



## 2020 to 2023 Business Plan

Service: AODA

**\$0.01**

Cost per day for the average rate payer (2020 to 2023)

**0.06%**

Percentage of the 2020 to 2023 City of London Net Property Tax Supported Budget

### 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*.

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

Budget Summary (\$000's)	2020	2021	2022	2023	2020 to 2023 TOTAL
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	N/A

Reflects 2020 - 2023 Council Approved Budget - January 12, 2021.

The following section provides an overview of the key activities the service plans to undertake from 2020 to 2023 to implement the Corporation's 2019 to 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 to 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 to 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 to 2023 Strategic Plan:

## Leading in Public Service

Londoners experience exceptional and valued customer service.

**Expected Result:** Reduce barriers to access City services and information.

**Strategy:**

- Implement the 2018 to 2021 Multi-Year Accessibility Plan. (LPS-15)

Metric	2019	2020	2021	2022	2023
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%
<b>Metric TBD</b> in consultation with the Accessibility Advisory Committee.	TBD	TBD	TBD	TBD	TBD

**Other reference information and links:**

- 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.
- 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.

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