

# **2018 Update of Accessibility Initiatives: City of Ottawa 2016-2020 Municipal Accessibility Plan**

For detailed information to the updates of the initiatives outlined here, please refer to the Update Report.

## Customer Service Accessibility Initiatives

**Table 1 – Update to City of Ottawa accessibility initiatives under the theme of Customer Service**

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
2018 Municipal Election – Enhanced Accessibility	CC&S: City Clerk and Solicitor	Continue to ensure that electors with disabilities have the ability to vote privately and independently.	Secured additional accessible tabulators.	2018	2018	Ongoing
Accessibility Design Standards (ADS) - Accessibility During Construction Workshop	PIED: Planning, Infrastructure & Economic Development	Enhance accessibility during construction.	In 2017, one request was received from Stantec and a workshop was delivered to approximately 40 of their staff members on March 2, 2017.	2016	2020	Ongoing
Accessibility for Ottawa Businesses	PIED: Planning, Infrastructure & Economic Development	Share best practices and provide accessibility-related resources and information to the local business community.	Continued to act as the point of contact for other departments looking to consult or communicate with local businesses on the topic of accessibility.	2016	2020	Ongoing
Accessibility Lens	PIED: Planning, Infrastructure & Economic Development	Expand options and increase awareness of accessibility supports.	Continue to increase knowledge and awareness of accessibility lens in Human Resource practices through internal communications, one-on-one dialogue and training.	2016	2018	Complete
Accessible Customer Service	CC&S: City Clerk and Solicitor	Support ongoing learning in Accessible Customer Service principles.	Flash cards produced and distributed.	2015	2017	Complete

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Accessible Holds	OPL: Ottawa Public Library	Great for anyone with mobility issues, arthritis and people in wheelchairs.	Branches will create space (if interest is expressed) at a more accessible area on their hold shelves for customers who have difficulty reaching high or low for their holds.	2016	2017	Complete
Accessible Parking	EPS: Emergency & Protective Services	Ensure accessible parking is available to those who have accessible parking permits.	<p>Bylaw and Regulatory Services Officer training is on-going, as is the enforcement of accessible parking provisions and investigations into the fraudulent use of accessible parking permits.</p> <p>BLRS Officer training is on-going, as is the enforcement of accessible parking provisions and investigations into the fraudulent use of accessible parking permits.</p> <p>In 2017, 1,148 tickets were issued for illegally parking in a space reserved for people with disabilities. Investigations into individuals who misuse accessible parking permits resulted in the issuance of 3 Part I Provincial Offence Notices. The volume of tickets for this offence tends to be moderate compared to regular Parking Infraction Notices, which are issued to</p>	2016	2020	Ongoing

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			a vehicle under Part II of the Provincial Offences Act. As outlined in previous years, this is largely due to the more labour-intensive investigation requirements for Part I offences, which are issued to a person rather than a vehicle license plate. The By-law & Regulatory Services Branch will continue to investigate and address abuse of accessible parking permits as resources permit.			
Accessible Programming	RCFS: Recreation, Cultural and Facility Services	Open access and provide quality, safe Recreation, Cultural and Facility Services programming to individuals with special needs.	This is an ongoing and continuous process of meeting client requests for service. New specialized camp options were added to the 2017 offerings.	2016	2016	Ongoing
Awareness Training for Managers	SIPD: Service Innovation & Performance	Increase awareness of managers about diversity and their duty to accommodate with a resulting increase in the degree that the workplace is barrier free for employees with disabilities.	Four corporate Leading a Diverse Workforce training sessions were delivered in 2017, 71 managers were trained. The intent is to continue to deliver Leading a Diverse Workforce training sessions.	2017	2020	Ongoing
Dental Clinic for Wabano Center for Aboriginal Health	OPH: Ottawa Public Health	Provide enhanced services to the Aboriginal community and provide accommodation to persons with mobility disabilities.	A redesign of the existing Wabano Health Centre to include a new Dental Clinic designed to include accessibility features including accommodation for patients who use mobility	2016	2017	Complete

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			devices.			
Departmental Communications with People with Disabilities	CSS: Community and Social Services	Enhance knowledge of the Accessibility Policy among staff.	Develop a communication strategy to increase the knowledge of Community and Social Services staff on the AODA Standards and the City's Accessibility Policy and ensure a direct positive impact to persons with disabilities and accessibility of programs and services.	2016	2020	Ongoing
Equity and Inclusion Lens Training	CSS: Community and Social Services	Enhance staff knowledge of Equity and Inclusion Lens training.	Trainings scheduled again in 2018	2016	2018	Ongoing
General Accessibility Awareness	SIPD: Service Innovation & Performance	City staff and Human Resources staff will increase awareness and understanding of the needs of people with disabilities.	Through the Corporate Diversity and Inclusion Plan and Human Resource's Diversity Plan, staff organized and attended internal and external events, including diversity cafes, AccessAbility Day, panel presentations, EARN events, mock interview sessions, etc.	2016	2020	Ongoing
Library Card Enhancements	OPL: Ottawa Public Library	Increase access to Library services to more residents.	Messaging prepared for staff to promote the Accessibility Status for library cards and ask OPL Accessibility Office for further advice on a case-by-case basis.	2016	2017	Complete

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Library Self-Serve Kiosks	OPL: Ottawa Public Library	Reassess design and set up of self-service kiosks at Library locations.	All locations that have self-checkout stations have an accessible (lowered) station where possible.	2016	2016	Complete
Maintenance of Accessible Web Training Program	SIPD: Service Innovation & Performance	Ensure corporate and WCAG trainings are provided, relevant and utilized.	<p>A full-day conference dedicated to web accessibility practices for both content creators and web developers took place in December 2017.</p> <p>ServiceOttawa staff will continue to provide training on accessibility validation tools and creating accessible documents.</p>	2016	2020	Ongoing
NEW: Centre for Equitable Library Access (CELA Library)	OPL: Ottawa Public Library	Offer alternative reading formats for people with a print disability.	Promote our DAISY library collection to customers with a print disability.	2016	2020	Ongoing
NEW: Homebound Services (HBS) Programming	OPL: Ottawa Public Library	To provide programming to customers who aren't able to attend in branch programs.	<p>Homebound Services received funding from Friends of the Ottawa Public Library Association (FOPLA) to be used for programming. HBS organized musical performances, magic shows, author visits.</p> <p>Homebound Services has received funds to continue this initiative in 2018.</p>	2017	2018	Ongoing

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
NEW: Older Adult Plan	CSS: Community and Social Services	The Older Adult Plan 2015-2018, supports a long-term vision for our community that values, empowers, and supports older persons and their quality of life.	In 2018, staff will continue to monitor departments' implementation of the 51 actions of the OAP 2015-2018, while planning for the development of the new OAP 2019-2022.	2015	2018	Ongoing
NEW: Service Animal Definition as per AODA Definition in IASR (July 2016)	EPS: Emergency & Protective Services	As of July 1, 2016, all accessibility standards – including the accessible customer service standard – are now part of the Integrated Accessibility Standards Regulation under the AODA. There are also new changes to the Accessible Customer Service requirements, especially regarding service animals and support persons.	Amend the Animal Care and Control By-law, VFH By-law and Parks & Facilities By-law to reflect the definition of “service animal” provided in the IASR.	2016	2018	Complete
NEW: Snow Go and Snow Go Assist Programs	CSS: Community and Social Services	SnowGo program directly assists those with disabilities: The matching service and the financial assistance qualifications are open to low income seniors and people with disabilities. Residents with disabilities are able to access a matching service (person with disability to snow remover) and can access financial assistance if needed.	Ongoing for 2017/18 snow year. Funding for Snow Go is part of renewable funding and subject to annual budget approval.  SnowGo and SnowAssist programs, coordinated by local community support agencies, responded to over 1,945 calls, helped 687 older adults and individuals with disabilities and provided \$59,680 in subsidies.	2015	2018	Ongoing
NEW: Suite of Employment and Social Services	CSS: Community and Social Services	Enhance accessibility of Employment and Social Services Programs.	EHSS (Essential Health and Support Services) Every year, 2000 low-	2017	2018	Ongoing

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Programs and Initiatives for Clients with Disabilities			<p>income clients receive financial support through this program.</p> <p>HSS (Home Support Services) In 2017, had 1,400 active clients.</p> <p>ASI (Addiction Support Initiative) On average, 87 Ontario Works clients received ASI intensive case management supports per month.</p> <p>ODSP (Ontario Disability Support Program) 169 residents were granted ODSP in 2017 with the help of this intensive application support.</p>			
Outdoor Patio By-Law	PIED: Planning, Infrastructure & Economic Development	Increase knowledge about the impacts of sidewalk encroachment and continuous improvement in sidewalk accessibility.	In March of 2017 Council passed a new Right-of-Way Patio By-law that gives consideration to ensuring a minimum pedestrian clearway of 2 metres, and compliance with the Accessibility Design Standards with respect to its dimensions and proposed location within the right of way.	2016	2018	Ongoing



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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Outreach	Transportation Services	Make residents aware of transportation services available to older adults and persons with disabilities.	Deliver community outreach sessions throughout the city in partnership with various community agencies.	2016	2020	Ongoing
Partnership with CNIB	OPL: Ottawa Public Library	Improve services to residents who are blind or have low vision.	Continue to partner with CNIB and partner and support each other when possible.	2016	2020	Ongoing
Policy Development	CC&S: City Clerk and Solicitor	Provide clarity regarding accessibility considerations in Council reports.	Audit of Accessibility Impact statements in Committee and Council report drafted in 2016.  Training materials to be developed in 2018.	2016	2018	Ongoing
Public Engagement	CSS: Community and Social Services	Ensure Community and Social Services stakeholder engagement events are more accessible.	Completed for CSS - Public Engagement Strategy has moved to the SIPD.	2016	2020	Ongoing
Public Engagement: Accessible Events - Purchase Polycom System and Accessible Webinar System	SIPD: Service Innovation & Performance	Enable participation of residents who cannot attend public engagement events in-person.	The Polycom system was purchased in May 2017.  Information Technology, in partnership with the Office of the City Clerk and Solicitor and Public Information and Media Relations researched a corporate solution for using webinars. Results indicated that there is not a webinar system currently available in the market that meets the City's accessibility	2016	2020	Ongoing

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			and bilingualism requirements; departments will continue to monitor the market for options.			
Public Engagement: Accessible Events - Standardize Accessible Event Registration Across the Corporation	SIPD: Service Innovation & Performance	Purchase an accessible event registration enterprise license.	A standardized and accessible event registration tool called Event Boost was purchased in June 2017.	2015	2017	Complete
Public Engagement: Accessible Events – Facilitate Survey Distribution	SIPD: Service Innovation & Performance	Purchase an accessible enterprise license for survey collection software.	Check Market, a standardized and accessible survey license, was purchased in May 2017 and is available for departments to use when gathering feedback through an online survey.	2015	2017	Complete
Public Engagement: Assistive Technology - Portable Public Address System	SIPD: Service Innovation & Performance	Enable participation of residents who have various disabilities and barriers to participation.	The portable public address system, including microphones, amplifier and loudspeakers were purchased in May 2017.	2016	2017	Complete
Public Engagement: Assistive Technology - Portable FM Loop System	SIPD: Service Innovation & Performance	Purchase a portable FM loop system for use at all City public engagement events.	After consultation with Facilities Services, the Accessibility Working Group and numerous stakeholders, equipment was purchased to increase the accessibility of public engagement events, with items including but not limited to: an adjustable	2016	2017	Complete

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			podium, hearing aids for AV kits, wireless Polycom, and televisions for Closed Captioning.			
Public Engagement: Budget Tool	CS: Corporate Services	Provide an interactive budget education and consultation tool to enhance current budget information and concepts and improve overall access to the budget consultation process.	Investigate the feasibility of implementing an accessible online budget education and consultation tool.	2016	2018	Ongoing
Public Engagement: Outreach	CC&S: City Clerk and Solicitor	Reach out to community organizations and interested persons through electronic communications.	Maintain distribution list and e-subscription service to share accessibility news with residents.  Email list developed; over 1500 residents subscribed; updated annually.	2015	2020	Ongoing
Public Engagement Communications	PIED: Planning, Infrastructure & Economic Development	Continue to increase awareness of accessibility requirements for people with disabilities and promote a barrier-free approach for planning public engagement activities.	Continue to increase knowledge, awareness and practices through the general application of an accessibility lens in departmental communications, bulletins and training related to public engagement for open houses, meetings, training sessions and planning primers.	2016	2020	Ongoing
Public Engagement: Education and Awareness Campaigns: Building Safety Month	PIED: Planning, Infrastructure & Economic Development	Incorporate an accessibility lens and provide information on the AODA to people within the design, building and construction industry.	Building Code Services celebrates International Building Safety month throughout the month of May each year.	2017	2017	Complete

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Public Engagement: Education and Awareness Campaigns: Development Industry Presentation	PIED: Planning, Infrastructure & Economic Development	Increase awareness of accessibility requirements for people with disabilities within the housing market and promote a barrier-free approach to design concepts.	In 2018, a presentation will be delivered to developers on the Accessibility Design Standards specific to the visitability section.	2017	2018	Ongoing
Public Engagement: Education and Awareness Campaigns: Streetside Spots	PIED: Planning, Infrastructure & Economic Development	Provide informational fact sheets with an accessibility lens on Streetside Spots for business owners and on ottawa.ca for the general public.	In 2017 Council passed a new Right-of-Way Patio By-law that includes opportunities for streetside patio locations in accordance with the requirements of the By-law. These requirements include compliance with the Accessibility Design Standards.	2016	2017	Complete
Purchase More Large Print Books	OPL: Ottawa Public Library	To assist the older adult population and those with low vision who like to read books.	OPL has committed to purchase more new large print books to provide an increased complement of library books available for people with low vision as well as older adults.	2016	2020	Ongoing
Refresher Accessibility Training Accessible Customer Service	CSS: Community and Social Services	To ensure CSS services are inclusive and provided in a way that respects the dignity and independence of persons with disabilities.  Continue to promote best practices related to Accessible Customer Service to our residents, staff and community.	Continue to prioritize employees who are the first point of contact for clients, residents and families.	2017	2018	Ongoing

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Registration Assistance	RCFS: Recreation, Cultural and Facility Services	Improve access to registration services for recreation clients who require alternative services.	Develop a single point of contact to complete transaction; apply for subsidy (Hand in Hand or other) Counter/point of sale option for the Special Needs Unit through telephone registration, front counter registration and/or other modifications to existing or new processes.	2016	2017	Complete
Respectful Workplace Training	SIPD: Service Innovation & Performance	To ensure employees become more familiar with types of workplace harassment and discrimination and the duty to accommodate; the training includes information on the different types of learning disabilities and the many ways to accommodate people with learning disabilities.	Between January 1, 2017 and December 31, 2017, a total of 2,172 staff were trained in 94 Respectful Workplace, Leading a Diverse Workforce and Learning My Way trainings (both Corporate and intact sessions).	2016	2020	Ongoing
Scented Products in the Workplace Guidelines Awareness Campaign	SIPD: Service Innovation & Performance	Increase employees and the community's awareness of the Scented Products in the Workplace Guidelines.	Background data and best practices have been collected in order to better inform next steps which include a stakeholder committee involving internal department representatives	2016	2019	Ongoing
Sensory Story Time	OPL: Ottawa Public Library	Perfect for customers who have lower attention span, or lower vision. Great for the deaf/blind community. This program can also be altered for adults as well as children.	Creating options for programming that is suitable for people with disabilities of all ages.  OPL has created a Communications plan, which includes social media outreach so customers will	2017	2020	Ongoing

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			know about the new training.			
Service Delivery Enhancements	OPH: Ottawa Public Health	Make Public Health services more accessible to Ottawa residents.	Review of sites to be geographically located in the community and the potential inclusion of a mobile van to bring services closer to residents.	2016	2016	Complete
Taxi Bylaw Review and the Taxi and Limousine Regulation and Service Review	EPS: Emergency & Protective Services	Taxi and Limousine Regulation and Service Review to examine the City's taxicab and limousine industries in respect of service delivery to residents and visitors, together with the current regulatory framework and new transportation-for-a-fee service models.	Spring 2017 was the first taxi renewal process following the September 30th, 2016 effective date of the new Vehicle for Hire By-law.	2016	2017	Complete
Tracking Accessibility Inquiries/Questions	OPL: Ottawa Public Library	OPL will have a better idea of what questions and inquiries staff receive which can reflect any changes needed in branches or training for staff.	A new tracking system will be developed and implemented in 2018. Once the new tracking system is in place, our Communications team will be advising customers of the change.	2016	2018	Ongoing
Travel Training	Transportation Services	Increase the knowledge of persons with disabilities, older adults and new Canadians on the use of public transit.	Distributed 2,000 travel-training passes to agency trainers and trainees in 2017.	2016	2020	Ongoing

## Built Environment Accessibility Initiatives

**Table 2 - Update to City of Ottawa accessibility initiatives under the theme of Built Environment**

<b>Initiative Subject</b>	<b>Lead Department</b>	<b>Objective</b>	<b>Update</b>	<b>Start</b>	<b>End</b>	<b>STATUS</b>
Accessibility Design Standards	PWES: Public Works & Environmental Services	Ensure that all key staff within our facilities unit are briefed on the new Accessibility Design Standards and duty to consult requirements.	Train key Facility and Environmental Engineering staff.	2016	2016	Complete
Accessibility Design Standards – Duty to Consult	PIED: Planning, Infrastructure & Economic Development	Ensure Infrastructure Services branch is fully aware of the legislated duty to consult requirements.	Infrastructure Services branch has developed a departmental strategy to meet the legislated duty to consult.	2016	2017	Complete
Accessibility Design Standards – Promotion	PIED: Planning, Infrastructure & Economic Development	Ensure staff and internal/external stakeholders are aware of the updated Accessibility Design Standards.	Numerous roll-out sessions were delivered.	2016	2017	Complete
Accessibility Design Standards - Awareness Training	All departments	Increase incorporation of Accessibility Design Standards in construction of new facilities and renovation of existing facilities leased or operated by the City to remove barriers for people with disabilities.	Presentation from Infrastructure Services branch about the City's new Accessibility Design Standards.	2016	2017	Complete
Accessibility During Construction	PIED: Planning, Infrastructure & Economic Development	Ensure easy mobility through construction sites.	Site visits were conducted to four projects in September 2017.	2016	2020	Ongoing
Accessible Pedestrian Signals	Transportation Services	Increase accessibility for pedestrians with visual impairments.	Continue to comply with the AODA by ensuring all newly constructed or replaced traffic signals include Accessible Pedestrian Signals.	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Annual Education Series with Private Contractors	PIED: Planning, Infrastructure & Economic Development	Increase accessibility awareness of both internal staff and external partners in the design and construction process.	On Feb. 9, 2017 an Education Series session Moving People During Construction was held which covered many facets of maintaining vehicular and pedestrian mobility during construction.	2016	2020	Ongoing
Annual Updates to Standard Tender Documents	PIED: Planning, Infrastructure & Economic Development	Continuous improvement of engineering standards results in increased accessibility of the built environment.	The 2017 updates to the Standard Tender Documents for Unit Price Contracts were released on March 1, 2017 and included updates related to revised material specifications and approved products for Tactile Walking Surface Indicators (TWSI).	2016	2020	Ongoing
Awareness Training	CS: Corporate Services	Accessibility Design Standards awareness training.	Corporate Real Estate Office (CREO) - Presentation from Infrastructure Services Department about the City's new Accessibility Design Standards.	2017	2018	Ongoing
Barrier Removal (Retro-fit) Program	PIED: Planning, Infrastructure & Economic Development	Barrier removal to increase accessibility at City facilities and City parks and paths.	As outlined in report.	2016	2020	Ongoing
Central Library	OPL: Ottawa Public Library	Ensure accessibility for all residents for the new central library.	Next steps in project expected in 2018. The new central library is promoted in the news and Council and residents alike know about the project.	2018	2020	Ongoing



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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Enhance Accessibility of Facilities	RCFS: Recreation, Cultural and Facility Services	<p>Increase the accessibility of new and existing City Facilities. All new accessible features (including specialized fitness equipment) will be made available to the public on ottawa.ca.</p> <ol style="list-style-type: none"> <li>1. Outdoor Spaces project: audit recently built parks to identify accessibility features.</li> <li>2. Recreation Centers Accessibility Features 2016 data base update.</li> <li>3. Training for staff on the new Accessibility Design Standards.</li> <li>4. Incorporate the City's Accessibility Design Standards in Community Recreations Facility Infrastructure Standards.</li> </ol>	<p>1. On-going. As parks are built or redeveloped, accessible park features are captured and added to the parks geodatabase. The information is made available to the public via an interactive map on ottawa.ca.</p> <p>2. On-going. In order to stay up-to-date, the database of accessibility features in recreation and cultural centres is updated as changes are made in the facilities.</p> <p>3. New staff joining the Branch are to receive the same training and are partnered with existing staff when necessary in advance of training being offered.</p> <p>4. Standards to be developed for sports fields and courts, recreation centres, aquatic, ice, and outdoor facilities. The standards will include a physical description of major building elements and amenities, and incorporate accessibility and best practices.</p>	2016	2020	Ongoing
Identifying Winter Maintenance Issues at Bus Stops	PWES: Public Works & Environmental Services	Transportation Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance.	Department committed to invest more planned efforts (beat maps) to the 8 hot spots as accessibility priorities for the winter maintenance season. The top 8 bus stops identified by the Transportation Services department were where	2017	2020	Ongoing

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			accessibility could be an issue as a result of winter maintenance.			
Information Sessions: Accessible Design Standards and Site Plan Checklist	PIED: Planning, Infrastructure & Economic Development	Create a more informed and engaged development community and continuous improvements in accessible design.	Provide training and information sessions for applicable City staff on the ADS, delivered by Infrastructure Services with a component on how to use the Site Plan Checklist being delivered by PIED.	2016	2016	Complete
Maintenance of Accessible Elements	RCFS: Recreation, Cultural & Facility Services	Departments continue to abide by clause 80.44 of the IASR via procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.	Details in report.	2015	2020	Ongoing
Maintenance of Sidewalks	PWES: Public Works & Environmental Services	Maintenance activities are scheduled based on the extent of the hazard in accordance with the maintenance quality standard. PWES performs annual sidewalk surveys to identify issues include the maintenance of accessible elements.	Details in report.	2015	2020	Ongoing
NEW: Accessible "Drop Off" Locations for Events	EPS: Emergency & Protective Services	Any person or organization wishing to hold a special event with designation from the City of Ottawa must have designated accessible "Drop off" locations when planning for event transportation. These accessible drop off/pick up locations are mandatory on all event site maps that must be reviewed and approved by the Special Events Advisory Team.	This initiative has led to a reduction in impediments to those requiring accessible transportation to and from special events within the City of Ottawa.	2017	2018	Ongoing
NEW: Accessible Shelter Access	CSS: Community and Social	Family shelters continue to enhance new and ongoing Life Cycle projects, with consideration to accessibility as mandated	Forward/Carling shelters: Ongoing Life Cycle renovations to men's and women's	2017	2018	Ongoing

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
	Services	and to practicable retrofits where possible. We strive to provide accessible services to families at the Carling Family Shelter, and find accessible solutions for all those seeking emergency shelters that have accessibility restrictions.	washrooms with accessibility considerations and upgrades at Forward Family Shelter.			
NEW: Albert-Slater Post LRT Repurposing Functional Design Study (Bay Street to Waller Street, including the Mackenzie King Bridge)	Transportation Services	Implement interim road modifications for the removal of the Transitway lanes between Bay and Waller Street.	Complete the functional design study in Q2 2018. Implementation will be staged after the O-Train Confederation Line opens in 2018.	2017	2018	Ongoing
NEW: Assistive Workstation Upgrades	OPL: Ottawa Public Library	Increase the accessibility of our existing assistive technology stations.	Purchase Microsoft 10 and promote use the accessibility features of the program. Also eliminate the various versions of outdated technology at the branches.	2016	2020	Ongoing
NEW: Community Connectivity Program	Transportation Services	Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations.	Open a new accessible pedestrian and cycling connection between Albert Street and the lower level of Pimisi Station, where a wide bike/pedestrian underpass of the O-Train Confederation Line will be provided just west of Booth Street.  Construct an enhanced crossing of Colonel By Drive at the uOttawa tunnel (raised pedestrian crossing with cross-	2016	2020	Ongoing

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Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			ride for cyclists).  Continue design activities for the Belfast to Trainyards Pathway, Cedarview to Holy Acres Pathway, and a connection between Lett Street and Empress Avenue.			
NEW: Community Gardens	CSS: Community and Social Services	Community gardens developed on City lands comply with the Accessibility Design Standards.	Up to 3 additional community gardens will be developed on City lands (spring 2018).	2015	2018	Ongoing
NEW: Development-Related Missing Sidewalks	Transportation Services	Design and construct sidewalk linkages that cannot be secured from developments under the Planning Act, resulting in gaps in pedestrian connectivity. Projects typically address situations where existing communities need to be linked with a new development across vacant land	Construct the following sidewalk linkages in 2018: <ul style="list-style-type: none"> <li>• Longfields (Highbury Park to Via Verona)</li> <li>• Rockingham Avenue (Bank to Clementine)</li> <li>• 1590 Belcourt Boulevard <ul style="list-style-type: none"> <li>• Hazeldean Road (from 135 m to 250 m east of Kittiwake Drive)</li> </ul> </li> </ul> Design in 2018 includes: <ul style="list-style-type: none"> <li>• Templeton Street (between Nelson and Sweetland Avenue)</li> <li>• Nixon Farm Drive</li> </ul>	2016	2020	Ongoing
NEW: Internal Wayfinding Beacons	OPL: Ottawa Public Library	Test out the accessible technology that allows customers to have a better wayfinding in the libraries	Pilot iBeacon at OPL's technology services department and once successful, move the testing to two large branches (Main and Nepean Centrepointhe).	2018	2020	Ongoing

## Built Environment Accessibility Initiatives

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NEW: Integrated Full Road Renewal – Albert and Slater Streets (Empress Avenue to Bay Street)	Transportation Services	Complete the functional design for Albert and Slater Streets (Empress Avenue to Bay Street). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets.	Complete the functional design study in Q2 2018.	2017	2020	Ongoing
NEW: Integrated Full Road Renewal – Elgin Street, Waverley (Elgin Street to Jack Purcell Park) and Hawthorne Avenue	Transportation Services	Complete the functional design for Elgin Street, Waverley (Elgin Street to Jack Purcell Park) and Hawthorne Avenue.	Begin working on the detailed designs for Elgin Street, Waverley Street and Hawthorne Avenue; with construction expected to begin in 2019.	2016	2020	Ongoing
NEW: Integrated Full Road Renewal – Multiple Locations	Transportation Services	Complete the functional designs for a number of road renewals throughout the city.	On-going review and design of future full road reconstruction projects to identify opportunities to provide additional sidewalks, crosswalks and other pedestrian and accessibility enhancements.	2016	2020	Ongoing
NEW: Ontario Renovates – Accessibility and VisitAbility of New Units	CSS: Community and Social Services	Ontario Renovates program funds accessible modifications or renovations in homes or rental units for older adults or persons with disabilities.	To continue in 2018; program will also expand to capture modifications to rental units.  Any new Request for Proposals released in 2018 will have similar requirements for accessibility and visitability.	2017	2018	Ongoing

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NEW: Pedestrian Countdown Signals	Transportation Services	Ensure that all newly constructed or replaced traffic signals are built to include Accessible Pedestrian Signals (APS), are also equipped with Pedestrian Countdown Signals (PCS).	Continue to ensure that all newly installed and retrofitted AODA-compliant APS are equipped with PCS.	2016	2020	Ongoing
NEW: Physical Accessibility of Childcare Centres	CSS: Community and Social Services	City of Ottawa operates 11 Municipal Child Care Centres for children 18 months to 5-years old; enhance physical accessibility.	Installed an additional wheelchair accessible child size toilet at the Esther By Child Care Centre in 2017.	2017	2018	Ongoing
NEW: Renovation Plans for Dental Clinic at 2525 St Laurent Blvd	OPH: Ottawa Public Health	Increase accessibility for clients with disabilities.	Examples: <ul style="list-style-type: none"> <li>• Waiting room doors will have push button openers.</li> <li>• Waiting room will be large enough for wheelchairs to maneuver.</li> <li>• New reception desk will have a lower section to accommodate wheelchairs.</li> <li>• Working with landlord to install push buttons on the common washrooms.</li> </ul>	2018	2018	NEW

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NEW: Rideau Canal Footbridge (Fifth Avenue and Clegg Street)	PIED & TS: Planning, Infrastructure & Economic Development & Transportation Services	Construct a new footbridge over the Rideau Canal near Lansdowne Park.	Continue construction of the Rideau Canal Crossing (Fifth Avenue to Clegg Street)	2017	2019	Ongoing
NEW: Street and Pathway Lighting Improvements	Transportation Services	Install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility.	Continue to improve street lighting in communities and neighbourhoods through a variety of initiatives, including retrofitting existing fixtures and streetlights with brighter LED bulbs, and replacing existing street lighting and hydro poles where feasible.	2016	2020	Ongoing
NEW: Transportation-related Environmental Assessment and Functional Design Studies	Transportation Services	Complete environmental assessment (EA) and functional design studies in support of transportation projects throughout the city.	Complete environmental assessment studies and report to Transportation Committee and Council.	2016	2019	Ongoing
Partnership with External Organizations on Built Environment Best Practices	CC&S: City Clerk and Solicitor	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	Explore potential opportunities to partner with organizations such as the Rick Hansen Foundation on accessibility initiatives relating to the built environment.	2017	2018	Ongoing

## Built Environment Accessibility Initiatives

<b>Initiative Subject</b>	<b>Lead Department</b>	<b>Objective</b>	<b>Update</b>	<b>Start</b>	<b>End</b>	<b>STATUS</b>
Pedestrian Cycling Design Toolbox	Transportation Services	Promote uniformity in the design of public facilities (such as intersections and roadway crossings) and adherence to AODA requirements.	Continued work on the pedestrian and cycling design toolbox. This toolbox will be used to guide the design of future roads, sidewalks, multi-use pathways and cycling facilities and will be consistent with the AODA and City of Ottawa Accessibility Design Standards.	2016	2018	Ongoing
Preserving Accessibility on City Sidewalks and Pathways	EPS: Emergency & Protective Services	Work with Business Improvement Areas to increase accessibility of City sidewalks and reduce the number of accessibility complaints related to temporary signs and a-frame boards.	Data collected from the Clear Path program has provided Bylaw and Regulatory Services with valuable insight to inform future by-law reviews. Given the success on the pilot, the temporary criteria remain in place with continued support from the BIAs involved.	2016	2020	Ongoing
Property Standards By-law Review	EPS: Emergency & Protective Services	Ensure that an accessibility lens is applied during the Property Standards By-Law review to benefit and accommodate the community of people with disabilities.	Review completed.	2016	2017	Complete
Public Engagement – Podium	SIPD: Service Innovation & Performance	Enhance accessibility for City presenters.	An accessible, transportable podium was purchased in May 2017.	2016	2017	Complete
Public Engagement – Ramp	SIPD: Service Innovation & Performance	Enhance accessibility at City events and venues.	In partnership with Facilities, PIMR will purchase a portable accessible ramp by 2020.	2016	2020	Ongoing
Public Engagement - Wayfinding	SIPD: Service Innovation & Performance	Facilitate wayfinding for people with visual disabilities.	A wayfinding system leading to client service areas and public meeting rooms at City Hall has been purchased and installed. The system is currently being tested and will be available for	2016	2020	Ongoing



## Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			<p>the public use once completed.</p> <p>External stakeholders, including the CNIB will participate in the testing to help optimize the technology.</p>			
Renovations to the Sexual Health Clinic	OPH: Ottawa Public Health	Create a more accessible and accommodating space for visitors to the clinic.	Renovations to the Sexual Health Clinic lab and waiting room were made to create a more accessible and accommodating area for clinic staff and visitors.	2016	2018	Ongoing
Update Discrepancy Reporting Process	PIED: Planning, Infrastructure & Economic Development	Ensure decisions where staff do not apply the ADS are thoroughly reviewed to ensure the highest level of application and accessibility in City infrastructure.	Reporting and decision-making process continued throughout 2017 where needed. Update to the exception reporting process is expected for 2018 to harmonize departmental processes into one Corporate process.	2016	2020	Ongoing

## Employment Accessibility Initiatives

**Table 3 - Update to City of Ottawa accessibility initiatives under the theme of Employment**

Initiative Subject	Lead Department	Objective	2017-2018 Update	Start	End	STATUS
2018 Municipal Election – Enhanced Accessibility	CC&S: City Clerk and Solicitor	Having individualized workplace emergency response plans (IWERIs) in place will assist in the safe evacuation planning of employees with disabilities in the event of an emergency.	Developing procedures to actively offer IWERIs to all poll workers.	2018	2018	Ongoing
Accessibility awareness for Managers	CS: Corporate Services	Increase of knowledge.	Corporate Real Estate Office (CREO) -Distribute accessibility awareness flashcards to Managers to refresh managers' knowledge of accessibility.	2017	2017	Complete
Corporate Diversity and Inclusion Plan	SIPD: Service Innovation & Performance	Make linkages between accessibility, the Corporate Diversity and Inclusion plan and the priorities laid out in the Corporate Strategic Plan.	In 2017, HR representatives met with several community contacts and organizations with the aim of increasing representation, such as Live.Work.Play, the University of Ottawa, and Employment Accessibility Resource Network.	2016	2018	Ongoing
Creating Opportunities	PWES: Public Works & Environmental Services	Increase Environmental Services staffs' awareness about diversity and inclusion opportunities.	Promote mandatory training of all supervisors/managers on: <ul style="list-style-type: none"> <li>• Leading a Diverse Workforce</li> <li>• Equity and Inclusion Lens</li> <li>• Learning My Way</li> <li>• Respectful Workplace</li> </ul>	2016	2020	Ongoing
Diversity and Inclusion Plan	OPH: Ottawa Public Health	Incorporate a Health Equity lens in Ottawa Public Health programs and services to address under-represented groups by removing barriers, accommodating special needs, promoting hiring of people with disabilities and fostering a respectful and supportive workplace.	Five Personal Support Program students at the Sir Guy Carleton High School were accepted through Volunteer Services and consideration was given to accommodating their attendants. The work space was modified to permit access and the work was organized to meet their needs	2016	2018	Ongoing

Employment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2017-2018 Update	Start	End	STATUS
Employment Opportunities for People with Disabilities	SIPD: Service Innovation & Performance	Facilitate access to employment opportunities for people with disabilities.	An accessible and bilingual website ( <a href="http://www.earn-paire.ca">www.earn-paire.ca</a> ) was launched at the fourth annual EARN conference held at Carleton University on April 8, 2016. Newsletters are posted on the website as well as information on upcoming events, tools and resources for employers and information for service providers and job seekers.	2016	2017	Complete
Manager and Supervisor Training - Internal Staff Communication	CC&S: City Clerk and Solicitor	Ensure that managers and supervisors are familiar with the individualized workplace emergency response process and will provide the tools and guidance to their employees.	Annual notification went out to managers in 2016 and 2017; will be released again in 2018 and each year thereafter.	2016	2020	Ongoing
NEW: Accessibility Awareness for Managers	CS: Corporate Services	Increase of knowledge.	Promote the use of the updated Interviewing Checklist and Rating Guide to hiring managers and interview tips.	2018	2020	NEW
NEW: Collaboration Tools	CS: Corporate Services	Enable staff to communicate with each other in accessible formats.	Various tools are being deployed. Here are 2 examples: Jabber is a tool used City wide and can aid in collaboration without requiring speech. Additional boardrooms will be converted with Audiovisual (AV) means possessing both a sound and a visual component.	2016	2020	Ongoing
NEW: Facilitates Ordering of Alternative Devices	CS: Corporate Services	Support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Purchases, tests and installs alternative devices/software to enable an employee to perform their work.	2016	2020	Ongoing

Employment Accessibility Initiatives

<b>Initiative Subject</b>	<b>Lead Department</b>	<b>Objective</b>	<b>2017-2018 Update</b>	<b>Start</b>	<b>End</b>	<b>STATUS</b>
NEW: Recruitment	CS: Corporate Services	Promote the City of Ottawa as an inclusive employer.	Attend employment fairs.	2018	2020	NEW
Outreach and Recruitment	SIPD: Service Innovation & Performance	Enable the City to connect with people with disabilities and promote employment opportunities.	Human Resources Services partnered with the Accessibility Office to develop and host AccessAbility Day 2017.  Continue outreach to external organizations, educational institutions and EARN to encourage employment applications from people with disabilities	2016	2020	Ongoing
Work experience Partnership	Transportation Services	Work experience program for people with disabilities in partnership with a number of agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board.	OC Transpo continued its work experience program for 16 persons with disabilities, in partnership with a number of agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board.	2016	2020	Ongoing
Workplace Accommodations	SIPD: Service Innovation & Performance	Increase management and staff knowledge and understanding about workplace accommodations.	Create an e-learning module to support the Workplace Accommodation policy for people with disabilities.	2016	2016	Complete

## Information and Communications Accessibility Initiatives

**Table 4 - Update to City of Ottawa accessibility initiatives under the theme of Information and Communications**

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Accessibility Services Refresh	CC&S: City Clerk and Solicitor	Increase accessibility information on ottawa.ca.	Update provided to pre-Drupal upgraded site.  Upgrade to content for post-Drupal update to be completed in 2018.	2016	2018	Ongoing
Accessible Canada 150 iPod pilot	OPL: Ottawa Public Library	For all customers who are interested in Canadian content and OPL recorded programs. This helps customers who have difficulty coming to a branch or those with learning disabilities who enjoy listening to a program on their own time and pace (the recording has the ability to pause and rewind) and eliminates the barrier of physically coming into a branch to attend a program.	Offer pre-loaded iPod shuffles in celebration of Canada 150. iPods will have music, books and audio files of in-branch programs that Ottawa Public Library offers; three or four programs will be selected to be recorded on various themes that are suitable for a large audience. iPods will be at all branches, bookmobiles and through Homebound Services.	2017	2018	Ongoing
Accessible PDFs	SIPD: Service Innovation & Performance	Ensure that all of the PDFs created by ServiceOttawa meet the legislative requirements.	All PDF's that are attributed to ServiceOttawa are either accessible, or were created prior to Jan 1, 2014.  Web Services will support ServiceOttawa staff who produce PDFs with tools and training to bring ServiceOttawa PDFs to the standard required by the end of 2020.	2016	2020	Ongoing
Accessible Program Pilot	OPL: Ottawa Public Library	Support customers who are homebound, including older adults who have difficulty coming to a	Completed three recordings, edited and launched programs via iCanada collection	2016	2017	Complete

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
		branch or those with learning disabilities who enjoy listening to a program on their own time and pace (the recording has the ability to pause and rewind) and eliminates the barrier of physically coming into a branch to attend a program.	launched in Dec 2017. iCanada has a communications plan including social media. Customers could also learn of the project through a blog found on the OPL website.			
Accessible Websites and Applications	CS: Corporate Services	Support and assist City Departments to meet AODA WCAG requirements for IT supported ottawa.ca public facing applications.	Conduct review of all IT supported ottawa.ca public facing applications and support workplan to make them WCAG 2.0 Level AA compliant by the end of 2020.	2015	2020	Ongoing
Accessible Websites and Applications	CS: Corporate Services	Enable departments to conduct accessibility testing for Quality Assurance program for web pages.	Approve accessibility testing tools for corporate use and facilitate corporate accessibility tool purchases.	2016	2020	Ongoing
Accessible Websites and Applications	CS: Corporate Services	Support implementation of refreshed Accessible Web Publishing, Testing and Auditing Procedure.	Provide technical support for accessibility tools.	2015	2020	Ongoing
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Ensure quality of content prior to publishing.	Accessibility requirements have been incorporated into the Accessible Web Publishing, Testing and Auditing procedure and will continue to be updated through the COMAP period as required.	2015	2020	Ongoing
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Launch the Web Quality Assurance Program.	Conduct baseline accessibility audits of ottawa.ca.	2015	2016	Complete
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Provide open data for accessibility-related mobile applications.	New data continues to be published on the open data site as it is made available, and will be throughout the period of the	2016	2020	Ongoing

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			COMAP reporting.			
Annual Accessibility Internal Communications Plan	SIPD: Service Innovation & Performance	Ensure managers, supervisors and employees are aware of the City's legislative AODA requirements, training opportunities and rights as it relates to their disabilities.	In 2017, Public Information and Media Relations staff led the development of a multi-year internal communications plan.	2016	2020	Ongoing
Application Accessibility Maintenance Program	CS: Corporate Services	Create consistency in how City applications include and maintain accessibility requirements.	Complete the establishment of a program to track the repair, replacement or elimination of non-compliant public facing web applications to ensure that Information Technology Services supported applications will continue to be accessibility over time. Includes assisting in RFPs for new applications, maintaining current testing tools, working to improve testing consistency, adding accessibility compliance to the project development lifecycle and updating accessibility development and testing methodologies should WCAG or AODA requirements change.	2016	2020	Ongoing
Claims Process: Creating Accessible Templates	CC&S: City Clerk and Solicitor	Ensure that standard electronic claims templates are more usable to everyone in general, as well as more accessible to individuals with blindness and low vision.	Templates were modified in 2016/2017 to meet all accessibility requirements.	2016	2017	Complete
Development Application	PIED: Planning, Infrastructure &	Provide access to development applications and related	The revitalization of the Development Application is not	2019	2019	Ongoing

Information and Communications Accessibility Initiatives

<b>Initiative Subject</b>	<b>Lead Department</b>	<b>Objective</b>	<b>Update</b>	<b>Start</b>	<b>End</b>	<b>STATUS</b>
Software Application	Economic Development	information in an accessible online format that is user friendly.	In scope for Phase I of the Land Management System. As such, the department will prepare a plan to have the software compliant by January 1, 2021.			
Emergency Public Notification System	EPS: Emergency & Protective Services	Provide emergency alert notifications that generally consist of a mix of traditional radio and television media broadcasts, Twitter broadcasts and postings on ottawa.ca.	EPS is currently working with contractors to review options that meet the City's requirements and propose a product solution for an updated Public Notification System (PNS). EPS' review of commercially available solutions was completed in 2017 with no viable options.	2017	2018	Ongoing
Enhance the City's Communications Channels to Promote Equal Opportunities and Improve Access	SIPD: Service Innovation & Performance	Improve how the City communicates to people with disabilities.	Public Information and Media Relations has developed a list of communications tactics and channels that increase accessibility for corporate programs and services. Accessibility requirements are taken into consideration as part of all communications plans	2016	2020	Ongoing
Enterprise Architecture	CS: Corporate Services	Ensure accessibility requirements are included in every software project at project initiation and throughout Information Technology Services lifecycle.	Incorporate accessibility needs into Information Technology Services Project Intake Process.	2016	2018	Ongoing



Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Intranet	CS: Corporate Services	Increase accessibility of information on internal intranet site to support employees with disabilities.	Apply accessibility techniques on Ozone when new requests are received that Information Technology Services controls such as the framework, main pages requiring scripting and online forms developed by Information Technology Services. Increase staff knowledge by providing accessibility training for web publishing.	2016	2020	Ongoing
MS Office 365/MS Office 2016	CS: Corporate Services	Assist staff in creating accessible documents.	The migration to Microsoft Office in 2017 has built-in accessibility features.  In 2018, explore adding training resources such as videos on the accessibility features in the new version of the Microsoft Office 2016 on the ITS portal.	2017	2018	Ongoing
Property Tax and Water and Sewer Bill Services on MyService Ottawa and Replace AQUACIS System	CS: Corporate Services	New services for customer accounts options in addition to existing availability of alternate formats.	<ol style="list-style-type: none"> <li>1. Expand customer accounts online system.</li> <li>2. Implement new water billing system that will include public-facing account features. Not available until 2018.</li> <li>3. Implement accessible online change of ownership service.</li> <li>4. Paperless billing for property tax and water and sewer bills.</li> </ol>	2016	2018	Ongoing

Information and Communications Accessibility Initiatives

<b>Initiative Subject</b>	<b>Lead Department</b>	<b>Objective</b>	<b>Update</b>	<b>Start</b>	<b>End</b>	<b>STATUS</b>
NEW: Corporate Accessible Templates	CS: Corporate Services	Reduce the possibility of errors in the production of accessible documents.	Add new accessible templates in Word and Outlook.	2018	2020	NEW
NEW: Website Refresh	OPH: Ottawa Public Health	All hosted OPH web-sites are being amalgamated into one platform which will bring them to AODA 2.0 AA compliance.	These websites bring information and interactive sessions to the public and in particular to groups that want privacy (Sex-it-Smart) or parents with mobility issues or young infants who want access without leaving home (Parenting Portal).	2017	2018	Complete
ottawa.ca Accessibility	SIPD: Service Innovation & Performance	Ensure everyone has access to the information on ottawa.ca.	ottawa.ca was redeployed on December 17, 2016 with a framework and new functionality made WCAG 2.0 AA compliant (certified).  The content of ottawa.ca has been spot checked for accessibility through the Web Improvement Program. The most common issues publishers have when creating accessible content are with Headers, Alt text for images, Tables, Purpose of links and providing transcripts and captions for media files.	2016	2020	Ongoing
Pictogram Project	OPL: Ottawa Public Library	To benefit those who are more visual, have difficulty reading small print and/or have difficulty with print.	Create nine new pictograms and expand the project to be at all public library branches by the end of 2019.	2016	2019	Ongoing

Information and Communications Accessibility Initiatives

<b>Initiative Subject</b>	<b>Lead Department</b>	<b>Objective</b>	<b>Update</b>	<b>Start</b>	<b>End</b>	<b>STATUS</b>
Printed Outreach Material for Children	PWES: Public Works & Environmental Services	Ensure all Environmental Services Department children's outreach materials are accessible to children with disabilities.	Review and update outreach materials on the environment used with children to ensure children with disabilities can participate equally in the activities.	2016	2016	Complete
Registered 9-1-1 Text Service for Deaf and Hard of Hearing or Speech Impaired (DHHSI)	EPS: Emergency & Protective Services	Enable text to 9-1-1 for the community of people who are Deaf, hard of hearing and speech impaired.	Deliver the text to 9-1-1 capability for the DHHSI community.	2016	2020	Complete
Review Web Pages for Accessibility	CS: Corporate Services	Review web pages for accessibility.	Document, review create a plan of action and remediate content on ottawa.ca for Corporate Services.	2017	2020	Ongoing
Social Media Best Practices	SIPD: Service Innovation & Performance	Create a better understanding how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents.	PIMR will continue to increase social media and web presence to improve accessibility of corporate information to the public.	2015	2018	Ongoing
Video on How the City Budget is Developed	CS: Corporate Services	Provide information to residents using simple and clear language in a video format on how the city budget is developed to increase transparency and knowledge. Video format assists people who have difficulty reading print due to a visual, physical or learning disability.	Accessible video created in 2016 and 2017.	2016	2017	Complete
Website Compliance	All departments	Ensure all City websites and the content on those websites are WCAG 2.0 AA compliant.	Test, audit and remediate all City websites and the content on those websites.	2016	2020	Ongoing

## Transportation Accessibility Initiatives

**Table 5 - Update to City of Ottawa accessibility initiatives under the theme of Transportation**

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
Stage 2 Accessibility During Construction	Transportation Services	Ensure minimal disruption and maximum mobility to people with disabilities during construction.	Stage 2 construction scheduled to begin in 2019.	2019	2023	Upcoming
Stage 2 O-Train Confederation and Trillium Lines Accessible Design	Transportation Services	Ensure Stage 2 of Rail implementation is accessible to people with disabilities.	Continue preliminary engineering studies the design of new stations and supporting infrastructure. Stage 2 construction scheduled to begin in 2019.	2017	2023	Ongoing
Accessible Design – Duty to Consult	Transportation Services	Consult with persons with disabilities and ensure the needs of persons with disabilities at all phases of the Stage 2 project.	<p>Incorporate fully accessible public washrooms into the designs for the Stage 2 LRT stations at Trim, Moodie, Baseline and Earl Armstrong/Bowesville.</p> <p>As per Council's design standards for public washrooms at rapid transit stations.</p> <p>Integrate local pedestrian networks into the design for stations and ensured that multi-use pathway and sidewalk connections to stations are fully accessible.</p>	2017	2023	Ongoing
Accessible Design – Exit Route Planning	Transportation Services	Ensure emergency exits for people with disabilities.	Incorporate dual elevators leading to the platforms at all Stage 2 O-Train stations. As in Stage 1 O-Train Confederation Line stations	2017	2023	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			these elevators will be available to and safe for customers to use in the event of an emergency evacuation.			
Bus Stop Accessibility Review	Transportation Services	Remove barriers to accessing bus stops.	Continue the review of on-street bus stops.	2017	2020	Ongoing
Cooperative Seating Signage Review	Transportation Services	Enhance the visibility of these areas will help to increase all customers' awareness of cooperative seating, and giving first priority to those who need it.	Ongoing best practice review and research of cooperative seating signage and concepts.  Ongoing promotion of and communications on positive and courteous behaviour on public transit through the use of additional mediums, including schedule timetables at bus stops and pocket timetables.	2017	2019	Ongoing
Exterior Bus Stop Announcements	Transportation Services	Expand the next stop announcement system on buses to provide audible exterior pre-boarding announcements of the route and destination to customers waiting on the platform or at the stop.	This project is now complete. However, ongoing monitoring and maintenance of the exterior bus announcement system will continue as part of OC Transpo's regular operations.	2016	2017	Complete
Intersection Accessibility Enhancements	Transportation Services	Design and construct accessibility enhancements at intersections throughout the City.	Improve the accessibility of intersections, under the Pedestrian Accessibility – Intersection & Ramping Program.	2016	2020	Ongoing
NEW: Digital Navigation for Customers at Transit Stations	Transportation Services	Investigate the use of smartphone and beacon technology as a means of improving navigation inside	Continue to research available digital navigation technologies and solutions, as well as monitor emerging	2018	2020	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
		and around transit stations for persons who are blind or partially sighted.	trends and developments.  Continue to engage persons who are blind or partially sighted in discussions around the potential implementation of digital navigation.			
NEW: Conventional Transit Fare Changes	Transportation Services	Implement fare changes for low-income customers.	Implement the new single-ride e-purse fare on January 1, 2018 for customers eligible for the EquiPass or Community Pass. This single-ride price of \$1.75 will provide a 50 per cent discount on the regular adult fare; providing a lower-priced option for individuals or families who either cannot afford or do not require a monthly EquiPass or Community Pass.	2017	2018	Complete
NEW: OC Transpo Bus Replacement	Transportation Services	Replace conventional OC Transpo buses that reach the end of their life cycle.	Start purchasing process aimed at replacing OC Transpo's fleet of 40-foot conventional transit buses, which have reached the end of their operational life. This new fleet will be phased in over four years between 2019 and 2022, and be fully accessible for all transit users.	2018	2022	Upcoming
NEW: Presto Passes on Para Transpo	Transportation Services	Streamline the use of Presto passes on Para Transpo.	Enable customers using a Presto card with a monthly pass on Para Transpo to register their Presto card number in advance with	2018	2018	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			Para Transpo.			
NEW: Transit Service Expansion in Advance of Stage 1 and 2	Transportation Services	Expand transit service to growing areas of the city and in support of Stage 1 and 2 O-Train Confederation and Trillium Line expansion.	Expanded transit service on December 27, 2017 to meet demands in growing areas of the city; which included the addition of 17 new fully accessible double decker buses to the fleet and about 950,000 new customer-trips each year.	2016	2017	Complete
Next Stop Interior Bus Announcements	Transportation Services	Provide communication support to customers through interior audible and visual announcements on route.	Continue to leverage use of the audible next stop announcement system to provide customers with useful transit information.	2016	2020	Ongoing
O-Train Confederation Line Opening	Transportation Services	Improve the accessibility of Ottawa's rapid transit network through the opening of Stage 1 of the O-Train Confederation Line.	<p>Open the O-Train Confederation Line, from Blair Station to Tunney's Pasture Station, in 2018. The O-Train Confederation Line will transform Ottawa's rapid transit network, resulting in the opening of 13 new light rail stations and the introduction of 34 new light rail transit vehicles, all of which will be fully accessible to customers.</p> <p>Install fare gates and ticket machines at several additional transit stations in 2018.</p> <p>Install ticket machines at a number of key locations throughout Ottawa,</p>	2018	2018	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			including the airport, and some major health, recreation and community facilities.			
Para Transpo Booking Technology Enhancements	Transportation Services	Expand the options available to customers who would like to book a Para Transpo trip. This may include the development of new online and integrated voice response (IVR) booking systems.	Introduce a new callback feature for customers who do not want to wait in the call queue. This feature will permit customers to call, provide a number, hang up and receive a call back from a customer service representative in the order in which the call was received.  Engage customers and stakeholders in two Para Transpo service information sessions in January 2018.	2016	2020	Ongoing
Para Transpo Drivermate Mobile Data Terminal (MDT)	Transportation Services	Enhance customer convenience by providing real-time arrival information through the rollout of GPS technology on taxis contracted with Para Transpo.	This project is now complete.	2016	2017	Complete
Para Transpo Fare Changes	Transportation Services	Simplify and streamline Para Transpo fares, as set by City Council in the 2017 budget.	Implemented fare changes on January 1, 2017.	2016	2017	Complete
Para Transpo Operations Review	Transportation Services	Review of Para Transpo operations, including eligibility criteria, trip cancellation, trip	Implement Para Transpo policy and process changes previously approved by City Council.	2016	2018	Ongoing



Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
		prioritization, booking and customer service.				
Para Transpo Vehicle Replacement	Transportation Services	Complete the replacement of the current Para Transpo mini-bus fleet, thereby improving customer accessibility and convenience.	All 82 of the new Para Transpo mini-buses were put into service by mid-2016, and the old fleet was retired.	2016	2016	Complete
ParaPay	Transportation Services	Implement ParaPay, a new card-free electronic fare payment system for Para Transpo customers.	Implemented ParaPay for all Para Transpo customers in 2017.	2016	2017	Complete
Pedestrian Crossovers	Transportation Services	Install pedestrian crossovers, which allow pedestrians to cross streets safely in locations where no crossings existed before.	Continue to install as many pedestrian crossovers as financially and operationally feasible.  Complete the on-going installation of the 10 pedestrian crossovers started in 2017.	2016	2018	Ongoing
Rural Transportation Partnership	Transportation Services	Partner with community support service (CSS) agencies in the provision of transportation services to older adults and persons with disabilities in the rural area.	Funding to the CSS agencies increased from \$506,000 to \$606,000, as approved in the City's 2018 budget. This additional funding will enable the agencies to increase the number of trips and service provided to seniors and persons with disabilities in the rural area.	2016	2020	Ongoing
Sidewalk and Pedestrian Connection Improvements	Transportation Services	Provide new sidewalks, and connect existing sidewalks and pathways to improve accessible pedestrian	Planning and design for new sidewalks through the Pedestrian Facilities Program on Cummings	2016	2020	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
		connections to public transit, schools, parks, and other key destinations.	Avenue, Dumaurier Avenue, Grassy Plains Drive, Industrial Avenue, March Road, McCurdy Drive, McGibbon Drive, Michael Street, Neighbourhood Way and Star Top Road.			
Stage 1 O-Train Confederation Line Station Pedestrian Connections	Transportation Services	Enhancing pedestrian access to Confederation Line stations from adjacent neighbourhoods.	Complete installation of curb ramps with tactile walking surface indicators (TWSIs) at a number of pedestrian intersections leading to O-train Confederation Line stations and facilities.	2016	2018	Ongoing
Taxi Coupon Program	Transportation Services	Promote the current Taxi Coupon Program, which provides discounted taxi fares to Para Transpo customers, as an alternative to Para Transpo.	Ongoing promotion and administration of the Taxi Coupon Program.	2016	2020	Ongoing
Transit Station and On-Street Stop Improvements	Transportation Services	Remove physical barriers in the built environment and enhance access to public transit services and facilities for persons with disabilities.	Continue to make improvements to transit stations and facilities.	2016	2020	Ongoing
Transportation Services Accessibility Training	Transportation Services	Accessibility training for Transportation Services staff consistent with the AODA and other applicable legislation, standards and policies.	Provide two days of Para Pro refresher training to Para Transpo operators. Included in the curriculum is training on the AODA standards, safe use of accessibility equipment, procedures where temporary barriers exist or accessibility equipment fails, and emergency preparedness and response procedures that provide for	2016	2020	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Update	Start	End	STATUS
			<p>the safety of persons with disabilities.</p> <p>Continue to provide accessibility related training to new and current Transportation Services employees, as well as ongoing training compliance monitoring.</p>			