

SERVICE

AODA

Who We Are

The AODA Division works with stakeholders across the City of London to meet the legislative requirements under the *Accessibility for Ontarians with Disabilities Act* ('AODA') and other regulations. The AODA Division also works in collaboration with all Service Areas with respect to accessibility to promote a healthy, safe and accessible City for all.

What We Do

The AODA Division contributes to providing quality goods, services and facilities that are accessible to all persons receiving services in a manner that ensures dignity, independence, integration and equal opportunity of all persons with disabilities. The AODA Division assists functional units within the City to ensure they are compliant with AODA requirements and to promote accessibility in their respective Service Areas.

Why We Do It

**Mandatory** – The City's responsibilities with respect to accessibility are mandated by the *Accessibility for Ontarians with Disabilities Act*.

\$0.01

per day

for the average ratepayer (2020-2023)

0.06%

of the 2020-2023 City of London Net  
Property Tax Supported Budget

The following table provides an overview of the budget for the service:

<b>Budget Summary (\$000's)</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2020-2023 TOTAL</b>
Gross Operating Expenditures	\$412	\$417	\$422	\$427	\$1,678
Other Revenues	\$0	\$0	\$0	\$0	\$0
<b>Net Tax Levy Supported Operating Budget</b>	<b>\$412</b>	<b>\$417</b>	<b>\$422</b>	<b>\$427</b>	<b>\$1,678</b>
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	1	1	1	1	

Reflects 2020 - 2023 Housekeeping Budget Adjustments up to August 31, 2020.

The following section provides an overview of the key activities the service plans to undertake from 2020-2023 to implement the Corporation's 2019-2023 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

### **Service Highlights 2020-2023**

- The organization strives to incorporate the accessibility principles of independence, dignity, integration and equal opportunity into each of our municipal services. We are proud of our achievements in the previous 2013-2017 Multi-Year Accessibility Plan and we recognize that there is still work left to be done in order to move the yardstick forward towards making London an accessible City for all. This 2018-2021 Multi-Year Accessibility Plan outlines the path that the City of London will take to identify and remove accessibility barriers while taking proactive steps to enhance the accessibility of our municipal services.

### **Risks and Challenges Anticipated in 2020-2023**

- The organization strives to be a leader in accessibility by incorporating accessibility principles into areas. This requires the organization to look beyond the legislative requirements and into the importance of incorporating accessibility into our business processes.

The service directly supports the following components of the Corporation's 2019-2023 Strategic Plan:

LEADING IN PUBLIC SERVICE							
Londoner's experience exceptional and valued customer service.							
Expected Result	Strategy	Metric	Target				
			2019	2020	2021	2022	2023
Reduce barriers to access City services and information.	Implement the 2018 to 2021 Multi-Year Accessibility Plan. (LPS-15)	15 front counters made accessible	3	3	3	3	3
		50 pedestrian crosswalks made accessible	10	10	10	10	10
		90% of accessibility initiatives implemented	90%	90%	90%	90%	90%
		Metric TBD in consultation with the Accessibility Advisory Committee	TBD	TBD	TBD	TBD	TBD

For more information:

Other Reference Information
<ul style="list-style-type: none"> <li>The 2018-2021 Accessibility Multi-Year Plan outlines our next phase of changes to continue to improve accessibility throughout the City of London. Over the next four years this document outlines our commitment to a more inclusive City of London experience.</li> <li>Under the AODA, all municipalities in Ontario are required to prepare an Accessibility Plan and annual status update reports. London's 2018-2021 Multi-Year Accessibility Plan reviews recent achievements and lays out the City's implementation plan for meeting accessibility standards over the next five years. The plan was developed by City staff and the Accessibility Advisory Committee (ACCAC). The 2018 Annual Status Update Report and Appendix: Maintenance of Accessible Elements provides information on the measures taken to implement the Accessibility Plan.</li> </ul>

## Contact

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