <hr/> <p>INDICATORS</p> <p>1a) Investigation by Police may lead to arrests and/or cessation of the hate graffiti.</p> <p>1b) More F&RE corporate facilities are accessible, allowing communities to engage in public events.</p> <p>1c) Institutions and other Municipalities are taking notice and are eager to have City Representation to address their classes.</p> <p>2a) Other City divisions are requesting the services of F&RE to address accessibility renovations.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	Same as 2007	Same as 2007
		INDICATORS
		Same as 2007

ACTUAL OUTCOMES

F&RE staff have been sensitive and diligent in addressing graffiti incidents motivated by racism, sexism, anti-Semitism, bigotry, or homophobia.

F&RE has seen a drastic improvement in attitudes and accessibility in our staff and facilities. The accessibility improvements have allowed employment opportunities for people with disabilities and participation by the public in all of our Civic Centres.

At this point in time, F&RE feels that a revised plan is not necessary as we are achieving our objectives.

F&RE building portfolio keeps expanding and thus the building accessibility audits continue with implementation in subsequent years.

F&RE staff continue to work with Educational Institutions on an as needed basis to educate future designers on accessibility issues.

Corporate Finance, Financial Planning, Special Projects and Finance & Administration Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

A consolidated Action Plan on Access, Equity and Human Rights has been prepared for the following divisions reporting to the Deputy City Manager / Chief Financial Officer (DCM/CFO): Corporate Finance, Finance & Administration, Financial Planning, and Special Projects.

The divisions are committed to the guiding values and principles of equal rights and dignity of all persons, and equity in opportunities and employment for all. These divisions have integrated equity goals and initiatives into their normal processes and practices and are recognized as a standard way of operating.

The focus of the 2007 – 2010 Access, Equity and Human Rights Action Plan is on two strategic directions: economic participation to ensure fairness and equity are included in all staffing and staffing development activities; and building strong communities by providing equitable opportunities for participation in the City's activities.

Establishing employment equity helps to achieve diversity in the workplace. Employment equity focuses on results and works within a framework of inclusion, respect and a climate free of discriminatory barriers to support merit. The divisions' activities to ensure employment equity include promoting and encouraging participation in the City's workforce survey, promoting the City's corporate orientation program that includes information on the City's access and equity programs, and supporting professional development goals and plans.

Finance & Administration's Communication unit, on behalf of its client divisions, interacts with the public and supports activities where the public are invited to participate in the City's decision-making process. An important objective is to ensure the public can fully participate in the life of the City. To achieve this the unit coordinates logistics for public consultations by ensuring that locations are free of physical barriers, are in close proximity to public transportation, and where requested, offers the use of assistive devices (real time captioning, signing services, etc.). The divisions have developed Routine Disclosure Plans, making more information available to the public, and are undertaking a re-design of the website so information is useable to the widest possible audience.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Finance & Administration
CM/DCM	Joe P. Pennachetti
Contact Information:	
Anna Marie Barabas Management Consultant 416-392-4998 / abarabas@toronto.ca	

Strategic Direction:	Economic Participation
Action Plan Objectives:	<ul style="list-style-type: none"> • Ensure the principles of fairness and equity are incorporated into all staffing and staff development procedures and activities. • Identify and remove barriers to equity in employment for members of designated groups.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007 - 2008	<ul style="list-style-type: none"> • Encourage participation in the City's workforce survey. • Promote new staff attendance in the City's orientation program. • Incorporate and promote the City's access and equity programs and training in the divisional orientation packages. • Support the attendance of all staff through divisional development goals and plans. 	<ul style="list-style-type: none"> • Equitable access to employment opportunities and a workforce reflective of the diverse population of our community. • Enhanced data regarding the City's workforce composition. • A corporate orientation package that includes information on the City's access and equity policies and practices. •
		<p>INDICATORS</p> <ul style="list-style-type: none"> • Staff participation in the City's workforce survey. • Number of employees taking the orientation program.

<p>ACTUAL OUTCOMES</p> <ul style="list-style-type: none"> • Management and excluded staff participated in the workforce survey
--

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Finance & Administration
CM/DCM	Joe P. Pennachetti
Contact Information:	
Anna Marie Barabas Management Consultant 416-392-4998 / abarabas@toronto.ca	

Strategic Direction:	<ul style="list-style-type: none"> • Building Strong Communities
Action Plan Objectives:	<ul style="list-style-type: none"> • Provide equitable opportunities for residents of all backgrounds and members of the general public to participate in the City’s decision-making process. • Ensure printed materials are accessible to the widest possible audience. • Promote strategic advertising in multi-ethnic / community publications to reach Toronto’s diverse audience

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007 - 2008	<ul style="list-style-type: none"> • Coordinate public consultations on behalf of the Internal Services divisions (i.e., budget, tax policy, revenue tools, etc.) in locations that are wheelchair accessible. • Provide materials in multiple languages and alternate when required. • Encourage and assist clients in using clear language and design to ensure materials are useable by the widest possible audience. • Re-design Internal Services website so it is useable by the widest possible audience. • Undertake advertising in multi-ethnic/community publications. 	<ul style="list-style-type: none"> • Enhanced information sharing through a variety of communication tools (i.e., enhanced web site, public consultations, etc.). • Increase awareness of opportunities to participate in the City’s decision-making process.
		<p>INDICATORS</p> <ul style="list-style-type: none"> • Greater turnout at events.

ACTUAL OUTCOMES

Fleet Services Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

Fleet Services is an internal focus group, therefore we have very little outreach to the public.

Fleet Services will provide assistance to internal and external job applicants and city employees, with various restrictions, enabling these job applicants and employees to obtain various jobs in divisional and ABC driving applications. This assistance will be in the form of providing visual and oral help to hearing impaired, dyslexic, reading and language restricted etc. job applicants and employees.

Fleet Services purchases, manages and maintains vehicles and equipment for all of the City's Divisions and some ABCs. This allows Fleet Services to act as a resource helping any division to address the vehicle-related accessibility needs of its staff. When ordering a vehicle, Fleet works with the supplier to ensure that all technical requirements are met, and this can include solving specific accessibility issues.

Fleet Services will research, specify, modify and purchase vehicles and equipment that will enable various focus groups to use and access city owned and operated vehicles and equipment.

Fleet Services currently has a mechanism for staff to meet and discuss safety issues. In 2008 we plan to use this system to meet with all fleet staff and openly discuss diversity, racism and discrimination. With this active approach we hope to help identify, challenge and eradicate the values, structures and behaviors that preserve racism and discrimination.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division: Fleet Services	
CM/CFO : Joe Pennachetti	
Contact Information:	
John Bellinger Fleet Safety Supervisor 416-338-1101 jbellinger@toronto.ca	

Strategic Direction:	Leadership, Service Delivery
Action Plan Objectives:	<p>Assist - Job Applicants and City Employees in obtaining positions of employment.</p> <p>Assist - Employees with medical restrictions in retaining driving positions.</p> <p>Purchase/ Modify - Vehicles to accommodate staff and clients with restricted mobility</p> <p>Provide Training - To Fleet Staff regarding Access, Equity, Diversity, Racism and Discrimination</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p>Modify classroom and in vehicle training, to provide additional assistance to hearing loss employees and job applicants. Use more visual aids</p> <p>Use of Sign Language Providers to work with Fleet Safety Trainers to provide training to hearing loss employees.</p> <p>Provide “Oral Assistance” with written exams to employees and job applicants with poor reading and/or writing skills, English as a second language, dyslexia etc.</p> <p>Assist City employees with Provincial vision and medical waiver applications</p>	<p>Hearing loss employees and job applicants, better equipped to obtaining driving positions and advancements.</p> <p>Job applicants and employees with poor reading/writing skills better equipped to pass written exams, and obtain driving positions and advancements.</p> <p>City employees able to retain Ontario licence, and continue vehicle operation and service delivery.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p>Work with corporate H.R. Ergonomics to develop specification to purchase and/or modify city equipment/vehicles to accommodate staff with height/medical and/or movement restriction.</p> <p>Research, specify and purchase new equipment that can provide access to wheelchair users. (Buses)</p> <p>Provide training to bus drivers and city staff on the use of these systems, i.e. wheel chair restraints.</p>	<p>Accommodate staff with various restrictions. Permit the continuance of vehicle operation and service delivery.</p> <p>Homes for the Aged programs expanded to accommodate wheelchair users.</p> <p>Staff trained in vehicle use.</p> <hr/> <p>INDICATORS</p> <p>Ongoing Success in providing assistance in obtaining alternative jobs to drivers with hearing loss, dyslexia, poor reading/writing skills and English as a second language.</p> <p>Vehicle purchase has improved program delivery and provided access.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Continue 2007 practice(s)</p> <p>Use our existing system of monthly training sessions and safety meetings to openly discuss diversity, racism and discrimination with all Fleet Services Staff.</p>	<p>Identify, challenge and eradicate values, structures and behaviors that preserve racism and discrimination</p>
		<p>INDICATORS</p>
<p>ACTUAL OUTCOMES</p> <p>Fleet Services has successful outcomes in providing assistance to drivers with hearing loss, dyslexia, poor reading/writing skills and English as a second language, helping them in obtaining access to alternative jobs and advancement. Objectives have been met and we will continue the process.</p> <p>Fleet Services has successful outcomes with vehicle/equipment purchases and modifications. This allows Fleet Services to act as a resource helping any division to address the vehicle-related accessibility needs of its staff. Objectives have been met and we will continue the process.</p>		

Information & Technology Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

Information & Technology will be participating in many business driven technology initiatives. (i.e. 3-1-1 and the Web redesign projects). As well as ensuring that the technical solutions meet the business requirements, I & T will also help ensure that staff and the public with disabilities are considered. Areas to be addressed are use of:

- Text-to-speech software
- Voice Recognition
- Software tools for persons with “low vision”
- Video captioning tools and methods
- Virtual meeting and instant messaging-type software tools to allow staff with disabilities to participate in meetings without having to travel to physical locations
- Specialized telephone devices for the hearing or visually impaired

In addition, I&T will also investigate and recommend:

- Solutions so that all City computer users can access information/files required for their work.
- Current/future workstations that accessibility features are enabled as part of the standard operating.
- Any specialty assistive software/hardware is compatible with standard City workstations hardware/software

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Information & Technology
CM/DCM	Joe Pennachetti
Contact Information:	
Howard Wunch Director, Solutions Development & Deployment 416-397-9810 / hwunch@toronto.ca	

Strategic Direction:	Service delivery - Accessibility to City services and information
Action Plan Objectives:	Improve accessibility to Portable Document Format (PDF) files for the public and staff

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007-2008	<p>A standard tool for creating accessible PDF files is established (Adobe Writer).</p> <p>Investigate licensing options and costs.</p> <p>Staff awareness on creating accessible PDF files. Information sent in Monday Morning News with link to guidelines on intranet.</p>	<p>Staff will be able to create accessible PDF files for use by the public and staff.</p> <p>. A budget estimate and recommendation for implementing the tool.</p> <p>Staff buy in and understanding of the issues. Posted guidelines on the appropriate use of PDFs.</p>
		<p>INDICATORS</p> <p>Public and staff feedback</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	Develop implementation plan of the standard tool. Staff training for creating accessible PDF files.	The standard tool would be included on City workstations as required. Dependent on licensing options. Staff will be able to create accessible PDF files for use by the public and staff.
		INDICATORS Public and staff feedback

ACTUAL OUTCOMES

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
Ongoing	Investigate, recommend and implement technology hardware and software solutions to address individual staff accessibility needs. Investigate availability of specialty telephones for the visually and hearing impaired.	Provide tools that enable staff to carry out their job functions. Examples of existing implementations: Hardware: Braille terminals; document magnifier; Software: JAWS, ZoomText, Dragon Naturally Speaking. Provide large and/or Braille button telephones for the visually impaired staff.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
		<p data-bbox="1020 232 1932 337">Provide loud (i.e. high volume) telephones and/or TDD (Telecommunications Device for the Deaf) for the hearing impaired staff.</p> <p data-bbox="1020 418 1188 451">INDICATORS</p> <p data-bbox="1020 492 1220 524">Staff feedback.</p>
ACTUAL OUTCOMES		

Purchasing and Materials Management Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

The City of Toronto represents one of the largest single purchasers of material, supplies, equipment and services in Ontario. The division's primary function is to supply all divisions and designated agencies, boards and commissions of the City with the best value and service possible for public monies spent, at all times maintaining the highest standards of business ethics in our dealings with suppliers. The division also handles the sale of obsolete or salvageable material, warehousing and distribution, and quality control on purchased goods and services by the City.

The procurement function is accomplished by competitive bidding based on pre-determined specifications. A key issue for the division is to continue to expand the scope of participants in the City's purchasing process. Ensuring continuity of an open, fair, accessible and transparent purchasing process to all suppliers including advertising practices to minority businesses and organizations continues to be a divisional priority.

In 2006, PMMD staff participated in the Enterprise Toronto one day session which provides outreach to all businesses in the City, including minority businesses and organizations.

In 2007, PMMD participated in meetings with the delegation of business officials and government officials from China and Iceland regarding opportunities to conduct business with the City of Toronto.

In December 2007, PMMD launched a new Online Call Document System that replaced the City of Toronto's Bidders List. All call documents are now available online, 24 hours a day, 7 days a week, on a per a pay-per-document basis ensuring vendor are only paying for what they need.

In 2007, PMMD staff conducted several briefings on how to do business with the City of Toronto and will continue to do so in 2008. At these supplier briefings, sign language interpreters may be available should staff be aware that a member of the public will require this service.

In March 2008, PMMD staff all work in consultation with the Communications Unit of the Finance and Administration Division on a new campaign on "How to do Business with the City of Toronto" with the intention of reaching diverse groups to use the Online Call Document System.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Purchasing and Material Management
CM/DCM	
Contact Information:	
Lou Pagano Director 416-392-7312 / lpagano@toronto.ca	

Strategic Direction:	Economic Participation
Action Plan Objectives:	To allow for and provide an open and fair environment for City’s purchasing activities To continue to expand the scope of participants into the City’s procurement process.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ul style="list-style-type: none"> • Continue to conduct Supplier Briefing Sessions to encourage participation into City’s purchasing process. • Implement an informal procurement process for low value purchases. • Continue to offer ability to split requirements in a Call documents into smaller award opportunities (such as award by regional/geographic sections). • Refine and improve business processing 	<ul style="list-style-type: none"> - Increase awareness of the City’s procurement process. - Educate potential suppliers on how to bid on city business opportunities to increase their chances of success in obtaining City business. - Greater participation of small businesses in the City’s procurement process - Increase in business opportunities and award of contracts to smaller vendors. - Improve relationships with the vendor community by eliminating administration (red tape) - Development of creative ways to obtain required goods and/or services while reducing costs to the City.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
		INDICATORS <ul style="list-style-type: none"> - Number of supplier briefings conducted - Number of bids received
2008	<ul style="list-style-type: none"> • Continue to conduct Supplier Briefing Sessions to encourage participation into City's purchasing process. <p><u>Accessibility Participation</u></p> <ul style="list-style-type: none"> • Commence new advertising campaign to reach ethnic, minority, local and community businesses to participate in competing for business with the City. • Offer Purchasing materials/instructions on how to bid for City business in the languages of the various City ethnic groups. 	<ul style="list-style-type: none"> - Increase awareness of the City's procurement process - Educate suppliers on how to bid on city business opportunities to increase their chances of success in obtaining City business. <p><u>Accessibility Participation</u></p> <ul style="list-style-type: none"> - Increase participation from various ethno-racial groups <p>INDICATORS</p> <ul style="list-style-type: none"> - Number of supplier briefings conducted - Number of bids received - Number of languages material/instructions are available
<p>ACTUAL OUTCOMES</p> <ul style="list-style-type: none"> • In 2007, Purchasing and Material Management Division conducted 10 supplier briefings to various community groups including the delegation of business and government officials from China and Iceland. • The average number of bids received per call document issued in 2007 was 4.19 versus 3.98 in 2006. 		

Revenue Services Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

The Revenue Services team remains the first contact for inquiries regarding property tax, water billings and parking tickets.

Each year, a review is done in conjunction with Corporate Communications, to ensure that the multi-lingual messaging on all Revenue Services printed publications, accurately reflects the 16 languages that are most common place in the City of Toronto.

Construction was completed at East York Civic Centre which included the construction of a barrier free counter for people with disabilities. In mid 2008, construction is slated to begin at North York Civic Centre, which will include moving the Revenue Services counter from the lower level to the main floor. Once complete, this too will include a barrier free counter for people with disabilities ensuring them a more comfortable area at which to complete their business transactions.

The Integrated Voice Response (IVR) system scheduled for 2006 will be in place by mid 2008 which will allow easy access to tax/water/ and parking tag information, and payment options over the telephone 24 hours per day. In addition to that, people will be able to inquire about their court time for parking tickets, as well as being able to enter water meter readings. Once again, this will allow seniors and people with disabilities easier access to the services provided by Revenue Services.

Revenue Services offers a tax rebate and cancellation program for seniors and people with disabilities. Beginning in 2008, we will also offer a rebate program to seniors and people with disabilities for water consumption increases.

During 2008, Revenue Services will also be investigating the possibility of printing the tax and water bills using brail.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Revenue Services
CM/DCM	Joe Pennachetti
Contact Information:	
Giuliana Carbone [Title] Director, Revenue Services 416-392-8065	

Strategic Direction:	<ul style="list-style-type: none"> - Service Delivery - Public Education and Awareness
Action Plan Objectives:	<p>Service Delivery</p> <ul style="list-style-type: none"> - Ensure programs and services continue to serve the needs of a diverse population, and provide equitable services to all <p>Enhance services that respond to the changing needs of the population</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p>A) Continue to advertise tax billing information in various ethnic and community newspapers</p> <p>B) Offer easier accessibility to Revenue Services programs via the web</p>	<p>A) Allow ethnic groups easier access to taxation information</p> <p>B) Provide forms for various programs in an easily accessible format</p> <p>Eliminates the need to attend City Hall or other Civic Centres in person</p>
		<p>INDICATORS</p> <p>A) A count is kept in the Revenue Services call centre as to how many calls needed either in-house translation, or the use of Language Line Services (City of Toronto’s contracted translation service)</p> <p>B) Will monitor programs offering forms via the web for any spike in activity.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	Continue to encourage staff to participate in Corporate Initiatives and appropriate training relating to Access, Equity and Human Rights	Better understanding of access, equity and human rights issues, as well as providing better customer service in serving customers with disabilities
		<p>INDICATORS</p> <p>Staff will be more conversant on access, equity and human rights issues</p>
ACTUAL OUTCOMES		