

Budgeting For Accessibility

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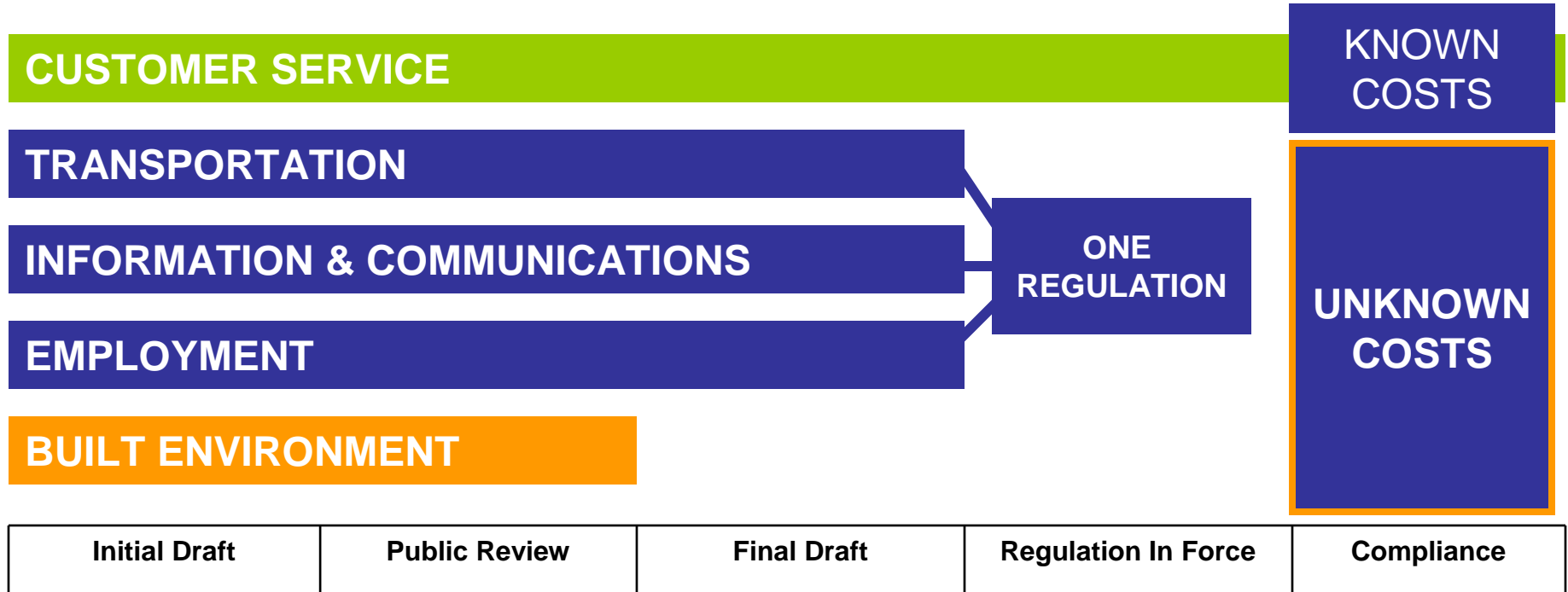


**“How much is this all
going to cost?”**



London
CANADA

Status of AODA Standards



What did municipalities spend on Customer Service compliance?



Source: sample survey conducted through ONAP



City of London Customer Service Compliance Costs

Consultant fees (2008)	\$33,548.30
Consultant fees (2009)	\$17,347.53
Training video development	\$19,051.47
E-learning development (est.)	\$19,000.00
Printing of materials, brochures, etc.	\$3,664.63
Other expenses	\$1,913.85
TOTAL (est.)*	\$94,525.78

*Does not include staff time or replacement staffing costs incurred through training.

Internal Structure

Reporting to Council and
Corporate Management Team

Corporate
Administrative
Oversight

**AODA
STEERING
COMMITTEE**

Standard
Specific
Resource
Groups

**CUSTOMER
SERVICE**

TRANSPORT

**INFO &
COMM**

EMPLOYMENT

**BUILT
ENVIRONMENT**

Reps from each impacted Department, Legal, Communications, ABCs, etc.
Liaise with Departments for implementation

Budgeting for Future Standards

	Policies & Procedures	Staff Training	Other Expenses
Customer Service			
Transportation			
Info & Comm			
Employment			
Built Environment			       

Budgeting for Future Standards

- Proposed Accessible Built Environment (ABE) Standard included hundreds of new requirements for 70 different elements - facilities, signage, exterior spaces, parking, etc.
- London's Facility Accessibility Design Standards ("FADS") would not be compliant with approximately 55% of the requirements
- Small changes = big financial impact
 - Accessible interior route: FADS = 1100mm, BE = 1200mm
 - Accessible exterior route: FADS = 1500mm, BE = 1800mm
 - \$200 million for sidewalks
 - \$25.5 million for sidewalk ramps

Budgeting for Future Standards

- London City Council has established a reserve fund to support future AODA implementation and compliance activities
- Annual proactive investments will reduce the impact of compliance in the future on the overall municipal budget once the standards become law
 - \$250,000 in 2008
 - \$400,000 in 2009
 - \$500,000 in 2010

Budgeting for Future Standards

What should municipalities be doing **now** to get ready?

- Learn from experience with Customer Service implementation
- Evaluate where you are today

• Starting putting



in the



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