Tuesday, August 9, 2016
6:30 PM. – Regular Meeting

Training Room WT-2A
2nd Floor, West Tower – City Hall

Members: Glenda Coupland (Chair)
Frank Raymond (Vice-Chair)
Harvinder Bajwa
Harpreet Bhons
Vicki Faulkner
Sherri Hopkins
Karyn Pelkie
Mary Pettingill
Raymond Shaver
Therese Anne Sidler
Franco Spadafora
City Councillor Pat Fortini - Wards 7 and 8

For inquiries about this agenda, or to make arrangements for accessibility accommodations for persons attending (some advance notice may be required), please contact: Chandra Urquhart, Legislative Coordinator.
Telephone: 905-874-2114 or TTY 905-874-2130 or cityclerksoffice@brampton.ca

Note: Some meeting information may also be available in alternate formats, upon request.
Please ensure all cell phones, personal digital assistants (PDAs) and other electronic devices are turned off or placed on non-audible mode during the meeting.

1. **Approval of Agenda**

2. **Declarations of Interest under the Municipal Conflict of Interest Act**

3. **Minutes**
   
   3.1 Minutes – **Accessibility Advisory Committee – June 14, 2016**

   The minutes were approved by Council on June 22, 2016 and included on this agenda for information.

4. **Presentations/Delegations**

5. **Municipal Accessibility Plan Priorities**

6. **Other/New Business**

7. **Correspondence**

8. **William Osler Health Centre Accessibility Advisory Committee**

9. **Information Items**

   9.1 Report from Jane Iacobucci, Manager, Council and Administrative Services, re: **Administrative Monetary Penalty System (AMPS) – Program Enhancements Resulting from Ontario Regulation 149/15 (File: BI.x)**.
The recommendations in this report were approved by Council on June 22, 2016.

Peter Fay, City Clerk, will provide an overview of the information.

9.2. **Accessible Parking Enforcement Update – Q2 2016**

This material is provided for Committee's information.

Enforcement and By-law Services staff will provide an overview of the information.


9.4. **Changes to Provincial Ministries**

10. **Future Agenda Items**

11. **Construction Projects**

12. **Question Period**

13. **Public Question Period**

14. **Adjournment**

Next Regular Meeting: September 13, 2016
Tuesday, June 14, 2016

Members Present: Glenda Coupland (Chair)
Frank Raymond (Vice-Chair)
Harvinder Bajwa
Harpreet Bhons
Vicki Faulkner
Sherri Hopkins
Karyn Pelkie
Mary Pettingill
Raymond Shaver
Therese Anne Sidler
Franco Spadafora
City Councillor Pat Fortini - Wards 7 and 8

Members Absent: Harvinder Bajwa

Staff Present: Corporate Services Department:
Wendi Hunter, Manager, Administrative Services and Elections
Wendy Goss, Accessibility Coordinator
Sylvia Ingham, Access, Inclusion and Diversity Clerk
Chandra Urquhart, Legislative Coordinator
The meeting was called to order at 6:33 p.m. and adjourned at 7:49 p.m.

1. **Approval of Agenda**

   AAC015-2016  That the agenda for the Accessibility Advisory Committee Meeting of June 14, 2016, be approved as printed and circulated.

   Carried

2. **Declarations of Interest under the Municipal Conflict of Interest Act**

3. **Minutes**

3.1. **Minutes - Accessibility Advisory Committee - May 17, 2016**

   The minutes of the Accessibility Advisory Committee Meeting of May 17, 2016, were approved by Council on June 8, 2016. The minutes were provided for Committee’s information.

4. **Presentations/Delegations**

5. **Municipal Accessibility Plan Priorities**

6. **Other/New Business**


   Wendy Goss, Accessibility Coordinator, advised that further to discussions with Sudha Hemmad, Senior Advisor, Strategic Communications, regarding the public awareness campaign,
draft flyers featuring graphics pertaining to people with disabilities were designed. Ms. Goss circulated the flyers to Committee for comments and feedback.

Committee discussion took place as follows:

- Appropriate symbols and language
- Color of background and text
- Highlight the purpose of accessible parking spaces and the cross hatch areas
- Some accessible parking permit holders may not consider themselves disabled
- Location of signage and type of material to be used for flyers
- Place emphasis on respect for people with disabilities
- Maintain the universal disability wheelchair logo
- Design should appeal to people’s emotions
- Use of social media to gain attention to campaign

Ms. Goss explained that more than one design may be selected from the options presented. Consensus was achieved on three designs with the color red as the background, varied messages and the universal disability symbol. Ms. Goss advised that the designs will be finalized by Ms. Hemmad and presented for Committee’s approval.

The following motion was considered:

AAC016-2016 1. That the update by Wendy Goss, Accessibility Coordinator, to the Accessibility Advisory Committee meeting of June 14, 2016, re: Development of a Communication Plan for Public Awareness Campaign on the Proper Use of Accessible Parking be received; and

2. That the designs presented to Committee on the proper use of accessible parking be received; and
3. That staff present the final design options selected by Committee at a future meeting.

Carried

6.2. Craig Kummer, Manager of Traffic Engineering Services, re: **Curb Cut and Repair**.

Craig Kummer, Manager, Traffic Services, referenced a previous presentation to Committee on curb cuts and curb depressions and a report to Planning and Infrastructure Services on November 16, 2015, highlighting new provincial guidelines for pedestrian crossovers on low volume roads. Staff was directed to revise the City policies regarding curb depressions at uncontrolled crossings to allow barrier-free access to school crosswalks, pathways and sidewalks that lead to parkland or connect two roads. The intent of the policy changes is to ensure safety. Once the revised standards are approved, staff will review requests from residents for curb depressions, along with approximately 70 school crosswalks that are positioned at uncontrolled locations.

In response to questions, Mr. Kummer advised that residential curb depression requests and school crosswalks locations will be reviewed and considered on an individual basis. The material to be used will be determined by the standards committee.

The following motion was considered:

AAC017-2016 That the verbal update from Craig Kummer, Manager, Traffic Services, to the Accessibility Advisory Committee meeting of June 14, 2016, re: **Curb Cut and Repair**, be received.

Carried
6.3. Discussion at the request of Franco Spadafora, Member, re: **West Tower Steps in Terms of Colour for People with Visual Impairments.**

Franco Spadafora, Member, expressed concern about the colour of the steps in the West Tower which are black and grey with no tactile markings. He suggested that a contrast in the colour of the steps would make the stairs more visible. He indicated that it is difficult for people with visual impairment to see the steps.

Staff advised that Mr. Spadafora’s concern will be brought to the attention of the appropriate City department to explore what other options may be available.

7. **Correspondence**

8. **William Osler Health Centre Accessibility Advisory Committee**

9. **Information Items**

10. **Future Agenda Items**

11. **Construction Projects**

12. **Question Period**

1. In response to a question from City Councillor Fortini, regarding fines for parking in an accessible spot, staff advised that the fines range from a minimum of $300 to a maximum of $5,000. Tickets are issued to offenders for $300 or $350. A summons would be issued to incur a higher fee. Staff explained that a
report on the Administrative Monetary Penalty System (AMPS) will be presented to Corporate Services Committee on June 15, 2016. A staff member will attend this Committee to explain the system and the fines.

13. **Public Question Period**

14. **Adjournment**

AAC018-2016 That the Accessibility Advisory Committee do now adjourn to meet on Tuesday, July 12, 2016 at 6:30 p.m. or at the call of the Chair.

Carried

__________________________________________
Glenda Coupland (Chair)
Date: 2016-05-10

Subject: Administrative Monetary Penalty System (AMPS) – Program Enhancements Resulting from Ontario Regulation 149/15
(File: BI.x)

Contact: Jane Iacobucci, Manager, Court Administration, Council and Administrative Services, 905.450.1378

Recommendations:

1. That the report from Jane Iacobucci, Manager, Court Administration, Council and Administrative Services, Corporate Services, dated May 10, 2016, to the Corporate Services Committee Meeting of June 15, 2016, re: Administrative Monetary Penalty System (AMPS) – Program Enhancements Resulting from Ontario Regulation 149/15 (File BI.x), be received; and

2. That a by-law be passed to amend Traffic By-law 93-93, as amended, and Administrative Penalty By-law 333-2013, as amended, substantially in accordance with the wording set out in Appendix 1, to establish the following parking infractions subject to administrative penalties, effective July 1, 2016, as enabled through Ontario Regulation 333/07, as amended by Ontario Regulation 149/15:
   a. Section 43(1)(k) - No person shall park any vehicle on any highway at any designated accessible parking space unless a valid accessible parking permit has been placed on said vehicle ($350 administrative penalty);
   b. Section 48(5)(a) - No person shall park a motor vehicle in a designated accessible parking space in a public parking area, unless a valid accessible parking permit is properly displayed upon the motor vehicle. ($350 administrative penalty);
   c. Section 48(3) - No person, including persons driving a vehicle displaying a valid accessible parking permit, shall park on or behind an access aisle ($300 administrative penalty); and

3. That a by-law be passed to amend Traffic By-law 93-93, as amended, and Administrative Penalty By-law 333-2013, as amended, substantially in accordance with the wording set out in Appendix 1, to establish the following parking infractions subject to administrative penalties, effective July 1, 2016,
as enabled through Ontario Regulation 333/07, as amended by Ontario Regulation 149/15:

a. Section 45 – No person shall park a large vehicle or detached trailer on any street in any residential zone unless it is at the time being used to make a delivery or to provide a service (administrative penalty increase from $100 to $125); and

b. Section 47 (5) – No person shall park or leave a vehicle at any time on or along any part of a private roadway designated as a fire route (administrative penalty change increase from $100 to $150).

Overview:

- The City’s Administrative Monetary Penalty System (AMPS), for parking infraction dispute and resolution outside Part II of the Provincial Offences Act (POA) judicial review system, has been in operation since June 2014.

- The Province has enacted a new Ontario Regulation 149/15, which amends the original enabling Regulation 333/07 for municipalities to implement AMPS, by permitting all parking infractions to now be subject to the AMPS program. Previously, Regulation 333/07 prohibited the application of an AMPS program to accessible parking infractions or any parking infractions for penalties greater than $100.

- When the City implemented AMPS in 2014, it omitted accessible parking infractions from the AMPS program and reduced two penalties to $100 to include in the program.

- This report recommends changes to the City’s AMPS program, through by-law amendment, to implement O. Reg. 149/15 to finalize the transfer of all Part II parking infractions from the provincially-administered POA judicial system to the City-administered AMPS program.

- This report achieves the Strategic Plan priorities of Good Government by enhancing the administration of all parking enforcement matters in the City and providing a more effective, efficient, client-accessible system for all residents.
Background:

The AMPS program was implemented on June 2, 2014 under O. Reg. 333/07. The objective of the program is to enforce the City’s Traffic By-law 93-93, as amended, in regards to parking matters, through a City-administered dispute and resolution process in place of the Provincially-administered judicial review process under the POA.

AMPS removed most parking infractions from the Part II judicial review process as set out in the Provincial Offences Act (POA) in favour of an administrative process to dispute and resolve parking matters. Accessibility parking infractions and parking infractions with fines greater than $100 remained under the POA and were administered through the Part II POA judicial process as required by legislation.

With the introduction of O. Reg. 149/15, it amended the original enabling regulation for AMPS (O. Reg. 333/07) to allow all types of parking infractions to be administered locally outside the judicial processes of the POA court.

This report recommends the necessary by-law amendments and program changes to fully implement the AMPS program in the City of Brampton.

Current Situation:

The Province of Ontario received input in early 2015 on proposed changes to the enabling Regulation for administrative penalties (O. Reg. 333/07) specifically:

- allowing for inclusion of accessibility parking infractions within the AMPS program and;
- allowing parking infraction fines to be greater than $100 within the AMPS program

On July 1, 2015, Ontario Regulation (O. Reg.) 149/15 was released to amend O. Reg. 333/07 to include all accessibility parking infractions within the AMPS program and remove the monetary cap of $100 on parking infractions permitted under the AMPS program. Both these changes now allow the City of Brampton to administer all parking infractions through the AMPS program, therefore improving program service delivery.

Traffic By-law 93-93 and Administrative Penalty System By-law 333-2013 Amendments

Amendments are required to both the Traffic By-law 93-93, as amended, and the Administrative Penalty By-law 333-2013, as amended, to designate all accessibility parking infractions subject to AMPS.

When the AMPS program was implemented in June 2014, the City of Brampton reduced the administrative penalty to $100 for two infractions under the Traffic By-law to allow for their inclusion within the program:
Section 45 – parking large motor vehicle on street – administrative penalty was reduced from $125 to $100 to be eligible for the AMPS program; and

Section 47 (5) – parking in a designated fire route – administrative penalty was changed from $150 to $100 to be eligible for the AMPS program.

The Regulation (O. Reg. 333/07) states that the amount of the monetary penalty established by the municipality shall not exceed the amount reasonably required to promote compliance with a designated by-law. An amendment to the Traffic By-law 93-93 and the Administrative Penalty By-law 333-2013 is required to put the administrative penalties back to the pre-AMPS program penalty amounts, as the associated fines were considered reasonable to promote compliance with the traffic by-law while they were above $100 under the POA Part II judicial system.

It is recommended that a by-law be passed to amend Traffic By-law 93-93, as amended, and Administrative Penalty By-law 333-2013, as amended, substantially in accordance with the wording set out in Appendix 1, to establish the following parking infractions subject to administrative penalties, effective July 1, 2016, as enabled through Ontario Regulation 149/15:

- Section 43(1)(k) - No person shall park any vehicle on any highway at any designated accessible parking space unless a valid accessible parking permit has been placed on said vehicle ($350 administrative penalty);

- Section 48(5)(a) - No person shall park a motor vehicle in a designated accessible parking space in a public parking area, unless a valid accessible parking permit is properly displayed upon the motor vehicle. ($350 administrative penalty);

- Section 48(3) - No person, including persons driving a vehicle displaying a valid accessible parking permit, shall park on or behind an access aisle ($300 administrative penalty);

- Section 45 – No person shall park a large vehicle or detached trailer on any street in any residential zone unless it is at the time being used to make a delivery or to provide a service (administrative penalty increase from $100 to $125); and

- Section 47 (5) – No person shall park or leave a vehicle at any time on or along any part of a private roadway designated as a fire route (administrative penalty change increase from $100 to $150).

Corporate Implications:

There are no direct financial implications resulting from this report and its recommendations, at this time. However, there is potential revenue increases from these parking infractions as a result of the new and increased administrative penalties effective July 1, 2016.
The following table identifies the potential increase in revenue on a full year basis based on the parking infractions that were issued in 2015.

<table>
<thead>
<tr>
<th>Parking Infraction</th>
<th>2015 AMPS Penalty Notices / POA Part II Parking Tickets Issued</th>
<th>AMPS Administrative Penalty Amount</th>
<th>POA Part II Parking Ticket Amount</th>
<th>Possible Revenue Differences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking in Accessible Parking Space (No Permit)</td>
<td>904</td>
<td>n/a</td>
<td>$350</td>
<td>No Change</td>
</tr>
<tr>
<td>Parking in Accessible Parking Space on Street (No Permit)</td>
<td>49</td>
<td>n/a</td>
<td>$350</td>
<td>No Change</td>
</tr>
<tr>
<td>Obstructing Accessible Parking Aisle</td>
<td>435</td>
<td>n/a</td>
<td>$300</td>
<td>No Change</td>
</tr>
<tr>
<td>Parking in Designated Fire Route</td>
<td>2,775</td>
<td>$100 to be increased back to $150</td>
<td>Previously $150</td>
<td>$138,750</td>
</tr>
<tr>
<td>Parking Large Motor Vehicle on the Street</td>
<td>681</td>
<td>$100 to be increased back to $125</td>
<td>Previously $125</td>
<td>$17,025</td>
</tr>
</tbody>
</table>

All revenues generated through the AMPS program are accounted for in the corporate account Provincial Offences Act – 0120.

**Other Implications:**

Subject to Council approval, changes to the City’s application for administering AMPS, including by-law enforcement officer handheld ticketing units, will be implemented. An education and awareness campaign regarding AMPS generally, and the new changes more particularly, will be launched in June 2016 to coincide with the 2 year anniversary of the AMPS program in the City.

Staff will report back in the fall 2016 with the next annual report for the AMPS program implementation.

**Strategic Plan:**

This report achieves the Strategic Plan priorities of Good Government by enhancing the administration of all parking enforcement matters in the City and providing a more effective, efficient, client-accessible system for all residents.

**Conclusion:**

The Administrative Monetary Penalty System (AMPS) Program has been operational for approaching two years. With the amendments to Ontario Regulation 333/07 which came into effect on July 1, 2015 the City of Brampton is now able to administer all parking infractions through the AMPS program and offer Brampton residents a more effective and efficient system for parking enforcement matters in place of two distinct and separate parking dispute resolution systems (AMPS and POA Part II).
Attachments:

Appendix 1 - A By-law to amend the Administrative Penalty By-law 333-2013 and Traffic By-law 93-93 to update Administrative Penalties

Report authored by: Jane Iacobucci, Manager, Court Operations, jane.iacobucci@brampton.ca, 905.450.1378
A By-law to amend the
Administrative Penalty By-law 333-2013
and Traffic By-law 93-93
to update Administrative Penalties

WHEREAS Council for the City of Brampton adopted the Administrative Penalty By-law 333-2013 (the "By-law") in December 2013, which established an Administrative Penalty System which came into force and effect as of June 2, 2014, as enabled by Ontario Regulation 333/07 – Administrative Penalties;

WHEREAS in July 2015, the Province of Ontario adopted Ontario Regulation 149/15, which amended Ontario Regulation 333/07 to allow accessibility parking infractions and other parking infractions with administrative penalties greater than $100 to be subject to the Administrative Penalties System, where they previously were not eligible as administrative penalties;

WHEREAS the Corporate Services Committee, at its May 18, 2016 meeting, adopted Recommendation _______ to amend Administrative Penalty By-law 333-2013 and Traffic By-law 93-93 to enable accessibility parking infractions to be subject to the Administrative Penalty System and to establish certain administrative penalties greater than $100 to amounts that existed before the Administrative Penalty System was established;

WHEREAS Council considers that it is desirable and appropriate to amend the Administrative Penalty By-law 333-2013 and Traffic By-law 93-93 to enact these amendments;

NOW THEREFORE BE IT RESOLVED THAT the Council for The Corporation of the City of Brampton ENACTS AS FOLLOWS:

1. That the Administrative Penalty By-law 333-2013 be amended by deleting Item 25, Schedule A, and replacing it with the following:

<table>
<thead>
<tr>
<th>Item</th>
<th>Section</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>47(5)</td>
<td>Park in designated fire route</td>
<td>$150.00</td>
</tr>
</tbody>
</table>

2. That the Administrative Penalty By-law 333-2013 be amended by deleting Item 22, Schedule A, and replacing it with the following:

<table>
<thead>
<tr>
<th>Item</th>
<th>Section</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>45</td>
<td>Park large motor vehicle on street</td>
<td>$125.00</td>
</tr>
</tbody>
</table>

3. That the Administrative Penalty By-law 333-2013 be amended by adding to Schedule A the following new Item 49:

<table>
<thead>
<tr>
<th>Item</th>
<th>Section</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>43(1)(k)</td>
<td>Park in accessible parking space on street/no permit</td>
<td>$350.00</td>
</tr>
</tbody>
</table>

4. That the Administrative Penalty By-law 333-2013 be amended by adding to Schedule A the following new Item 50:
5. That the Administrative Penalty By-law 333-2013 be amended by adding to Schedule A the following new Item 51:

| 51 | Sect. 48 (3) | Park on or behind access aisle | $ 300.00 |

6. That the Traffic By-law 93-93 be amended by deleting Item 25, Schedule XL, and replacing it with the following:

| 25 | Sect. 47(5) | Park in designated fire route | $ 150.00 |

7. That the Traffic By-law 93-93 be amended by deleting Item 22, Schedule A, and replacing it with the following:

| 22 | Sect. 45 | Park large motor vehicle on street | $ 125.00 |

8. That the Traffic By-law 93-93 be amended by adding to Schedule A the following new Item 49:

| 49 | Sect. 43(1)(k) | Park in accessible parking space on street/no permit | $ 350.00 |

9. That the Traffic By-law 93-93 be amended by adding to Schedule A the following new Item 50:

| 50 | Sect. 48(5)(a) | Park in accessible parking space/no permit | $ 350.00 |

10. That the Traffic By-law 93-93 be amended by adding to Schedule A the following new Item 51:

| 51 | Sect. 48 (3) | Park on or behind access aisle | $ 300.00 |

11. That this by-law shall be effective July 1, 2016.

READ a FIRST, SECOND, AND THIRD TIME and PASSED in Open Council this 8th day of June, 2016.

Approved as to form.

[Type Name]

Linda Jeffrey, Mayor

Approved as to content.

[Type Name]

Peter Fay, City Clerk
What is an Accessible Parking Permit?

**Accessible Parking Permit (APP)** (formerly known as the Disabled Person Parking Permit) means a current and valid parking permit issued by Service Ontario through the Ministry of Government and Consumer Services under the provisions of *Part III of the Highway Traffic Act and Regulation 581 Accessible Parking for Persons with Disabilities*. It could also be a current and valid permit, number plate or other marker or device bearing the international symbol of access (wheelchair symbol) issued by a jurisdiction outside Ontario.

The APP is issued to individuals and entitles the vehicle in which it is displayed to be parked in a designated accessible parking space. The individual to whom the permit is issued must be in the vehicle and the permit must be visibly displayed on the dashboard or sun visor when it is parked in the designated accessible parking space. The permit holder may use the permit in any vehicle in which they are travelling.

No APP may be copied or reproduced.

**APPs issued after January 1, 2016** will be enclosed in a plastic sleeve to protect the permit and may not be laminated. These permits have enhanced security features intended to help in the reduction of fraudulent use and include:

- Custom trillium pantograph background print technology against copying and scanning
- When a permit is copied the word “COPY” will be displayed across the permit
- Unique identification code containing personal information about the permit holder and the permit status, type and expiry date
- Microprint technology located under the “Valid from” on the permit and contains a Microlaser line reading “MTOONTMTOONTMTOONTMT OONT”
An Identification Code is located on the front of the APP. This code is confidential and consists of key information. The following is how the code is read:

<table>
<thead>
<tr>
<th>Description of location</th>
<th>Code Definition</th>
</tr>
</thead>
</table>
| Gender                  | 1 – Male  
2 - Female         |
| Decade of Birth         | Represents the first 3 numbers of year of birth (e.g. 1960 = 196) |
| First and last initial  | Represents letters of the alphabet  
First initial – 1 to 26  
Last initial – 1 to 26  
(e.g. B = 2 and K = 11) |
| Permit Status           | Passenger (P) is 160  
Passenger/Driver (PD) is 164 |
| Permit Type             | Permanent is 1  
Subject to Change is 2  
Temporary is 3  
Traveller is 0 |
| Expiry                  | Represents month and year the permit expires (e.g. 10 is October and 18 is 2018) |

Traveller permits have the same identification code as the holder’s master permit and a “0” where the permit type identifier is displayed.

Company/non-profit permits do not have an identification code, the company/non-profit name is displayed in its place.

Interim paper permits issued by ServiceOntario centres do not have a security code.

**APPs issued prior to January 1, 2016** may be laminated and may be in circulation and valid until January 1, 2021 depending on the type of permit issued.
The following types of APPs are available:

- **Permanent (blue)** – issued to individuals with a permanent health condition and valid for 5 years
- **Subject to Change (orange)** – issued to individuals whose condition may improve and valid for 5 years
- **Temporary (red)** – issued to individuals with temporary medical conditions for up to 12 months
- **Company (green)** – issued to companies and/or organizations that own/lease vehicles primarily used for providing transportation services to people with physical disabilities and is valid for up to 5 years. Permits issued on or after February 2, 2014 will contain the plate and vehicle identification number (VIN) they have been issued to.
- **Travellers (purple)** – issued to individuals who have a valid APP and plan to fly from an Ontario airport. It is to be displayed in the individual’s vehicle at the point of departure and allows the individual to travel with their regular permit. It is valid for up to 12 months
- **Motorcycle decal** – issued to individuals who hold a valid Class M or M2 motorcycle licence. They must be the registered owner of a valid licence plate attached to a motorcycle or motor-assisted bicycle. They are required to have a regular APP permit and must carry that with them at all times when using accessible parking spaces. The decal remains valid for as long as their regular APP is valid
- **Visitor (blue)** – issued to visitors to Ontario who can prove they hold a disabled symbol device or permit from out of province or prove they have a physical disability and is valid for up to 6 months.
- **Interim paper permit (red)** – issued at a ServiceOntario centre upon receiving a fully completed application for an APP or a lost/stolen Replacement Declaration. The permit is issued to the applicant while waiting for their new and/or replacement permit to arrive
Parking Penalty Infractions and Exemptions:

Unless the penalty notice is for one of the parking infractions eligible to be cancelled or voided, the person receiving the penalty notice is responsible for the parking penalty notice and may dispute the penalty notice through a Screening Review and/or Hearing Review.

If a driver is given a Penalty Notice and does not have the Accessibility Parking Permit displayed, but can produce the valid Accessibility Parking Permit at a later date, penalty notices may be cancelled or voided as determined by the City.

Evidence must be provided to establish that the criteria to cancel or void a penalty notice has been met, including:

1. A valid copy of the Accessible Parking Permit
2. If the vehicle is not registered to the Accessible Parking Permit holder, an original letter signed by the Accessible Parking Permit holder stating that they were with the registered owner on the date and at the time of infraction.

This information must be provided at the time of request to cancel or void a penalty notice due to a valid Accessible Parking Permit.

Exemptions for a Parking Penalty Notice with a Valid Accessible Parking Permit:

Parking Penalty Notices may be cancelled by a Screening Review Officer or Hearing Review Officer under this guideline for the following infractions, if a valid Accessible Parking Permit is displayed in the vehicle:

<table>
<thead>
<tr>
<th>Penalty Notice Infraction (including section of Traffic By-law 93-93)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 43 (1) (k) – Park in an accessible parking space on any highway</td>
</tr>
<tr>
<td>Section 48 (5) (a) - Park in an accessible parking space in a public parking area</td>
</tr>
</tbody>
</table>

Parking Penalty Notices may be voided by staff at the Brampton POA Court under this guideline for the following infractions, if a valid Accessible Parking Permit is displayed in the vehicle:

<table>
<thead>
<tr>
<th>Penalty Notice Infraction (including section of Traffic By-law 93-93)</th>
<th>Penalty Notice Void Authorization (Section of Traffic By-law 93-93)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 40 (1) – Park facing the wrong way</td>
<td>Section 40 (3)</td>
</tr>
<tr>
<td>Sections 42 (11) and (12) – Park between the hours of 2:00 a.m. and 6:00 a.m. or where parking is prohibited (sign stating No Parking)</td>
<td>Section 42 (14)</td>
</tr>
<tr>
<td>Section 49 – Park prohibited time as posted</td>
<td>Section 49.1</td>
</tr>
<tr>
<td>Section 51 – Park in excess of posted time limit</td>
<td>Section 51.1</td>
</tr>
<tr>
<td>Penalty Notice Infraction (including section of Traffic By-law 93-93)</td>
<td>Penalty Notice Void Authorization (Section of Traffic By-law 93-93)</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Section 51.2 – Park on highway or part highway designated as authorized resident parking only zone</td>
<td>Section 51.2 (10)</td>
</tr>
<tr>
<td>Sections 56 (2) and (3) – Park in space without fee deposited in meter or in excess of period permitted</td>
<td>Section 56 (9)</td>
</tr>
<tr>
<td>Sections 56.1 (3), 56.1 (4) and 56.1 (5) – Park in pay and display zone and fail to display receipt, display valid receipt or prohibited time as posted</td>
<td>Section 56.1 (9)</td>
</tr>
</tbody>
</table>

**Non-Exemptions for a Parking Penalty Notice with a Valid Accessible Parking Permit:**

Unless specifically referenced in the above-noted exemptions, all other Parking Penalty Notices **shall not be voided or cancelled** under this guideline, even if a valid Accessible Parking Permit is displayed in the vehicle or produced in evidence.

This includes, but is not limited to, the following list of common penalty notice infractions:

<table>
<thead>
<tr>
<th>Penalty Notice Infraction not subject to being Voided or Cancelled due to a valid Accessible Parking Permit (including section of Traffic By-law 93-93)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 42 (1) – Park obstructing a sidewalk</td>
</tr>
<tr>
<td>Section 42 (2) – Park within 3 metres of a fire hydrant</td>
</tr>
<tr>
<td>Section 42 (8) – Park in excess of 3 hours</td>
</tr>
<tr>
<td>Section 43 (2) – Stop in prohibited area</td>
</tr>
<tr>
<td>Section 46 (1) – park on private property</td>
</tr>
<tr>
<td>Section 47 (5) – Park in designated fire route</td>
</tr>
<tr>
<td>Section 48 (3) – Park on or behind an access aisle</td>
</tr>
<tr>
<td>Section 50 – Stop prohibited time as posted</td>
</tr>
<tr>
<td>Section 55 (1) – Park unlicensed vehicle</td>
</tr>
<tr>
<td>Section 56 (10) – Park on parking space with bagged on-street parking meter</td>
</tr>
<tr>
<td>Section 56.1 (10) – Park on parking space with bagged pay and display machines</td>
</tr>
<tr>
<td>Section 57 (12) – Park on municipal property</td>
</tr>
</tbody>
</table>
NOTE:
This report is designed to show properties that have been updated in this quarter; inspections undertaken April 01, 2016 to June 23, 2016. All properties’ status will continue with Q3 2016.
For the 2011 season, Enforcement and By-law Services initiated a project to inspect all services stations. Only one station remains incomplete under this special initiative.

For the 2013 season, Enforcement and By-law Services initiated a project to inspect all places of worship. Inspections of Places of Worship have been completed at this time, the project continues and will be reflected in future quarterly updates.

For the 2014 season, Enforcement and By-law Services initiated a project to inspect all Region of Peel Properties. Inspections of Region of Peel's residential properties have been completed at this time, the project continues and will be reflected in future quarterly updates.

For the 2015 season, Enforcement and By-law Services initiated a project to contact and work with all Auto dealers in the City of Brampton to comply existing accessible parking spaces, the project continues and will be reflected in future quarterly updates.

For the 2016 season, Enforcement and By-law Services initiated a project to attend retail locations on "seniors’ day" to educate on the proper usage of an accessible parking space and access aisle, to talk about the new accessible parking permits and the proper ways to display the permits while parking in order to avoid receiving tickets.
What you need to know

There are changes to the accessible customer service standard and Integrated Accessibility Standards Regulation that will affect your members. Please share this information across your networks.

What are the main changes?

- All employees and volunteers must now be trained on accessible customer service.
- More types of regulated health professionals can provide documentation of a need for a service animal.
- More specific information is provided to clarify that an organization can only require a support person to accompany someone with a disability for the purposes of health or safety and in consultation with the person. If it’s determined a support person is required, the fee or fare (if applicable) for the support person must be waived.
- All accessibility standards — including the accessible customer service standard — are now part of one Integrated Accessibility Standards Regulation. This means that the requirements are now better aligned to make it easier for organizations to understand their obligations.
- Private sector and non-profit organizations with 20-49 employees no longer need to document policies (does not remove compliance or reporting requirements).
- Certain terms and definitions have also been updated and do not affect your existing requirements.

An information sheet with more detail about the changes is attached to this email.
When do these changes come into effect?
The changes to the standard will come into effect on July 1, 2016.

What is the deadline to comply with these changes?
All organizations in Ontario with one or more employees must comply with the changes effective July 1, 2016.

What is the deadline to report compliance with these changes?
All public sector organizations, and businesses and non-profits with 20 or more employees must submit their 2017 accessibility compliance report by December 31, 2017.

The 2017 report will include questions relating to compliance with the updated customer service standard.

Why were these changes made?
Accessibility standards must be reviewed within five years after becoming law to ensure they are working as intended.

Changes are based on recommendations from the Standards Development Committee. The public and stakeholders were invited to provide their feedback during an extensive public review process.

Updating the accessible customer service standard is part of Ontario’s Accessibility Action Plan and our commitment to building an accessible Ontario by 2025.

Learn more
Sign up for our free online session Accessible Customer Service Standard: What You Need to Know.

Questions?
Contact the AODA Contact Centre (ServiceOntario) at:

E-mail: accessibility@ontario.ca

Phone: 416-849-8276 or Toll-free 1-866-515-2025
TTY: 416-325-3408 or Toll-free 1-800-268-7095

Learn more at ontario.ca/accessibility
## Accessible Customer Service Standard Changes
### Quick Reference Guide

<table>
<thead>
<tr>
<th>Requirement</th>
<th>What was the previous requirement?</th>
<th>What changes as of July 1, 2016?</th>
<th>What does my organization have to do?</th>
</tr>
</thead>
</table>
| Training             | Train the **members of your organization** who work with customers or create policies and procedures on how to interact with people with different disabilities. | Train **all members of your organization** on accessible customer service and how to interact with people with different disabilities. | • Train all members of your organization on accessible customer service  
• Update your training records  
• Update your accessible customer service policy |
| Service Animals      | If you cannot easily identify that an animal is a service animal, you can ask the person with a disability to **provide a letter from a physician or nurse** confirming that it is required because of his or her disability. | If you cannot easily identify that the animal is a service animal, you can ask the person to **provide documentation from a regulated health professional**. The documentation must confirm that the person needs the service animal for reasons relating to their disability. | • Update your accessible customer service policy |

**Note:**
- You do not need to train members of your organization who have already been trained on accessible customer service.
- However, you must let them know about the changes and train them on your updated accessible customer service policy.
<table>
<thead>
<tr>
<th>Requirement</th>
<th>What was the previous requirement?</th>
<th>What changes as of July 1, 2016?</th>
<th>What does my organization have to do?</th>
</tr>
</thead>
</table>
| **Support Persons** | In certain cases, your organization may require a person with a disability to be accompanied by a support person for health or safety reasons. | In certain cases, your organization might require a person with a disability to be accompanied by a support person for health or safety reasons. **Before making a decision, your organization must:**  
- consult with the person with a disability to understand their needs  
- consider health or safety reasons based on available evidence  
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises  
In such a situation, you must waive the admission fee or fare for the support person, if one exists. | Update your accessible customer service policy |
<table>
<thead>
<tr>
<th>Requirement</th>
<th>What was the previous requirement?</th>
<th>What changes as of July 1, 2016?</th>
<th>What does my organization have to do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback</td>
<td>Provide a way for your customers who have disabilities to comment on how you provide accessible customer service.</td>
<td>Provide a way for your customers who have disabilities to comment on how you provide accessible customer service. <strong>Ensure your feedback process is accessible by providing or arranging for accessible formats and communication supports, on request.</strong></td>
<td>• Update your accessible customer service policy</td>
</tr>
</tbody>
</table>
| Documenting policies, practices and procedures | If you are a business or non-profit with 20 or more employees, put your accessible customer service policy in writing and make it available to people who request it. **Provide it in a format that takes into account the person’s disability.** | If you are a business or non-profit with 50 or more employees, put your accessible customer service policy in writing and make it available to people who request it. **You may post it publicly or on your website. Provide it in accessible format or with communication support, on request.** | If you are a business or non-profit with 20–49 employees:  
• You no longer have to put your accessible customer service policy in writing or make it public  
• You must still submit an accessibility compliance report by the deadline  
If you are a public sector organization:  
• You must continue to put your accessible customer service policy in writing and make it publicly available |

Learn more about these changes at [ontario.ca/accessibility](http://ontario.ca/accessibility).
Ministry of Advanced Education and Skills Development

Ontario's economic success depends on a highly skilled workforce. Ontario already has one of the Organisation for Economic Co-operation and Development's highest postsecondary attainment rates, at 67 per cent. Measures such as the new Ontario Student Grant, to be implemented in September 2017, will increase access to high-quality college and university education even further. But more must be done to ensure that all Ontarians have the education and training they need to succeed in a modern economy. The ministry will work with the panel on a Highly Skilled Workforce Strategy to bring forward a comprehensive plan to develop a more innovative and skilled workforce. Working with the private sector and postsecondary education institutions, the ministry will help ensure Ontario has the skilled workforce it needs to compete in the global economy.

The Ministry of Advanced Education and Skills Development will encompass the current mandate of the Ministry of Training, Colleges and Universities. In addition, employment and training programs in other ministries will be coordinated through the new ministry to create a more seamless experience for workers and job seekers and to help Ontarians prepare for the jobs of the future.

Minister Responsible for Digital Government

Information technology is changing the way Ontarians work, play and access public services. The Minister Responsible for Digital Government will ensure Ontario is the most modern and digital government in Canada. In Ontario, new IT initiatives and partnerships help people renew their driver's licence online and access data about government programs. The government is creating a Chief Digital Officer, a Deputy Minister-level position reporting to the Minister Responsible for Digital Government, to
help co-ordinate the government's efforts in delivering services and working with citizens online.

This will be the first time Ontario has had a minister specifically responsible for Digital Government. The minister will ensure Ontario becomes a North American leader in accelerating the way citizens engage and interact with their government through the power of digital technology.

**Ministry of Economic Development and Growth**

The Ministry of Economic Development and Growth will focus on the government's number-one priority -- jobs and growth. The ministry will implement the province's Business Growth Initiative, its economic strategy to fast-track Ontario's knowledge-based economy by tapping into the creativity, education and skills of our people. The strategy commits $400 million over the next five years and will leverage Ontario's highly skilled workforce to compete through innovation.

The ministry will lead strategies to help sectors and clusters develop and grow, develop regional economic strategies, make Ontario a leader in social enterprise, develop a modern business climate, and eliminate and streamline unnecessary regulatory burdens.

**Ministry of Infrastructure**

Building modern infrastructure is part of Ontario's four-part plan to build Ontario up. The Ministry of Infrastructure will be re-constituted as a stand-alone ministry to reflect this key provincial priority, guiding the province's historic 12-year, $160-billion infrastructure plan. The new ministry will also be responsible for developing the province's next ten-year capital plan, leading the province's Community Hubs initiative, leading the province's negotiations with the federal government on new infrastructure agreements, and helping to integrate the province's commitments in the Climate Change Action Plan across the province's infrastructure plan.

**Ministry of Housing**

Increasing affordable housing is critical to reducing poverty in Ontario. The province is creating a stand-alone Ministry of Housing to lead the province's efforts, with partners, to build more affordable and social
housing and to co-ordinate work across government to eliminate homelessness in Ontario. The new ministry will also lead the province’s negotiations with the federal government on new social housing agreements, and implement the province's commitments in the Climate Change Action Plan related to affordable and social housing.

**Ministry of Research, Innovation and Science**

Ontario has global strength in scientific discovery, R&D and innovation. Leveraging these strengths is critical to a more prosperous economy. To focus on bringing more of Ontario's scientific knowledge to the marketplace, the Ministry of Research and Innovation will add science to its mandate. The new position of Chief Science Officer will be created to help lead the government's efforts to advance both basic and applied science.

**Ministry of International Trade**

In 2016, fDi Intelligence named Ontario as Canada's leader in attracting foreign capital investment. Trade is essential for Ontario's growth and competitiveness. It strengthens the economy by creating jobs, accelerating innovation and boosting GDP. Ontario's future prosperity is increasingly dependent on exports, and successful trade missions by the Premier have opened up export opportunities. As a result, trade policy and Ontario's trade promotion, presence and missions abroad and at home will be brought together to create Ontario's first stand-alone Ministry of International Trade.

**Ministry of Citizenship and Immigration**

Ontario's cultural diversity is an economic strength. Integrating recent citizens and immigrants into Ontario will create economic growth and build a stronger and more dynamic workforce. The Ministry of Citizenship and Immigration will focus on its core mandate, ensuring newcomers prosper in Ontario, working with the federal government to maximize the economic benefits of immigration, building diverse and inclusive communities, and supporting volunteers.
Ministry of Health and Long-Term Care

Ontario's health care system is a competitive strength and provides vital services to Ontarians. The province's Patients First: Action Plan for Health Care will help provide services closer to home and increase access to health care. As part of the province's strategy to improve health care delivery, the minister will be responsible for all parts of the ministry, including long-term care.

Ministry of Finance

Strong fiscal management is critical to a strong economy. The government is on track to balance the budget next year, in 2017-18. Responsible fiscal and expenditure management has allowed the government to invest in new priorities, while delivering lower deficits over the past several years. To continue to ensure taxpayers get value for their money, the Minister of Finance will assume responsibility for implementing all the recommendations of the Premier's Advisory Council on Government Assets. This will allow the government to continue to maximize the performance of Ontario business enterprises, including continued public ownership of the LCBO, Ontario Power Generation and 40 per cent of Hydro One.

Ministry of Municipal Affairs

A strong partnership with our municipal partners will help improve public services and strengthen economic growth in all parts of the province. The new Ministry of Municipal Affairs will focus on its core mandate, including strengthening partnerships with municipalities, implementing the province's growth and greenbelt plans, and improving land use planning. The ministry will also work with municipalities to help implement the Climate Change Action Plan. Through greater collaboration, the province and municipalities will build a better future together.

Ministry of Indigenous Relations and Reconciliation

Building stronger partnerships with Indigenous peoples will redress past harms, improve services and increase economic opportunities for the future. The Ministry of Aboriginal Affairs will be renamed as the Ministry of
Indigenous Relations and Reconciliation, as committed to in The Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples, the government's response to the Truth and Reconciliation Commission report.

**Minister Responsible for Accessibility**

Ontario is committed to increasing accessibility in the province and ensuring that people with disabilities have access to new employment opportunities. The minister will be responsible for helping people with disabilities realize their full potential, and for overseeing the implementation of the province's groundbreaking Accessibility for Ontarians with Disabilities Act.

**LEARN MORE**

- [Premier's Remarks on Changes to the Executive Council](#)
The Executive Council of Ontario
June 13, 2016 11:20 A.M.

Kathleen O'Day Wynne
Premier and President of the Council
Minister of Intergovernmental Affairs

Deborah Drake Matthews
Deputy Premier
Minister of Advanced Education and Skills Development
Chair of Cabinet
Minister Responsible for Digital Government

Michael John Gravelle
Minister of Northern Development and Mines

Brad Duguid
Minister of Economic Development and Growth

Jeff Leal
Minister of Agriculture, Food and Rural Affairs

David Michael Orazietti
Minister of Community Safety and Correctional Services

Elizabeth Jean Sandals
President of the Treasury Board

David Zimmer
Minister of Indigenous Relations and Reconciliation
Michael Kwok Chi Chan
Minister of International Trade

Reza Moridi
Minister of Research, Innovation and Science

Yasir Naqvi
Attorney General
Government House Leader

Anthony Charles Sousa
Minister of Finance

Eric William Hoskins
Minister of Health and Long-Term Care

Glen Ronald Murray
Minister of the Environment and Climate Change

Bob Chiarelli
Minister of Infrastructure

Michael Joseph Coteau
Minister of Children and Youth Services
Minister Responsible for Anti-Racism

Tracy MacCharles
Minister Responsible for Women's Issues
Minister Responsible for Accessibility

Kevin Daniel Flynn
Minister of Labour

William Joseph Mauro
Minister of Municipal Affairs

K. Helena Jaczek

Minister of Community and Social Services

Dipika Damerla

*Minister Responsible for Seniors Affairs*

Steven Alfonso Del Duca

Minister of Transportation

Mitzie Jacquelin Hunter

Minister of Education

Laura Albanese

Minister of Citizenship and Immigration

Christopher Stephen Ballard

Minister of Housing

*Minister Responsible for the Poverty Reduction Strategy*

Marie-France Lalonde

Minister of Government and Consumer Services

*Minister Responsible for Francophone Affairs*

Kathryn McGarry

Minister of Natural Resources and Forestry

Mary Eleanor McMahon

Minister of Tourism, Culture and Sport

Indira Naidoo-Harris

*Associate Minister of Finance (Ontario Retirement Pension Plan)*
Glenn Edward Thibeault

Minister of Energy

Steve Orsini - Secretary of the Cabinet, Head of the Ontario Public Service, and Clerk of the Executive Council

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