

Agenda Including Addeds

Corporate Services Committee

1st Meeting of the Corporate Services Committee

December 13, 2021, 12:00 PM

2021 Meeting - Virtual Meeting during the COVID-19 Emergency

Please check the City website for current details of COVID-19 service impacts.

Meetings can be viewed via live-streaming on YouTube and the City website

Members

Councillors S. Lewis (Chair), M. Cassidy, J. Morgan, M. Hamou, J. Fyfe-Millar, Mayor E. Holder

The City of London is committed to making every effort to provide alternate formats and communication supports for Council, Standing or Advisory Committee meetings and information, upon request. To make a request for any City service, please contact accessibility@london.ca or 519-661-2489 ext. 2425. To make a request specific to this meeting, please contact CSC@london.ca

Pages

1. Call to Order

1.1. Disclosures of Pecuniary Interest

1.2. Election of Vice Chair for the term ending November 14, 2022

2. Consent

2.1. Restricted Acts of Council After Nomination Day and Voting Day

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3. Scheduled Items

4. Items for Direction

4.1. (ADDED) WITHDRAWN - Request for Delegation Status - AM Valastro - Public Notice Amendment

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a. (ADDED) Request for Delegation Status - B. Benedict - Public Notice Amendment

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5. Deferred Matters/Additional Business

5.1. (ADDED) 2021 Accessibility Compliance Report

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6. Confidential (Enclosed for Members only.)

6.1. Land Acquisition / Solicitor-Client Privileged Advice / Position, Plan, Procedure, Criteria or Instruction to be Applied to Any Negotiations

A matter pertaining to the proposed or pending acquisition of land by the municipality, including communications necessary for that purpose; advice that is subject to solicitor-client privilege; commercial and financial information, that belongs to the municipality and has monetary value or potential monetary value and a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality.

7. Adjournment

Report to Corporate Services Committee

To: Chair and Members
Corporate Services Committee
From: Cathy Saunders, City Clerk
Subject: Restricted Acts of Council After Nomination Day and Voting Day
Meeting on: December 13, 2021

Recommendation

That, on the recommendation of the City Clerk, this report with respect to restricted acts of Council after Nomination Day and Voting Day, in accordance with section 275 of the *Municipal Act, 2001*, as amended, BE RECEIVED for information.

Analysis

1.0 Background Information

1.1 Provincial Legislation

On November 20, 2020, Bill 218, *Supporting Ontario's Recovery and Municipal Elections Act, 2020* received Royal Assent. Bill 218 enacts several amendments to the *Municipal Elections Act, 1996* (MEA), one of which relates to the Nomination Period for candidates. Specifically, Nomination Day (the deadline to file as a candidate) is now the third Friday in August. For the 2022 Municipal Election, Nomination Day is Friday, August 19, 2022. For your information Nomination Day for the 2018 Municipal Election was July 27, 2018.

On June 9, 2016 the *Municipal Elections Modernization Act, 2016* (MEMA) received Royal Assent. The *Modernizing Ontario's Municipal Legislation Act* amended the start date for a new term of Council to November 15 following a Municipal Election to shorten the period during which Council may have its acts restricted. As amended by Bill 281, the *Municipal Act, 2001*, restricts certain acts of the Council from August 19 to November 15, 2022 where less than three-quarters of Council Members are potentially returning.

Section 275 of the *Municipal Act, 2001*, as amended, provides that:

(1) The council of a local municipality shall not take any action described in subsection (3) after the first day during the election for a new council on which it can be determined that one of the following applies to the new council that will take office following the election:

1. If the new council will have the same number of members as the outgoing council, the new council will include less than three-quarters of the members of the outgoing council.
2. If the new council will have more members than the outgoing council, the new council will include less than three-quarters of the members of the outgoing council or, if the new council will include at least three-quarters of the members of the outgoing council, three-quarters of the members of the outgoing council will not constitute, at a minimum, a majority of the members of the new council.
3. If the new council will have fewer members than the outgoing council, less than three-quarters of the members of the new council will have been members of the outgoing council or, if at least three-quarters of the members of the new council will have been members of the outgoing council, three-quarters of the

members of the new council will not constitute, at a minimum, a majority of the members of the outgoing council. 2001, c. 25, s. 275 (1).

Subsection (3) provides that the actions referred to in subsection (1) are,

- (a) the appointment or removal from office of any officer of the municipality;
- (b) the hiring or dismissal of any employee of the municipality;
- (c) the disposition of any real or personal property of the municipality which has a value exceeding \$50,000 at the time of disposal; and
- (d) making any expenditures or incurring any other liability which exceeds \$50,000. 2001, c. 25, s. 275 (3); 2006, c. 32, Sched. A, s. 114 (1).

Section 275 goes on further to say:

Exception

(4) Clauses (3) (c) and (d) do not apply if the disposition or liability was included in the most recent budget adopted by the council before nomination day in the election. 2001, c. 25, s. 275 (4).

Emergencies

(4.1) Nothing in this section prevents a municipality taking any action in the event of an emergency. 2006, c. 32, Sched. A, s. 114 (2).

Delegated authority unaffected

(6) Nothing in this section prevents any person or body exercising any authority of a municipality that is delegated to the person or body prior to nomination day for the election of the new council. 2006, c. 32, Sched. A, s. 114 (3).

2.0 Discussion and Considerations

Given that the incoming Municipal Council will have the same number of members (i.e. fifteen) as the outgoing Municipal Council, at least twelve (12) of the candidates nominated on Nomination Day would need to be members of the outgoing Municipal Council, in order for no Council acts to be restricted after Nomination Day (August 19, 2022). The City Clerk will review the list of candidates on Nomination Day to determine if the necessary threshold has been met.

The City Clerk will then have to review the Council's status when Voting Day results are available, to determine if at least twelve (12) of the Council-elect are members of the outgoing Municipal Council, in order for no Council acts to be restricted after Voting Day (October 24, 2022).

If, as a result of Nomination Day or Voting Day information, the City Clerk determines that Municipal Council is restricted from carrying out certain acts, the Municipal Council and the Civic Administration will be notified accordingly.

Given the extended period for which Council acts could be restricted, should the required thresholds not be met, the Civic Administration will be reporting, under separate cover, with suggestions for ensuring business continuity during that period.

5.0 Conclusion

This report with respect to restricted acts of Council after Nomination Day and Voting Day, in accordance with section 275 of the *Municipal Act, 2001*, as amended, is being provided for information purposes.

Prepared and Recommended by:

Cathy Saunders, City Clerk

Dear Ms Westlake-Power,

I am requesting delegation status for the November 23, 2021 Corporate Services Committee regarding an amendment to the Public Notice Policy.

The original request was first made on March 29, 2021. Please see original letter below with attachments.

The amendments were endorsed by the committee at that time and then confirmed at the next meeting of Council. I am here again because the changes that were implemented at the July 2, 2021 CSC did not reflect our request which was adopted by Council.

The amendment was part of a large package of amendments and I believe the entire package was approved without looking at the finer details. We were asking that area residents be notified of a proposed private/public parking lot and be given an opportunity to review and comment on the new parking lot. That is not what was submitted on July 2, 2021. What was submitted was only a notice on the City's website. **It is not reasonable to conclude that this will suffice in notifying residents of a major change in their neighbourhood such as a new private/public parking lot.**

In addition we made several enquires to by-law enforcement asking for notification on when this amendment will be brought forward again to CSC so we may comment again and this never happened. Please see attached emails. So regrettably I am back again asking that the original request which was made in good faith please be upheld as it was originally approved by Council.

The specific change that is being requested today is that area residents be notified as usual i.e. 120 metre radius of a proposed parking lot and be given an opportunity to review and comment.

Thank you

AnnaMaria Valastro

----- Original Message -----

| | |
|-----------------|--|
| Subject: | request for delegation |
| Date: | 2021-03-18 17:03 |
| From: | bettyboop |
| To: | CSC@london.ca |

Dear Ms. Westlake-Power,

I am requesting delegation status for the Corporate Services Committee meeting of March 29, 2021.

Dear Members of the Corporate Services Committee,

I am here today to ask for an amendment to the Public Notice Policy.

The amendment requires the civic administration to consult with area residents when considering a new municipal parking lot. **The wording of the proposed policy reflects the wording used by Chief By-law Enforcement Officer Orest Katolyk at the January 7, 2020 Civic Works Committee: (video que 1.05 min.)**

Civic administration will inform and consult with area residents through a public participation meeting and site plan approval process on proposed new municipal parking lots.

I want to explain what happened in my neighbourhood in 2019 when the city entered into a partnership with a private property owner who owned several properties along John St., St. George St. and Mill St. in North Talbot. It was the worst thing that has happened to this neighbourhood possibly ever and it doesn't appear the damage done will be reversed.

And we don't want that to happen to any other neighbourhood.

In 2019 the above-mentioned property owner entered into an agreement to co-manage a municipal parking lot with the City of London in the interior block bound by John St., St. George St. and Mill St. The boundaries of the parking lot encompassed other private property not part of the agreement and butted up against the private windows of tenants renting these properties from the private property owner.

Over one weekend the property owner bulldozed the backyards of these properties, stripped off all top soil and bulldozed trees. In the process, property of other landowners was damaged. This was done without any notice to adjacent property owners and possibly tenants who may have rented the property prior to the commencement of the school year with a backyard only to return to a property with no backyard. The bulldozing occurred in September 2019. Residents did not have time to ask whether tree permits were required or time to make inquiries. In a blink, backyards were gone and the block instantly became bare leaving all adjacent properties surrounded by a parking lot.

Frantic calls were made to by-law enforcement but the response was unconcerned and I now understand why. They were aware of the partnership with the city for a municipal parking lot and we weren't. In fact, I personally needed to file a Municipal Freedom of Information request to receive communications from staff to fully understand what took place as I could not receive a proper rationale for what had happened.

It was shocking and if this happened behind your house or neighbourhood, you would be outraged too.

Here is a quote from Dave Hallam who lives at 166 John St. and whose property was damaged.

"I am still very upset about the self-identified destruction of our fence at 66 St. George and the resulting erosion of our property onto the lowered grade surrounding it. I asked for remediation of a person identified as Mr. Sims property manager, but neither Mr. Sims nor the city, apparently partners in this affair, have seen fit to repair the damage caused.

I cannot understand why we have been treated so casually and poorly."

Mr. Hallam was quoted with consent.

George Kotsifas has stated that the civic administration has agreed to consult with area residents before they endorse a new municipal parking lot. While this may be true, a verbal commitment is not binding and does not inform other residents of this obligation. If the current staff were to leave so would this commitment, and the reason we are asking that it be adopted as policy. A verbal commitment is not accountable. I hope you can appreciate the fact that no one talked to us when we raised alarm. My feeling was that the civic administration believed it was none of our business because it was a private partnership.

To date the city has failed to reimburse property owners that experienced damage to fences, or even acknowledged that they made a mistake in approving a plan that was poorly researched and oblivious to tenants and people that live there.

Council failed to do their job when they glossed over the proposed parking lot and since there was no public notice, no one had an opportunity to raise the flaws in the mapping and intrusion into the privacy of tenants and other property owners or the loss of green space.

Eventually council reversed its approval of this parking lot but not until I filed the MFIPPA request and presented to committee on January 7, 2020. That was weeks after the damage occurred and is still occurring. The only difference today is that the property owner erected fences to keep eyes out of the interior block and uses the former backyards for excessive tenant parking.

When we asked that the city pay for the damage done to nearby properties from the bulldozing, the response from the civic administration was that it wasn't their responsibility but rather a civil matter between the property owners. But the property would not have been bulldozed without an agreement with the city so it is unbecoming of the city to dodge their contribution to the damages to property.

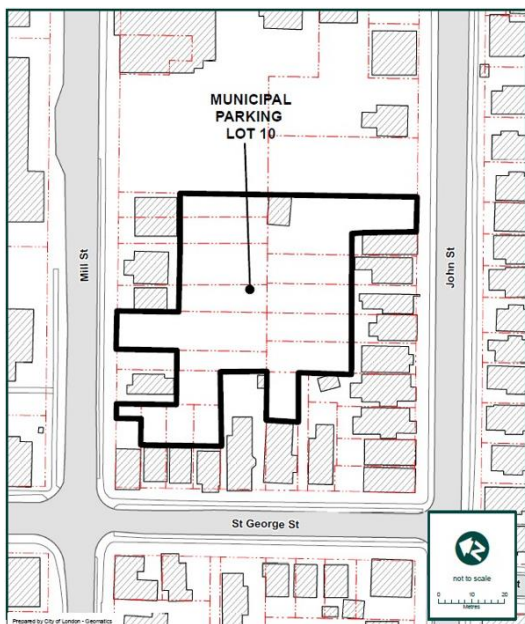
For all the reasons I state above, the city needs to be accountable to residents and ensure this does not happen again. A verbal commitment is not a real commitment because residents would be unaware of such a commitment unless it is formal policy.

In addition, we are asking that:

- Property owners be compensated by the City of London for damages incurred during construction of the parking lot;
- That grading and top soil be restored, and;
- green space requirements, separate from parking, be enforced and restored.

Thank You

AnnaMaria Valastro



From: bettyboop
Sent: Thursday, November 18, 2021 6:57 PM
To: csc <csc@london.ca>
Subject: [EXTERNAL] 2 of 5: Public Notice Amendment

----- Original Message -----

| | |
|-----------------|---|
| Subject: | Public Notice Amendment |
| Date: | 2021-03-30 14:13 |
| From: | bettyboop |
| To: | "Kotsifas, George" < gkotsifa@london.ca > |

Hello Mr. Kotsifas,

Can you please inform me of when you will be returning the referral back to committee regarding the Public Notice Amendment for new municipal parking lots? Someone will likely request delegation status again and notification for delegation status requires a broader time frame beyond the posting of the agenda.

I appreciate your responses as I am having difficulty getting responses these days.

Thanks

AnnaMaria

From: bettyboop
Sent: Thursday, November 18, 2021 6:59 PM
To: csc <csc@london.ca>
Subject: [EXTERNAL] 3 of 5 Fwd: council resolution: Public Notice Policy

----- Original Message -----

| | |
|-----------------|--|
| Subject: | council resolution: Public Notice Policy |
| Date: | 2021-04-14 13:39 |
| From: | bettyboop |
| To: | gkotsifas@london.ca |

----- Original Message -----

| | |
|-----------------|--|
| Subject: | Re: some good news - parking lot |
| Date: | 2021-04-14 13:39 |
| From: | bettyboop |
| To: | , gkotsifas@london.ca |

Hello Mr. Kotsifas,

Can you please tell us when you intend to return this item to Council as directed? Also can you please clarify whether it applies to city-managed private parking lots AND new municipal parking lots.

Thank you

AnnaMaria

April 14, 2021

G. Kotsifas
Managing Director, Development and Compliance Services and Chief Building Official

I hereby certify that the Municipal Council, at its meeting held on April 13, 2021 resolved:

That the Civic Administration BE DIRECTED to report back, as a part of the scheduled Council Policy review, with respect to the addition of a notice provision related to the establishment of city-management of newly created private parking lots in the Public Notice Policy; it being noted that the Corporate Services Committee received a communication from AM Valastro with respect to the Notice Policy. (4.1/5/CSC) (2021-T02)

C. Saunders
City Clerk
/hw

cc: AM Valastro
O. Katolyk, Chief Municipal Law Enforcement Officer
E. Skalski, Manager, Records and Information Services

From: bettyboop
Sent: Thursday, November 18, 2021 7:03 PM
To: csc <csc@london.ca>
Subject: [EXTERNAL] Request for Delegation Status

Re: Request to Amend Public Notice Policy

Dear Members of Council,

A request was introduced at the Corporate Services Committee on March 29, 2020 to adjust the Public Notice Policy to include a public notice for new municipal parking lots.

Currently:

- New municipal parking lots are not required to adhere to site specific zoning regulations. Therefore, new municipal parking lots do not require a zone change and hence do not require a public notice and public participation meeting;
- Private parking lots require a zoning change and a public notice and a public participation meeting;
- Private/public parking lots with the City of London are not required to adhere to site specific zoning and therefore do not need a zoning change and hence a public notice and public participation meeting.

The request is that all new parking lots affiliated with the City of London require at least a public notice and ideally a public participation meeting.

The rationale for this request is attached with the delegation of Ms. Valastro at the CSC on March 29, 2020.

The amendment is necessary regardless of whether the demand for municipal parking lots and private/public parking lots is currently high or low. The amendment is being requested to ensure a public process whenever a new municipal parking is being considered.

Thank You

AnnaMaria Valastro
133 John Street,
London, Ontario

From: bettyboop
Sent: Thursday, November 18, 2021 7:05 PM
To: csc <csc@london.ca>
Subject: [EXTERNAL] Request for Delegation Status

----- Original Message -----

| | |
|-----------------|---|
| Subject: | Re: amending Public Notice Policy |
| Date: | 2021-06-17 21:16 |
| From: | bettyboop |
| To: | "Katolyk, Orest" < OKatolyk@london.ca > |

Hello Mr. Katolyk,

Can you please tell us when the item of amending the Public Notice Policy as it relates to private/public parking lots be scheduled? It is not listed on June 21.

Thanks Again

AnnaMaria

CC Ben

On 2021-05-26 14:01, Katolyk, Orest wrote:

Hi AnnaMaria: this matter is tentatively scheduled before the Corporate Services Cmt on June 21.

| |
|--|
|  Orest Katolyk, MPL, MLEO(C) Director, Municipal Compliance Planning and Economic Development City of London |
| P: 519.661.CITY(2489) x 4969 ogk@london.ca www.london.ca |

From: [bettyboop](#)
Sent: Thursday, May 20, 2021 2:21 PM
To: Katolyk, Orest <OKatolyk@London.ca>
Subject: [EXTERNAL] amending Public Notice Policy

Hello Mr. Katolyk,

Can you please let me when you might be introducing the amendment to the Public Notice Policy as it relates to municipal parking lots?

Thank You

AnnaMaria

From: bettyboop
Sent: Thursday, November 18, 2021 7:06 PM
To: csc <csc@london.ca>
Subject: [EXTERNAL] Request for Delegation Status

----- Original Message -----

| | |
|-----------------|---|
| Subject: | Re: [EXTERNAL] Re: amending Public Notice Policy |
| Date: | 2021-07-21 16:06 |
| From: | bettyboop |
| To: | "Katolyk, Orest" < OKatolyk@london.ca > |
| Cc: | |

Hello Mr. Katolyk,

Can you please tell us when the item of amending the Public Notice Policy as it relates to private/public parking lots be scheduled? It is not listed on the next Corporate Services meeting of July 26.

Thanks Again

AnnaMaria
CC Ben

From: bettyboop
Sent: Thursday, November 18, 2021 7:08 PM
To: csc <csc@london.ca>
Subject: [EXTERNAL] Request for Delegation Status

----- Original Message -----

| | |
|-----------------|--|
| Subject: | RE: [EXTERNAL] Public Notice Amendment |
| Date: | 2021-10-27 15:17 |
| From: | "Kotsifas, George" <gkotsifa@London.ca> |
| To: | "bettyboop" <bettyboop>, "Katolyk, Orest" <OKatolyk@London.ca> |
| Cc: | ", "Westlake-Power, Barb" <bwestlak@london.ca> |

I believe this has been completed, this was added to the public notice policy and it is posted to the City website.

It can be found here: <https://london.ca/council-policies/public-notice-policy> (see last item on the list).

Thanks,
George

From: bettyboop
Sent: Wednesday, October 27, 2021 9:18 AM
To: Katolyk, Orest <OKatolyk@London.ca>
Cc: Kotsifas, George <gkotsifa@London.ca>;
Subject: [EXTERNAL] Public Notice Amendment

Dear Mr. Katolyk,

Can you please let us if you will be bringing forward the Public Notice Amendment re: municipal parking lots at the next Corporate Service Committee. The incident that triggered this amendment is now two years old and almost one year has past since Council approved our request.

The wording of the amendment has already been suggested by yourself and in our opinion this is a start forward issue. We would appreciate bringing this to a close and are asking whether it will be introduced at the next CSC meeting.

Thank You
AnnaMaria Valastro

From: bettyboop
Sent: Thursday, November 18, 2021 7:11 PM
To: csc <csc@london.ca>
Subject: [EXTERNAL] Request for Delegation Status

I have sent several emails which are all part of the Delegation Request. Please place these on the public agenda.

Please note that 4 of 5 was the last numbered email but I added several more emails after that.

Thank you

AnnaMaria valastro

From: bettyboop
Sent: Monday, December 6, 2021 1:04 PM
To: info
Cc: csc <csc@london.ca>
Subject: [EXTERNAL] delegation status
Importance: High

Dear Ms. Westlake-Power

Please note: Ben Benedict will be addressing the committee instead of me on **Monday December 13 at 12pm**. Ben has just forwarded you a revised letter with all the attachments. The attachments are part of the delegation submission.

Thank You

AnnaMaria

On 2021-12-06 12:54, [info](#) wrote:

Dear Ms. Westlake-Power:

I, Ben Benedict, am requesting delegation status for the December 16, 2021 Corporate Services Committee regarding an amendment to the Public Notice Policy.

The original request was first made on March 29, 2021. Please see original letter below with attachments.

The amendments were endorsed by the Mayor and Committee at that time and then confirmed at the next meeting of Council. I am here again because the changes that were implemented at the July 2, 2021 CSC did not reflect our request, nor Council's promises - which was adopted by Council.

The amendment was part of a large package of amendments and I believe the entire package was approved without looking at the finer details. We were asking that area residents be notified of a proposed private/public parking lot and be given an opportunity to review and comment on the new parking lot. That is not what was submitted on July 2, 2021. What was submitted was only a notice on the City's website of a proposed new parking lot. It is not reasonable to conclude that this will suffice in notifying residents of a major change in their neighbourhood such as a new private/public parking lot. This seems to be a decisively way to avoid actually informing residence while empowering civic employees to continue to undermined communities as Parking Division sought to do in mine!

In addition AnnaMaria and myself made several enquires to by-law enforcement asking for notification on when this amendment will be brought forward again to CSC so we may comment again and this never happened. Please see attached emails. So regrettably we are back again asking that the original request which was made in good faith please be upheld as it was originally approved by Council.

The specific change that is being requested today is that **area residents be notified as usual i.e. 120 metre radius of a proposed parking lot and be given an opportunity to review and comment.**

Thank you

Ben Benedict 188 John Street, London, ON, N6A 1P1; &
AnnaMaria Valastro

Report to Corporate Services Committee

To: Chair and Members
Corporate Services Committee
From: Rumina Morris, Director-Anti Racism and Anti-Oppression
Subject: 2021 Accessibility Compliance Report
Date: December 13, 2021

Recommendation

That, on the recommendation of the Director Ant-Racism and Anti-Oppression, and with the concurrence of the City Manager, the following Report **BE RECEIVED** for information purposes.

Executive Summary

The City of London's 2021 Accessibility Compliance Report has been completed. All areas are in full compliance with the exception of web accessibility (Appendix A: 14).

Throughout 2020 and into 2021, Civic staff engaged with extensive work to ensure all public-facing apps and websites are WCAG 2.0 AA compliant. Despite the significant operational impacts of the response to COVID-19, the majority of the applications and websites are compliant, however, there are five remaining applications and one website left to remediate. For this reason, the submission to the province is a report of the progress to date, including the list of remaining applications and website which will become compliant in 2022.

Once submitted, a copy of the report is made publicly available on the City's accessibility webpage.

1.0 Background Information

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, a compliance report is required to be submitted to the Accessibility Directorate of Ontario ('ADO') by a designated public sector organization, such as the City of London, every two years and the reports must be made available to the public.

The compliance report format is determined by the ADO and released to organizations in advance for review, certification, and submission by the deadline associated with each organization. The compliance report was released in June 2021. At this time Civic Administration reviewed the report and connected with each Service Area responsible for the administration of accessibility.

The purpose of this report is to provide Council with the completed 2021 Accessibility Compliance Report (Appendix A) which has been completed and which will be submitted to the Province by December 31, 2021.

As noted in the executive summary above, all areas are in full compliance with the exception of web accessibility (Appendix A: 14). Throughout 2020 and into 2021, Civic staff engaged with extensive work to ensure all public-facing apps and websites are WCAG 2.0 AA compliant. Despite the significant operational impacts of the response to Covid-19, the majority of the applications and websites are compliant, however, there are five remaining applications and one website left to remediate.

The submission to the province reports on the progress to date and indicates the list of remaining applications and website will become compliant in 2022. Once the website and applications are compliant, another report will be filed to the Accessibility Directorate of Ontario and made publicly available on the City's accessibility webpage.

Prepared by: Melanie Stone, Accessibility, and Inclusion Advisor
Submitted by: Rumina Morris, Director, Anti-Racism and Anti-
Oppression
Recommended by: Rumina Morris, Director, Anti-Racism and Anti-
Oppression
Concurred by: Lynne Livingstone, City Manager

Appendix A: Accessibility Compliance Report 2021



| | |
|---|--------------------------------------|
| Organization category Designated Public Sector | Number of employees range 50+ |
| Filing organization legal name The Corporation of the City of London | |
| Filing organization business number (BN9) 119420883 | |

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * **2021-12-02**

Certifier information

| | | | | |
|---------------------------|------------------------|-------------------------|-------------|--|
| Last name * | | First name * | | |
| Livingstone | | Lynne | | |
| Position title * | Position title other * | Business phone number * | Extension | <input type="checkbox"/> Check here if TTY |
| Other | City Manager | 519-661-2489 | 7207 | |
| Email * | | Alternate phone number | Extension | Fax number |
| llivings@london.ca | | | | |

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

| | | | | |
|--------------------|------------------------|-------------------------|-----------|--|
| Last name * | | First name * | | |
| Livingstone | | Lynne | | |
| Position title * | Position title other * | Business phone number * | Extension | <input type="checkbox"/> Check here if TTY |
| Other | City Manager | 519-661-2489 | 7207 | |
| Email * | | Alternate phone number | Extension | Fax number |
| llivings@london.ca | | | | |

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Municipal Accessibility Advisory Committees

1. Is your organization a municipality with a population of 10,000 or more? * Yes No
(If Yes, you will be required to answer additional questions.)
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 1](#)

1.a. Has your organization established an accessibility advisory committee as outlined in section 29 of the AODA? * Yes No
(If Yes, you will be required to answer additional questions.)
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 1.a](#)

Comments for question 1.a

2. Are the majority of the members of the committee persons with disabilities? * Yes No
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(3\): Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 2](#)

Comments for question 2

3. Has the committee provided advice to council about site plans and drawings (as described in S.41 of the *Planning Act*) as well as advice on the requirements and implementation of accessibility standards? * Yes No
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(4\): Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 3](#)

Comments for question 3

Foundational requirements

4. Does your organization have written accessibility policies that include a statement of commitment? * Yes No
[Read O.Reg. 191/11 s. 3: Establishment of accessibility policies](#) [Learn more about your requirements for question 4](#)

Comments for question 4

5. Does your organization have a document or documents of your accessibility policies publicly available and, on request, provide them in an accessible format? * Yes No

[Read O. Reg. 191/11 s. 3 \(3\): Establishment of accessibility policies](#) [Learn more about your requirements for question 5](#)

Comments for question 5

6. Has your organization established, implemented, maintained and posted a multi-year accessibility plan on your organization's website? * Yes No

[Read O. Reg. 191/11 s. 4: Accessibility plans](#) [Learn more about your requirements for question 6](#)

Comments for question 6

7. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * Yes No

[Read O. Reg. 191/11 s. 4 \(1\), 4\(3\): Accessibility plans](#) [Learn more about your requirements for question 7](#)

Comments for question 7

8. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * Yes No

[Read O. Reg. 191/11 s. 4 \(2\): Accessibility plans](#) [Learn more about your requirements for question 8](#)

Comments for question 8

9. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * Yes No

[Read O. Reg. 191/11 s. 7: Training](#) [Learn more about your requirements for question 9](#)

Comments for question 9

10. Were all persons that require training trained as soon as practicable? Under Section 7(1) of the Integrated Accessibility Standards Regulation, the following persons require training: (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. * Yes No

[Read O. Reg. 191/11 s. 7 \(3\): Training](#) [Learn more about your requirements for question 10](#)

Comments for question 10

11. Does your organization provide training in respect of any changes to your accessibility policies on an ongoing basis? * Yes No

[Read O. Reg. 191/11 s. 7 \(4\): Training](#) [Learn more about your requirements for question 11](#)

Comments for question 11

12. Does your organization keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided? * Yes No

[Read O. Reg. 191/11 s. 7 \(5\): Training](#)

[Learn more about your requirements for question 12](#)

Comments for question 12

13. Does your organization ensure that its public feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? Yes No

Note: "public" can include customers, clients, third parties, or businesses. *

[Read O. Reg. 191/11 s. 11: Feedback](#)

[Learn more about your requirements for question 13](#)

Comments for question 13

Information and communications

14. As of January 1, 2021, do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? Please indicate in the comment box provided the complete names and addresses of your publicly available web content, including websites, social media pages, and apps * Yes No

[Read O. Reg. 191/11 s. 14 \(4\): Accessible websites and web content](#) [Learn more about your requirements for question 14](#)

Publicly available web content and comments for question 14

The following websites and apps have been updated to be WCAG 2.0 Level AA compliant

www.london.ca
www.careers.london.ca
<https://www.dundasplace.ca>
<https://getinvolved.london.ca>
<https://www.servicelondonbusiness.ca>
<https://parking.london.ca/visitorpass/london>
<https://www.movetolondonmiddlesex.ca>
<https://london.ca/immigration>
<https://apps.london.ca/marriagepublic>
<https://pub-london.escribemeetings.com/>
<https://london.ca/government/property-taxes-finance/property-tax-installment-look>
<https://collection.museumlondon.ca>
<https://cityoflondon.perfectmind.com/>
<https://apps.london.ca/GENERATEFORM/DEFAULT.ASPX?FORM=FEEDBACKFORM>
<https://maps.london.ca/renewlondon>
<https://service.london.ca>
<https://opendata.london.ca/>

Due to significant operational impacts during COVID-19, the following website and applications are actively under revision for site/application improvements and WCAG compliance and will be completed in 2022:

<https://apps.london.ca/ZoneFinder/>
<https://extweb.london.ca/ltcdriverinfo/>
<https://apps.london.ca/PropertyInquiryMVC>
<https://apps.london.ca/EPermitsMVC/>
<https://apps.london.ca/MunicipalConsents/>
<https://www.storybook.london.ca/>

Our social media pages are listed below as requested:

<https://www.facebook.com/LondonCanada/>
<https://www.instagram.com/cityoflondonont/?hl=en>
<https://twitter.com/CityofLdnOnt>
<https://www.youtube.com/user/CityofLondonOntario>

Employment

15. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? * Yes No

[Read O. Reg. 191/11 s. 24: Notice to successful applicants](#) [Learn more about your requirements for question 15](#)

Comments for question 15

16. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * Yes No

[Read O. Reg. 191/11 s. 28: Documented individual accommodation plans](#)

[Learn more about your requirements for question 16](#)

Comments for question 16

Transportation

17. Does your organization provide transportation services? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 17](#)

17.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? * Yes No

[Read O. Reg. 191/11 s. 36: Accessibility training](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a

Design of public spaces

18. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 18](#)

18.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in the Design of Public Spaces standards? * Yes No

[Read O. Reg. 80.32-37: Accessible parking](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

19. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor play spaces that it intends to maintain? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 19](#)

19.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 s. 80.19: Outdoor play spaces](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

20. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order? * Yes No

[Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 20](#)

Comments for question 20

Confirmation questions

21. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Information and Communications Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part II: Information and communications standards](#)

[Learn more about your requirements for question 21](#)

Comments for question 21

22. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Employment Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part III: Employment standards](#)

[Learn more about your requirements for question 22](#)

Comments for question 22

23. Other than the requirements cited in the above questions, is your organization complying with all other requirements for **Transportation Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 23](#)

Comments for question 23

24. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Customer Service Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV.2: Customer service standards](#)

[Learn more about your requirements for question 24](#)

Comments for question 24

25. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Design of Public Spaces Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards](#)

[Learn more about your requirements for question 25](#)

Comments for question 25

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