

**Report to
Rapport au:**

**Finance and Economic Development Committee
Comité des finances et du développement économique
12 November 2020 / 12 novembre 2020**

**and Council
et au Conseil
25 November 2020 / 25 novembre 2020**

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**Submitted by
Soumis par:
Tyler Cox, Manager, Legislative Services / Gestionnaire, Services législatifs**

**Contact Person
Personne ressource:
Megan Richards, (A) Corporate Accessibility Specialist/Spécialiste de
l'accessibilité (par intérim)
613-580-2424 X 12752, megan.richards@ottawa.ca**

Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2020-OCC-GEN-0027

**SUBJECT: CITY OF OTTAWA MUNICIPAL ACCESSIBILITY PLAN – ANNUAL
UPDATE (2020)**

**OBJET: LE PLAN D'ACCESSIBILITÉ MUNICIPAL DE LA VILLE D'OTTAWA
(PAMVO) – COMPTE RENDU (2020)**

REPORT RECOMMENDATIONS

**That the Finance and Economic Development Committee recommend that
Council:**

- 1. Receive the 2020 City of Ottawa Municipal Accessibility Plan Update
Report;**

2. Receive the 2019 City of Ottawa AODA Compliance Report for information, as outlined in Document 1 of this report.

RECOMMANDATIONS DU RAPPORT

Que le Comité des finances et du développement économique recommande au Conseil de recevoir:

1. Le rapport de mise à jour du Plan municipal d'accessibilité de la Ville d'Ottawa pour 2020;
2. Le Rapport de conformité de la Ville d'Ottawa pour obtenir de l'information, tel qu'il est décrit dans la pièce 1 du présent rapport.

EXECUTIVE SUMMARY

As required under the Integrated Accessibility Standards Regulation (IASR) of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the City of Ottawa prepares an annual status report on the progress of the organization's multi-year accessibility plan to prevent and remove barriers to accessibility. This will be the final update on the City's 2016-2020 City of Ottawa Municipal Accessibility Plan (COMAP), approved by Council on March 23, 2016. The new 2020-2024 City of Ottawa Municipal Accessibility Plan has been submitted to the Finance and Economic Development Committee and Council as a separate report.

This 18th annual report provides a status update on the corporation's progress in 2019, towards that plan. This includes details of improvements to City services, programs, information, communications, goods and facilities, broken down into the five standards of the AODA: Customer Service, Information and Communications, Employment, the Design of Public Spaces, and Transportation (**Document 2**). These improvements demonstrate our commitment to meeting the legislated requirements of the AODA as well as non-legislated improvements, which support the inclusion and full participation of people with disabilities in our City, including residents, employees and visitors.

Details of the City's compliance with the AODA will be discussed later in this report.

Many of the initiatives outlined in this report have become part of regular business at the City, integrated in operations, and we will continue to report on their progress in the 2020-2024 plan as they continue to expand, evolve and increase accessibility.

The AODA requires large organizations, such as the City, to, "establish, review and update their accessibility plans in consultation with persons with disabilities and if they have an established accessibility advisory committee, they shall consult with the committee". With the closing of the 2016-2020 COMAP, in 2019, the City conducted a

comprehensive public engagement process on the accessibility of City programs, services and facilities. Over 200 residents from diverse communities participated in the consultations through a variety of outreach methods, including a survey conducted online or by phone, in-person consultations or a community toolkit for groups to provide feedback without City staff present. The information was collated and shared with departments to assist in identifying gaps and developing initiatives to form the 2020-2024 COMAP. More information on the public engagement process can be found in the 2020-2024 COMAP.

RÉSUMÉ

Conformément aux exigences du Règlement de l'Ontario sur les Normes d'accessibilité intégrées (RNAI) de la Loi de 2005 sur l'accessibilité pour les personnes handicapées de l'Ontario, la Ville d'Ottawa prépare un rapport annuel d'étapes sur l'avancement de sa stratégie pluriannuelle d'accessibilité afin de prévenir et d'éliminer les obstacles qui se dressent contre l'accessibilité. Il s'agit du compte rendu définitif sur le Plan d'accessibilité municipal de la Ville d'Ottawa (PAMVO) de 2016-2020, approuvé par le Conseil municipal le 23 mars 2016. Le Plan d'accessibilité municipal de la Ville d'Ottawa 2020-2024 entrera en vigueur quand le Conseil l'aura approuvé et que le plan actuel aura pris fin.

Le 18^e rapport annuel fait le point sur les progrès accomplis par la Ville en 2019 dans la réalisation de sa stratégie. Ce rapport comprend des précisions sur les améliorations apportées aux services, aux programmes, à l'information, aux activités de communication, aux biens et aux infrastructures de la Ville; ces améliorations sont réparties selon les cinq normes de la LAPHO, à savoir le service à la clientèle, l'information et la communication, l'emploi, la conception des espaces publics et le transport (**pièce 2**). Ces améliorations témoignent de notre volonté de respecter les exigences officielles de la LAPHO et de réaliser les améliorations non prévues dans la loi, afin de promouvoir l'inclusion et la participation entière des personnes handicapées dans notre Ville, dont les résidents, les employés et les visiteurs.

Le lecteur trouvera plus loin, dans ce rapport, les détails des mesures adoptées par la Ville pour se conformer à la LAPHO.

De nombreuses initiatives exposées dans le présent rapport font désormais partie des activités normales de la Ville, puisqu'elles sont intégrées dans ses opérations, et nous continuerons de rendre compte des progrès accomplis dans le plan de 2020-2024, puisque ces initiatives continuent de s'étendre, d'évoluer et d'améliorer l'accessibilité.

La LAPHO oblige les organismes importants comme la Ville à « établir, examiner et actualiser leur plan d’accessibilité en consultation avec les personnes handicapées. Ils consultent aussi leur comité consultatif de l’accessibilité, s’ils en ont un ». Puisque le PAMVO de 2016-2020 a pris fin en 2019, la Ville a mené une vaste consultation publique sur l’accessibilité de ses programmes, services et infrastructures. Plus de 200 résidents ont participé aux consultations, qui se sont déroulées en faisant appel à différentes méthodes de rapprochement, dont un sondage mené en ligne ou au téléphone, des consultations en présentiel ou une trousse d’outils communautaire pour les groupes qui souhaitent faire des commentaires sans la présence du personnel de la Ville. L’information a été réunie et transmise aux directions générales pour leur permettre de recenser les lacunes et de mettre au point des initiatives appelées à constituer le PAMVO de 2020-2024. Le lecteur trouvera, dans le PAMVO de 2020-2024, de plus amples renseignements sur le déroulement de la consultation publique.

BACKGROUND

The implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations continues to be a priority for both City of Ottawa leadership and staff. The City has worked collaboratively with the Province of Ontario, the City’s Accessibility Advisory Committee and the community to implement the legislation and identify and remove barriers to City services.

The provisions of the AODA and particularly its standards pertaining to transportation services do not apply to OC Transpo as it is federally and independently regulated. OC Transpo does however provide annual accessibility updates through the COMAP report and has committed to meeting the spirit and intent of the AODA. OC Transpo also participates in compliance reporting to the Province every two years. Transit Services has undertaken several initiatives towards that objective, as outlined in this report.

The Ottawa Public Library and Ottawa Public Health, although governed by separate boards, report on AODA compliance with the City. Ottawa Police Services is considered a separate “large organization” and as such reports separately.

DISCUSSION

Provincial compliance reporting

The City of Ottawa is required to submit a compliance report to the Province every two years. The City is committed to a thorough and truthful reporting process. Each department is responsible for collecting information to submit a workbook and departmental attestation, signed by the General Manager. This information is then

compiled into a Corporate response, which is submitted to the Province by the City Clerk, in accordance with the previously authority delegated by Council. Refer to **Document 1** for the 2019 Provincial Compliance Report.

In 2015, 2017 and 2019, the City reported non-compliance with section 14 of the IASR, related to meeting the requirements of the Web Content Accessibility Guidelines (WCAG), Level 2.0 AA. The Province has requested with each non-compliant report that the City submit a Compliance Agreement Plan outlining the steps that are being taken to achieve full compliance (see **Document 3** for the 2019 Compliance Agreement Plan). The City continues to provide feedback to the Province that while we strongly believe in the intent of the standard, full compliance is not possible to achieve on an ongoing basis, and that the implementation of a plan, policies and training is more beneficial than adhering to rigid guidelines. A tremendous amount of work has gone into making the City's websites, web contents and applications more accessible for all residents, including those with disabilities. The City's implementation of WCAG plans, policies and training will be further discussed in the Information and Communications section later in this report.

In 2019, the City also reported non-compliance with the Design of Public Spaces standard. This was related to one larger (Type A) accessible parking space in a City parking lot, which for technical reasons, could not be constructed to meet the Type A 3400 mm width requirement. The space was constructed to 45 cm short of the requirement. This one variance required the City to report non-compliance for the entire standard. At the time of this report, the Province has not indicated whether it will respond to this non-compliance.

Update on Provincial Accessibility Legislation and Regulation

As outlined in the 2019 update report, in 2017, the Honourable David Onley was appointed by the Province to conduct the third review of the AODA. The government tabled the 2019 Legislative Review of the *Accessibility for Ontarians with Disabilities Act, 2005* in the Ontario Legislative Assembly on March 7, 2019. The report became public once it was tabled. The report called for major reforms to deal with barriers that still exist across the Province for people with disabilities and included fifteen recommendations.

Since the report was released, the Province has launched two initiatives as a result of the recommendations. The first is an investment of \$1.3 million over two years for the Rick Hansen Foundation to launch the Rick Hansen Foundation Accessibility Certification program in Ontario to help remove barriers in buildings. As a result of this funding, 250 buildings in 10 municipalities across Ontario will be eligible for a free Rick

Hansen Foundation Accessibility Certification rating. Applications for the funding were due in March 2020. Since the certification program involves renewal fees for municipalities and because the City of Ottawa already has well-established Accessibility Design Standards for its public spaces, the City of Ottawa did not pursue this program.

In January 2020, the Province announced that they would establish a new framework to continue progress on accessibility across government departments, informed by the Onley report and input from partners, organizations and people with disabilities.

The Advancing Accessibility in Ontario framework will help focus the Province's work in four key areas:

- Breaking down barriers in the built environment;
- Government leading by example;
- Increasing participation in the economy for people with disabilities;
- and,
- Improving understanding and awareness about accessibility.

The City looks forward to working with the Province as the new framework is implemented across Provincial departments.

In September 2019, the City submitted feedback to the Province on the proposed changes to the Information and Communications Standard, submitted by the Provincial Standards Development Committee (**see Document 4**). Feedback was provided on 23 recommendations, including:

- Feedback requirements (sections 11 and 80.50)
- Usage of portable document format (PDF)
- Final review of regulatory language
- Products and product labels
- Determination of suitability (regulation 12.2)
- Timely manner
- Agreement between people with disabilities and organizations
- Harmonization of section 12
- On-demand conversion ready formats
- On-demand ASL and LSQ translations
- Emergency requirements
- Unacceptable emergency outcomes and preparedness
- Mobile applications and new technologies (section 14)
- Procurement
- Differentiating organizations/high impact organizations

- Significant refresh (section 14)
- Practicability (section 14)
- Harmonization and application across requirements (section 14)
- Extranet exemption (section 14)
- Intranet exemption (section 14)
- Pre-2012 exemption (section 14)
- Live captioning and audio description
- Web hosting location (section 14)

Overall, the City found that recommendations provided by the Standards Committee did not address the many layered intricacies associated with meeting the WCAG 2.0 AA requirement for websites and web content.

The feedback included a request for the Province to provide further detailed direction to clarify the documentation, requirements and types and frequency of reports to demonstrate ongoing WCAG 2.0 AA compliancy status on an attestation reporting cycle and an ongoing basis.

Overall, City staff agreed that many of the initial recommendations of the Standards Development Committee meet the spirit and intent of the AODA.

The Provincial Health Care Standards Development Committee is writing a set of draft recommendations on what this new Standard should include. It is expected that the Committee will make its draft recommendations public later this year, with the opportunity for the public to provide feedback. The Standards Development Committee will consider the feedback received as it finalizes its recommendations to the Province.

Update on Bill C-81: *Accessible Canada Act*

On June 21, 2019, Bill C-81, the federal government's *Accessible Canada Act*, received Royal Assent. In its news release, the Government of Canada stated that, "With this legislation in place, millions of Canadians with disabilities can rely on the Government of Canada to remove the barriers that hinder their full participation in society." The purpose of this Act is to benefit everyone, especially persons with disabilities, by ensuring a barrier-free Canada by January 1, 2040 through the proactive identification, removal and prevention of barriers to accessibility wherever Canadians interact with areas under federal jurisdiction. More specifically, these areas include:

- Built environments (buildings and public spaces);
- Employment (job opportunities and employment policies and practices);
- Information and communication technologies (digital content and technologies used to access it);

- Procurement of goods and services;
- Delivering programs and services; and,
- Transportation (by air as well as by rail, ferry and bus carriers that operate across a provincial or international border).

The *Accessible Canada Act* and associated changes to the *Canada Transportation Act* are applicable to OC Transpo as they are a federally regulated municipal transit agency, therefore, OC Transpo will continue to comply with respective regulations.

Organizations under federal responsibility include:

- Parliament, including the Senate, the House of Commons, the Library of Parliament and the Parliamentary Protective Service;
- The Government of Canada, including government departments, Crown Corporations and agencies;
- The federally regulated private sector, including organizations in the transportation sectors, broadcasting and telecommunications services, and the banking and financial sectors; and,
- The Canadian Forces and the Royal Canadian Mounted Police (RCMP).

Accessibility Standards Canada, formerly known as the Canadian Accessibility Standards Development Organization (CASDO) is a new organization established by the *Accessible Canada Act* that will create and review accessibility standards.

Stakeholders and the public will have opportunities to comment on the newly developed standards, that will then be published and submitted to the Minister of Accessibility who will consider making them mandatory by adopting them into regulations. Compliance and enforcement measures will also be introduced, as well as an accessibility complaints mechanism. The City of Ottawa looks forward to the opportunity to provide feedback to the Federal government based on our experiences implementing the Provincial legislation, that will assist in the development of priorities and standards for the *Accessible Canada Act*.

The Federal government has adopted the slogan, “Nothing about us without us,” and, “Nothing about us, because everything is about us,” in celebration of the new legislation. The Accessibility Office supports this stance to inclusion of persons with disabilities, and this is reflected in work completed by the City in 2019. The slogan will also play a major role in planning initiatives and work planning for the 2020-2024 COMAP.

Although the City of Ottawa is not an organization under federal responsibility, with the exception of OC Transpo, the City’s Corporate Accessibility Office will continue to monitor the development of accessibility standards in collaboration with other City

departments, as they become available. The City looks forward to working with the Federal Government to increase accessibility for all persons with disabilities.

2019 Rideau-Rockcliffe By-election

Following the 2019 Rideau-Rockcliffe By-election, the City of Ottawa's Elections Office produced an Accessibility Report (see **Document 5**), highlighting the accessibility achievements of the 2019 By-election, and demonstrating the City's commitment to ongoing improvements in the future. Under Subsection 12 (1) of the *Municipal Election Act, 1996*, the Clerk is required to develop a plan on the identification, removal and prevention of barriers that affect electors and candidates with disabilities and make it available to the public before Voting Day. The Elections Office worked collaboratively with the Accessibility Advisory Committee and all City departments to identify and remove barriers and increase accessibility for electors. Site visits were conducted for each of the 47 voting places to ensure that the buildings were accessible, and if needed, several adaptations or modifications were available to remove barriers for electors and election workers with disabilities, such as adapted seating and cushioned mats to reduce fatigue if standing for long periods of time. Furthermore, to help electors with disabilities mark and cast their ballot privately and independently, the Elections Office leased 14 Accessible Vote Tabulators (AVTs) during the 2019 Rideau-Rockcliffe By-election. For the 2019 Rideau-Rockcliffe By-election, two area wide voting places had two (2) Accessible Vote Tabulators on Advance Vote Day and on Voting Day.

Other tools and services were also made available, including large print ballots, magnifying sheets, braille listings of candidates and braille ballot templates, accessibility feedback cards and access to a cell phone with Elections call centre staff on standby. The Elections Office offered curbside voting for electors that were physically unable to enter a voting place and partnered with Para Transpo to offer accessible transportation (by reservation), giving electors the opportunity to schedule their trips to their voting place in advance. Additionally, elections workers, both City staff and members of the public, participated in mandatory accessibility training prior to working on voting days to provide a fully accessible voting experience. All services were available in French and English, to ensure electors could be served in the official language of their choice. All election workers, staff and members of the public, were actively offered election workers individualized workplace emergency response plans as part of their employment onboarding.

Overall, the 2019 Rideau-Rockcliffe By-election Detailed Accessibility Plan was successful in providing equitable access to voting locations and processes. However,

there are areas for improvement in the 2022 election, including addressing options for housebound voters.

City of Ottawa Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) provides advice to Council on programs, policies and services provided to persons with disabilities and seniors. The committee also acts as a resource for staff and may provide input on matters that align with strategic priorities. Staff can request to present at regular AAC meetings for feedback. The AAC also provides feedback to the City through working groups, email, or committee involvement. Additionally, two members of the AAC regularly attend AWG meetings to provide feedback on departmental initiatives. In 2019, the AAC provided feedback on the following topics:

- Municipal Parking Management Strategy Refresh
- Fire & Flowers York Street Cannabis
- Consultation for Applicable 2019 and all 2020 Capital Projects:
- Exterior Paths of Travel (rest areas)
- On-Street Parking Spaces
- Outdoor Play Spaces
- Recreation Trails
- Official Plan Overview
- Availability and Protection of Accessible Parking Spaces in Ottawa
- St. Jean Street – No Parking versus No Stopping
- O'Connor Street Bikeway Phase 2
- Ottawa Public Library and Library and Archives Canada Joint Facility
- Designing Neighbourhood Collector Streets
- 10th Anniversary Update from CODA: Connecting on Disability and Abuse
- Proposed Process for the 2019-2022 Term of Council Priorities
- Proposed 2019-2022 Term of Council Priorities
- Proposed 2020 Budget Directions, Timeline and Consultation Process
- 2020 Draft Operating and Capital Budgets – Accessibility Advisory Committee
- Transportation Master Plan Update
- Motions – Communication and Persons with Disabilities – Presentation by Public Information and Media Relations
- Report on Confederation Line Feedback from the Accessibility Advisory Committee

AAC representatives either attended consultation sessions or provided feedback on the following items:

- City of Ottawa Municipal Accessibility Plan consultations
- Earl Armstrong Road Extension (Albion to Hawthorne) Environmental Assessment (EA)
- Cardinal Creek Village Multi-Use Pathway
- Clarity Park
- Dowitcher Park
- Manordale Park
- Orléans Village Park
- Rubicon Park
- Ruisseau Park
- Station Parkette
- Trailsedge East Park
- Albion Road Traffic Study
- Alta Vista Functional Planning Study
- Beausejour Roadway Modifications
- Brian Coburn Extension
- Chamberlain-Catherine/Isabella Functional Design Study
- Fisher – Cycling Facilities
- Hunt Club Resurfacing
- Montreal Road/Blair Road Transit Priority Corridor
- Ogilvie Multi-Use Pathway
- Sherbourne Roadway Modifications

In 2018, a corporate-wide process to streamline consultation with the AAC was piloted for one year. In 2019, a results paper was produced for feedback from the City Clerk. This process will continue, with changes based on feedback incorporated in 2020 to ensure the AAC's advice is sought in an efficient and effective manner.

Consultation with the AAC is a priority for the City as we strive to continue to increase accessibility for persons with disabilities. This will be discussed further in the 2020-2024 COMAP.

2019 Accessibility Achievements and Highlights

Highlights of various accessibility initiatives and actions undertaken across City departments and service areas throughout 2019 are summarized below. These initiatives have prevented and removed barriers to accessibility in City services,

programs, policies, purchases and projects. This report does not include all of the accessibility initiatives undertaken by the City in 2019. A full listing of all 2019 accessibility initiative outcomes is available in **Document 2**.

The 17th annual AccessAbility Day was held at City Hall on May 30, 2019. The theme of the year was Service Animals: Lending a Helping Paw and included support from community organizations such as the Canadian Guide Dogs for the Blind, the Lions Foundation, the Canadian Hearing Society, the Canadian National Institute for the Blind, and the Ottawa Senators Foundation. The topic was chosen to address some of the misconceptions around service animals, and to celebrate the many important roles that service animals play in the lives of people with disabilities. Service animals are an essential tool for independent living and full participation in society for many people with disabilities.

Throughout the day, participants and other visitors to City Hall were able to attend the resource fair, which included representation by all City departments and partners for the event. These interactive displays gave participants and other visitors the opportunity to try some of the accessible offerings at the City, including our beach wheelchair, accessible voting tabulator, an accessible bench, and many more. Participants and other visitors also had the opportunity to provide accessibility-related feedback through 311, learn about the Accessibility Advisory Committee, and much more.

The event commenced with an opening ceremony, acknowledging the many Councillors and General Managers in attendance from various City departments, and welcoming remarks from the Deputy Mayor and City Clerk.

Following, an interactive and engaging presentation was given by each of the panelists, and panel discussion with the partnering community organizations. Topics that were highlighted during the event included:

- Ontario legislation governing the definition of a service animal, rights and restrictions;
- Certification for service animals;
- Questions that may be asked of people who use service animals;
- Circumstances where a person may need to provide more information about their service animal;
- Some of the organizations in Ontario that support the training and allocation of service animals to their clientele; and,
- Dealing with competing disabilities in the use of service animals.

A networking lunch was provided by Krakers Katering, a social enterprise that provides training and employment to people with disabilities. Following lunch, participants attended a consultation to develop the city's new multi-year plan. The consultation lasted an hour and a half and gave participants the opportunity to provide feedback on what the City is doing well, what barriers they face, and their ideas for increasing accessibility in the future.

Additionally, in 2019 the City held its first formal event recognizing the United Nations International Day of Persons with Disabilities, at City Hall on December 3. This event was tremendously successful, with over 100 residents and staff attending, in addition to many members of Council and Senior Management.

The annual observance of this International Day was proclaimed by the United Nations in 1992. The observance promotes the rights and well-being of persons with disabilities in all spheres of society and development and increases awareness of the situation of persons with disabilities in every aspect of political, social, economic and cultural life.

As declared by the United Nations, the theme of the 2019 celebration was "Promoting the participation of persons with disabilities and their leadership". The event began with a speech and proclamation by Mayor Jim Watson, followed by a number of presentations by City staff on the ways in which they have sought and benefitted from the expertise and inclusion of persons with disabilities in City projects and planning. Presentations were delivered by:

- Planning, Infrastructure and Economic Development (Infrastructure Services), highlighting accessibility during construction;
- Innovative Client Services (Diversity and Inclusion), discussing the City's participation in the Employment Accessibility Resource Network;
- Office of the City Clerk (Elections Office), showcasing the ways in which the City works with people with disabilities to ensure inclusive voting procedures and supports; and,
- Recreation, Culture and Facilities Services (Park and Facilities Planning), presenting ways in which people with disabilities play a role in guiding decision making for new City parks.

Following these presentations, there was a reception catered by Krakers Katering. The Accessibility Office looks forward to continuing to celebrate this important day.

AODA General Training

As stated in section 7 of the IASR, organizations, such as the City, are obligated to provide "training on the requirements of the accessibility standards and on the Ontario

Human Rights Code [...] appropriate to the duties of the employees, volunteers and other persons.” Third party vendors and contractors are also required to ensure they and their staff are trained as part of the General Terms and Conditions of doing business with the City.

As of October 2019, 91 percent of all staff have completed the Corporate-wide AODA: Accessibility for All training. New staff are trained as soon as practicable and in 2019, 1,714 staff completed this training, by attending one of 14 in-person training sessions or completing the training online. An additional six in-person training sessions were offered for summer students in 2019. It is important to note that the headcount of active employees on which the compliance rate is based is a snapshot in time; thus, some staff may have been trained in the interim between when they were hired, and when the report was completed. Other staff who have not been trained include those on Long-Term Disability, maternity leave and other leave of absences; as such, it is not practicable to train them until they are actively in the workplace. Non-compliance is monitored on a quarterly basis, and Management, the City’s Human Resources hubs, the Accessibility Working Group and the Accessibility Office, work collaboratively to ensure all staff are trained to ensure the City meets the requirements of the IASR.

There are several options for staff to receive their training. The first is the in-class corporate orientation, “AODA: Accessibility for All,” provided to full-time staff and some summer students. This training is included as part of the full day new employee orientation. This course is rooted in the adult learning principle of “experiential learning”, whereby participants relay their collective knowledge, guided by the corporate trainer, and apply – and, in so doing, retain – what they have learned. Through a variety of mechanisms, including presentations, dialogue, and group work, participants can have questions addressed in a collaborative context, and leave the session with understanding and confidence regarding their rights and responsibilities under the AODA. In 2019, the Accessibility Office worked with the Learning Centre to move to twice monthly sessions, with a smaller group capacity. This allows for even more interaction and has resulted in positive feedback. While more trainings are being moved online, the success of this in-person training demonstrates that participants have greater understanding, appreciation and retention of the content, which provides greater consistency and support for residents and staff with disabilities.

In 2019, evaluations received for the AODA: Accessibility for All trainings were largely positive. On a rating scale from one to six, with 1 being Very Unsatisfied and 6 being Very Satisfied, 99 per cent of participants gave it a four or above. The continuous feedback provided through the training evaluations is incorporated into the training when possible for quality improvement. Improvements were also made to the training as

a result of feedback when the training moved to twice per month sessions. As a result, the rating for this training has improved by four per cent from the 95 per cent rating, in 2018.

A selection of comments received from the evaluations included:

- I liked how real-life examples and stories were used to enhance the learning experience (e.g. elevators at City Hall, service dogs).
- Open[ed] my eyes to be more accommodating to people with disabilities.
- Best training with the City yet. Really informative and engaging.
- Megan has lots of great knowledge to share and was very pleasant.
- Very interesting content for both professional and personal life.
- Amazing course. Was very informative and interesting!
- Very enthusiastic and professional instructor. Engaging, up to date on terminology, technology and accessible formats. Very helpful when answering questions.
- Instructor was great- very engaged and gave good insight and additional accommodation tips.
- Megan was great, had a good personality. Great personal story.
- I feel more confident in helping people with disabilities in the future.
- Great course- the instructor made some great points and raised my awareness of those with a disability.
- Impressed with laws protecting persons with disabilities. In the future, I will ask if a person with a disability wants help before giving it.
- Very comfortable and non-judgmental learning environment.

The City remains 100 percent compliant with the training of its volunteers. In 2019, 508 new volunteers completed the online accessibility training.

Job Specific AODA Training

The City also offers several other AODA related trainings, to ensure that staff receive training that is, “appropriate to their duties” (section 7.2). These include, but are not limited to, Accessible Procurement, Management Compliance, and Accessible Word and PDF Documents training.

The Accessible Procurement Workshop is offered by the Accessibility Office to staff who make regular purchases, to provide the knowledge and tools to integrate and track accessible features in procurement. This highly interactive workshop allows participants to explore what accessible features are, considerations when purchasing items and administering contracts, and how to enhance the accessibility of goods, services and

facilities in general. Only one Accessible Procurement workshop was held in 2019, however, over 900 employees have attended this workshop to-date. Accessible procurement resources continue to be shared by the Accessibility Office on a regular basis to staff who are required to complete the accessible procurement tracking.

Managers and Supervisors at or above Level 5 attend mandatory AODA Management Compliance training to clarify their specific roles and responsibilities, and further meet the requirements of section 7.2 of the IASR. This training encourages Managers to not only administer, but embrace compliance, and ensure they and their staff meet the requirements of the AODA. In 2019, 77 Managers and Supervisors attended this training, which was delivered over seven sessions by the Accessibility Office. In addition, 2 of the City's General Managers were provided one-on-one training. Overall, 593 Managers and Supervisors have attended this training since it was offered in 2013. Evaluations from the Management Compliance training continue to be overwhelmingly positive. On a rating scale from one to six, with 1 being Very Unsatisfied and 6 being Very Satisfied, 100 per cent of participants gave it a four or above. A selection of comments received in 2019 included:

- Excellent content, relevant material, timely for me as a new supervisor.
- Knowledgeable instructor. Great course.
- Learned a lot about available resources. Very helpful.
- Excellent facilitator! Megan is very knowledgeable and has great experiences and examples to share.

Training on how to develop accessible documents is offered by ServiceOttawa (Innovative Client Services Department) and includes training on creating accessible Word and PDF documents. Tools are provided to meet section 14 of the IASR, and to move the municipality closer to AODA compliance. These hands-on workshops give staff the tools to create accessible documents for Committee and Council reports, and other documents that are available to the public online. The training teaches staff how to create documents with the appropriate headings, structure and other accessibility features that allows for equitable access to City information. In 2019, 60 staff attended these workshops.

The Accessibility Office continues to share relevant workshops, trainings and materials through the Accessibility Working Group. In 2019, the Canadian Hearing Society and the Canadian National Institute for the Blind provided workshops for City staff, coordinated by the Accessibility Office.

Procurement

The corporation continues to ensure that City purchases include accessible design, criteria and features as prescribed by section 5 of the IASR. The City ensures that accessibility design, features and criteria are included where possible in procurement, regardless of dollar value. The corporation continues to ensure that City purchases include accessible design, criteria and features as prescribed by section 5 of the IASR. The City ensures that accessibility design, features and criteria are included where possible in procurement, regardless of dollar value. In 2019, Supply Services awarded over 1,300 new contracts valued above \$15K under delegated authority totaling over \$621 million. In terms of dollar value, accessibility requirements were included in 96.7 per cent of all new procurements after adjusting for those where it is not applicable. This figure is consistent with previous years and represents contracts awarded in the areas of construction, fleet and equipment, goods, information technology, maintenance services and professional services.

2019 Information and Communication Initiatives

Public Information and Media Relations (PIMR) and Facilities continue to support the accessibility of City of Ottawa's public engagement with residents. To increase the accessibility of public engagement events and meetings, the City has an accessible podium available on request. This was used for the International Day of Persons with Disabilities event in 2019. Additionally, in 2019, larger television screens to display Closed Captioning were installed in Council Chambers and the Champlain Room at City Hall. Other accessibility tools, such as hearing assistance devices, continue to be available for public use during Committee and Council meetings.

The Office of Protocol has made improvements to the accessibility of invitations and communications for City events (such as the Mayor's Key to the City), including increased font size and the use of accessible fonts. Also, more comfortable and accessible chairs are now being used for the Mayor's events for seniors.

A new form to request an alternate format and communication support was launched in 2019. Alternate formats are available for all City of Ottawa documents available to the public, upon request. If there is a cost for a document, an alternate format is provided at no greater than the cost of the regular document. Communication supports are also available upon request, for example, sign language interpretation to access in-person services at a City of Ottawa Customer Service Centre. This online form is fully WCAG 2.0 AA compliant.

The City's Accessibility Office releases a monthly e-newsletter to subscribers entitled "Accessibility Spotlight". The newsletter provides information relating to city services, events, programs, initiatives, and other accessibility related topics in order to keep our residents and subscribers informed. The newsletter is offered in both English and French and consists of 2021 subscribers to the English version and 126 subscribers to the French version. In 2019, the newsletter was distributed to subscribers in more than 20 different countries. The City is committed to keeping subscribers informed and will continue to share information on a global scale.

Each year, the Accessibility Office also follows a Communications Plan developed with Public Information and Media Relations (PIMR). In 2019, this included over 20 accessibility-related articles for internal staff communications. The Accessibility Office also works with PIMR to answer inquiries through the City's social media accounts. Further, in 2019, the Accessibility Office worked with PIMR to promote accessible trick or treating, as part of a project by Remax that was promoted by other municipalities across the Province. The Accessibility Office looks forward to further promoting accessible trick or treating in the coming years.

All departments are actively working towards the upcoming January 1, 2021 deadline for the WCAG 2.0 AA standard. Within the departments, Digital Services Coordinators are reviewing, updating and purging outdated content on ottawa.ca.

City departments have Web Leads to ensure applicable accessibility standards are implemented, and some are creating Digital Services Coordinator and Officer positions to support this work. Sites managed by ServiceOttawa are monitored for accessibility through a validation tool. Identified issues are addressed by publishers or sent to web services to remediate, or to Information and Technology Services for technical changes. Updates to these platforms are tested for web accessibility compliance prior to launch. Further, a manual audit of MyServiceOttawa was conducted by an external accessibility vendor in 2019. Minor issues were found and corrected.

Accessibility testing of City websites and applications is essential to ensuring usability for residents. In addition to the standing offer for third-party testers an agreement was solidified in 2019 with an external vendor that performs accessibility and usability testing exclusively by users with disabilities.

All PDFs that are attributed to ServiceOttawa are either accessible or were created prior to January 1, 2014. Web Services will support ServiceOttawa staff who produce and manage PDFs with tools and training to bring all ServiceOttawa PDFs to the new standard required by the end of 2020.

Ottawa Public Library's pictogram pilot is for customers who have barriers to reading printed text. This program may be expanded to other branches in the future.

During the 2017-2018 snow removal season, Fleet Services, working closely with Roads Services, conducted a pilot project which involved 62 vehicles in the downtown core that were equipped with new broadband back-up alarms. Their sound is focused to the hazard area, adjusts so that it is higher than ambient noise, is more locatable, and uses a larger range of frequencies that may be more effective at penetrating hearing protection and personal headphones. Based on the findings of the evaluation, broadband alarms were installed on the remaining City of Ottawa snow removal fleet.

Recreation, Culture and Facilities Services is making accessibility information more available to the public. Accessibility features within City facilities can be found online on each recreation centre's webpage. This includes information related to Parking, Passenger Loading Zone, Entrance & Exits, Signage, Interior access and washrooms.

2019 Employment Initiatives

Ottawa Public Health has incorporated a Health Equity lens to remove barriers and promote hiring and volunteer opportunities for people with disabilities. The volunteer space at OPH accommodates students and other volunteers with disabilities, including the use of support persons.

As part of the City's Corporate Diversity and Inclusion Plan, city staff continue to work with the Employment Accessibility Resource Network (EARN) and the Employers Leadership Group. This engagement with the community allows the City to continually build relationships with service providers that provide job supports to jobseekers with disabilities. Through these interactions we continue to understand developments in the field.

In addition to the activities of this ongoing partnership, in 2019, staff from Information Technology Services participated in a panel on the importance of soft skills in a technology focused sector. This was an opportunity to further connect with jobseekers and promote a career at the City of Ottawa.

The City of Ottawa participates in a monthly job match calls with the Employment Accessibility Resource Network to highlight some of the positions currently available. This provides a connection for service providers supporting jobseekers to connect as part of our outreach and recruitment strategy with the intention of diversifying the applicant pool and increasing representation of persons with disabilities in the workforce.

The City hosted its second Career Showcase in October 2019. The target audience was diverse candidates and youth, including those with disabilities. This event was developed with input from the Employment Accessibility Resource Network (EARN) and other community groups. The event had 538 people in attendance with 7.1% identifying as having disabilities. Responding to the interests of the community, workshops included how to prepare your on-line profile, preparing for an interview with individualized feedback for all participants. The event had a high success rate with 98% of attendees satisfied with their workshop experiences. The City's work to connect with persons with disabilities and promote employment opportunities in the community will continue as part of ongoing business.

Managers and Supervisors are educated regarding workplace accommodations for employees for disabilities, through formal training, individualized coaching conversations regarding accommodations and the supports available, and reminders of their legislative requirements in the Management Bulletin.

2019 Transportation Initiatives

By-Law and Regulatory Services will continue to investigate and address the misuse of accessible parking spaces and permits, ensuring that these spaces are available for those who need them. In 2019, 965 tickets were issued for illegally parking in an accessible parking space. An additional 45 warnings were given, and 50 tickets were issued for failure to display permits properly and/or misuse.

The Vehicle-For-Hire By-law was implemented in 2016 to provide for the regulating, licensing, and governing of vehicles-for-hire in the City of Ottawa, including taxicabs, taxicab drivers, taxicab plate holders, taxicab brokers, limousine services and Private Transportation Companies (PTC).

To address the service restrictions of many Private Transportation Companies (PTCs) who cannot currently accommodate transportation for persons who use mobility devices including power wheelchairs and scooters, By-law & Regulatory Services continues to work with these companies to collect a voluntary per trip accessibility surcharge agreement with each new PTC that is licensed. On March 21, 2019, the City's Community and Protective Services Committee approved allocated funding of \$1.2 million in the Vehicle for Hire Accessibility Fund to three projects, which were identified through community consultation. The allocated funds were directed to the following projects:

- Expansion of accessible transportation services in rural areas through Community Support agencies; and,

- Making accessible taxis more affordable by:
- Reducing taxi-coupon costs by 25 percent; and,
- Doubling the maximum allowance of taxi-coupon books per customer to 8 per month.

In the Fall of 2019, Council directed the Emergency and Protective Services department to review the feasibility of conducting a study to examine the complaints and concerns expressed regarding the quality, availability and costs of on-demand accessible taxi services. This examination would look at the causes of these complaints and concerns and lead to recommendations for future improvements. Based on this feasibility analysis, the Emergency and Protective Services Department was instructed to move forward with this study in 2020.

OC Transpo continues to expand Ottawa's rapid transit network through the construction of extensions to O-Train Line 1 and Line 2. In 2019, preliminary engineering studies for Stage 2 LRT was completed and the preliminary and final design review of the new stations was started. These stations will be designed to be fully accessible to customers, meeting or exceeding the requirements of the AODA, the Ontario Building Code and the City's Accessibility Design Standards. Designs for new stations include the same accessible features in the Stage 1 stations, including: tactile directional wayfinding; dual elevators serving station platforms; tactile/Braille signage; as well as fully accessible public washrooms at Trim, Place d'Orléans, Moodie, Baseline, Lincoln Fields and Limebank stations.

A plan was implemented in 2019 to familiarize community stakeholders and customers with disabilities to Line 1 stations prior to the official launch. More than 150 individuals and representatives from about 40 stakeholder groups participated in 19 familiarization sessions, where OC Transpo staff introduced them to some of the key accessibility features in stations and on vehicles. Stakeholder groups engaged in these sessions included the Accessibility Advisory Committee, CNIB, Canadian Guide Dogs for the Blind, Council on Aging, MS Society, Ottawa Disability Coalition, and Ottawa Independent Living Resource Centre.

With the launch of Line 1, the O-Train Ambassador program also came into effect. O-Train Ambassadors or "red vests" have been on-site at all train stations since the launch of Line 1 on September 14, 2019. Approximately 170 new staff have provided customers with assistance with: trip planning; using the ticket machines; entering and exiting fare gates; finding their way around the stations and bus platforms; and, responding to questions. This program has been extended into 2020.

An accessibility review of current all 5,500 City bus stops started in 2017 and was completed in 2019. The information gathered will assist in identifying barriers, and prioritizing future on-street accessibility improvements in 2020 and beyond.

OC Transpo continues to replace buses that have reached the end of their life cycle. In 2019, OC Transpo completed the onboarding of all 175 new 40-foot Nova Bus vehicles. The new buses are fully accessible, and include new accessibility features:

- Allocated spaces for customers using mobility devices have “theatre-style” flip-down seats, so customers do not have to flip up a heavy bench seat to access these spaces. The flip-up seats provide a greater versatility of uses for customers with walkers, service animals, and strollers.
- A second next-stop-announcement sign is located towards the back of the bus, providing all customers, especially those who are rear facing (e.g. those in the allocated space for customers using mobility devices) with easier visual access to next stop information.
- Interior and exterior speakers were upgraded to provide improved sound quality and durability.

OC Transpo partners with Community Support Service agencies to provide transportation for people with disabilities and seniors living in rural communities. In 2019, funding to these agencies was increased by \$200,000 (from \$626,000 to \$826,000) for the delivery of transportation services. This increased funding was allocated by City Council from the Vehicle-for-Hire Accessibility Fund, which is generated through an accessibility surcharge paid by ride-sharing services like Uber and Lyft. In 2019, the agencies provided 12,806 one-way trips, including an estimated 12,559 to customers who were Para Transpo registrants/eligible.

In 2019, Para Transpo began to expand the options available to customers who would like to book and track their trips online. A two-stage plan will be implemented for the delivery of online services to Para Transpo customers.

Staff began working on an online web form for booking Para Transpo as part of the first stage in 2019. This will be introduced to customers in 2020. By filling out this form on octranspo.com, customers will be able to submit their requests for next-day bookings. Once submitted, the request would be assigned to Customer Service Centre staff who will manually book the trip and send an email confirmation to the customer. The second stage of this work will be included in the new 2020-2024 COMAP.

2019 Built Environment Initiatives

Within the Emergency and Protective Services department, the Special Events Advisory Team continues to require accessible drop-off and pick-up locations on all event site maps. The Event Guide was updated in 2019 with more information on ways to increase accessibility at public events. Additionally, in 2019, updates were made to the guidelines for special street event patio extensions. Applicants are now required to demonstrate where ramps will be located on site plans prior to approval, to ensure these spaces are accessible.

Ottawa Public Health has increased accessibility for all residents, including people with disabilities, by completing renovations in their public spaces. This includes lowered counters, the installation of door openers at the dental health clinics and renovating clinic rooms to be more accessible at the Sexual Health Centre.

The Community and Social Services department has made major improvements in increasing accessibility within the built environment. In 2019, accessibility improvements were made to four Employment and Social Services offices to allow clients to independently use the facilities. Improvements included opening the space, improving sight lines, adding signage, and adding automatic door openers. These improvements have created a more welcoming and accessible space for all clients.

The goal of visitable housing is to make housing more livable for people with physical disabilities, people who use mobility devices and seniors, enabling community integration for residents. All affordable housing projects approved under the City's Action Ottawa program include mandatory accessibility design criteria in addition to providing a minimum of 10 percent barrier-free units. In 2019, 3 affordable housing projects were completed, which resulted in 23 new accessible units.

In 2019, a draft Community Gardens Standards guideline was developed and approved by staff. This draft incorporates accessible design standards to ensure community gardens are accessible for all residents who wish to access them. The guidelines have been shared with staff and our partner Just Food Ottawa, who administers the community gardening program in the City. These new standards will be piloted in the 2020 growing season. In 2019, two new accessible community gardens were developed on City land.

The Ontario Renovates Program allows for improvements of existing housing and new community housing to be more accessible, or renovations on homes or rental units for older adults and persons with disabilities. In 2019, 44 agreements for this program were approved, including 38 individuals and 7 private landlords.

Sidewalk maintenance activities are scheduled based on the extent of the hazard in accordance to the maintenance quality standard. The Public Works and Environmental Services department performs annual sidewalk surveys to identify issues including the maintenance of accessible elements. These sidewalk surveys continue to be an annual exercise for Roads which assists with prioritizing sidewalk repairs and life-cycling sidewalks.

The City remains compliant with the AODA 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. In 2019, Facility Operations Services completed the following projects:

1. Stittsville Library, tripping hazard from asphalt to walkway;
2. City Hall, replacement of all exterior access doors;
3. Ron Kolbus Centre, accessible front counter;
4. McNabb and Hintonburg Community Centres, washroom retrofits,
5. Hintonburg Community Centre, accessible door openers;
6. Nepean Creative Arts Centre, studio renovation included accessible doorway and new accessible washroom;
7. Nepean Visual Arts Centre at Sportsplex, new elevator and accessible washroom space;
8. Kanata Leisure Centre, relocation of 3 accessible door opener buttons;
9. Mlacak Arena, accessible platform area;
10. Alta Vista Library, two new door openers;
11. Orleans Library, accessible counter and sink in washrooms;
12. Navan Arena; expanded accessible viewing platform; and,
13. Curb cuts at miscellaneous sites.

Infrastructure Services completed accessibility audits of 26 City Facilities in 2019 as part of the 10-year cycle to refresh audits to be compliant with current City of Ottawa Design Standards. This will continue in 2020.

The Standards Unit continued with accessibility during construction audits in the 2019 construction season. Twelve large projects were assessed. Community members with mobility or vision disabilities assisted by visiting sites with the Standards Unit staff and providing input, which was shared with project teams and included in assessment reports. The purpose of these assessments was education and raising awareness regarding accommodation of pedestrians with disabilities through and/or around construction sites of infrastructure projects as per the City's Accessibility Design Standards.

Infrastructure Services continues to follow its existing deviation reporting process for projects that do not fully meet the AODA and the City's Accessibility Design Standards. The Standards Unit provides guidance and assistance to the Accessibility Office by answering questions and responding to enquiries when a deviation from Accessibility Design Standards may be required.

The Planning, Infrastructure and Economic Development Department continued to undertake projects through the Retrofit Program, which Council supported with \$2.5 million in 2019. This Program aims to remove barriers to existing facilities, play structures and pathways, which are identified through accessibility audits. The following projects were part of the 2019 Retrofit Program (more information on the status of these projects can be found in **Document 2**):

- Nepean Sportsplex – Entrance #3 Modifications (Elevator, Washroom, Flooring);
- Foster Farm Community Centre and Day Care – Exterior Path of Travel, Accessible Entrance;
- John G. Mlacak Centre - Advance Design of an Arena Viewing Platform;
- Kanata Recreation Complex – Advance Design, Barrier Removals;
- Terry Fox North Building – Advance Design, Barrier Removals;
- Nepean Sportsplex – Advance Design, Barrier Removals;
- Nepean Sportsplex – Provide Portable Accessible Viewing Platform for Yzerman Arena;
- Ottawa City Hall – Advance Design, Entrance Modification at P1 and P2 Levels;
- Installation of Handrails in Arena Stands at Blackburn Arena, Larry Robinson Arena, Osgoode Community Centre and Stuart Holmes Arena;
- Bob MacQuarrie Recreation Complex – Barrier Removals Phase 2 (Arena Viewing Platforms, Fitness Change rooms);
- Manotick Library – Install Universal Washroom;
- Market Building – Install Accessible Washroom;
- Richmond Arena – Install Accessible Viewing Platform;
- Installation of Handrails in Arena Stands at Richmond Arena, West Carleton Community Complex, Don Gamble Recreation Complex, Ray Friel Recreation Complex;
- Walter Baker Sports Centre – Replace Pool Lift; and,
- St. Laurent Don Gamble Recreation Complex – Various Accessibility Upgrades in Pool Changeroom.

2019 Customer Service Initiatives

The City is continually receiving and responding to accessibility related service requests, feedback and inquiries, as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. The City's Accessibility Office received a total of 166 accessibility related service requests from January 1, 2019 to December 31, 2019. The service requests are received by the Accessibility Office, and are forwarded to the appropriate department for response, when necessary.

The accessibility related service requests that were received by the Accessibility Office can be categorized into the five accessibility standards, as follows:

- 48 per cent customer service;
- 32 per cent built environment;
- Five per cent information and communication;
- Two per cent employment; and,
- 13 per cent transportation.

The Snow Go Program provides a matching service to those who need to find a contractor or community member for snow removal. The Snow Go Assist Program provides older adults and people with disabilities on a low-income with financial assistance for snow removal services. In 2019, the Snow Go Program responded to over 967 calls, referring over 444 clients to snow contractors. The Snow Go Assist program responded to over 970 calls and assisted 700 clients with \$73,947 in subsidies.

The Ottawa Public Library's (OPL) Homebound Services (HBS) program provides free, bilingual service to borrowers who are unable to leave their home or residence for more than three months because of age, illness or disability and are unable to visit a Library branch or Bookmobile stop. This program served just over 800 customers in 2019 and included services such as mini libraries, home deliveries and connections with senior residences.

The Library is also working to increase the accessibility of existing assistive technology stations. On-going research is conducted to improve assistive stations and make upgrades when available.

The Inclusive Recreation Guide continues to highlight programs for children and adults with disabilities. This guide is available in electronic and printed format. The Inclusive Recreation office continues to complete individual assessments as needed for new participants with medical conditions or disabilities (physical, mental health or developmental) to support integration into programs. In March 2019, the Recreation

department hosted a Summer Camp Fair, which highlighted summer camps for individuals with special needs offered by the City of Ottawa and its partners.

Inclusive Recreation is completing public engagement consultations with participants and families of the Variety program, a therapeutic recreation day program for adults with developmental disabilities offered at locations throughout the City. The Inclusive Recreation office will take feedback from this consultation to incorporate into program offerings beginning the Fall of 2020.

In 2019, there were three accessible wheelchairs available at City beaches for public use at no cost. The locations include Britannia Beach, Mooney's Bay Beach and Petrie Island Beach. These chairs can be submersed to assist with entry into the water and also enhances participation in activities on the sand. The availability of the beach wheelchairs was widely advertised on the City's social media and other media outlets in the Summer of 2019.

The City continues to improve access to recreation programs for clients who require alternative services. Individuals can meet with a Portfolio Coordinator to determine the best fit for programming. Inclusive Recreation continues to complete individual assessments as needed for new participants with medical conditions or disabilities (physical, mental health or developmental) to support integration into programs.

The 2019 OC Transpo Travel Training program was done in partnership with about 98 community agencies, groups and organizations. Of the 2,958 individuals provided with travel training in 2019, about 36 per cent are now using transit independently, and about 64 per cent are using transit with the assistance of a support person or are still in training.

OC Transpo's replica bus stop program was expanded in 2019 to the Madonna Care Community and Bruyère Résidence Saint-Louis long-term-care homes in Orléans. Research recognizes replica bus stops as a valuable tool in dementia care. The stops add a point of reference for residents and waiting at the bus stop is a daily activity that people remember from earlier in their lives.

Conclusion

While the COMAP Update Report normally highlights upcoming initiatives for the coming year, this report will close the 2016-2020 version of COMAP. Continuing and new initiatives will be highlighted in the new 2020-2024 COMAP.

While the City recognizes the tremendous efforts and successes resulting from the 2016-2020 COMAP, we also recognize that much work remains to be done to become a fully inclusive and accessible City. These plans serve as our roadmap towards that end.

We will continue to update the Province, Council, the Accessibility Advisory Committee and the general public through these updates.

RURAL IMPLICATIONS

Many initiatives contained in this report also benefit rural residents.

CONSULTATION

The Accessibility Advisory Committee (AAC) has been advised of the City's status with respect to the AODA and has been apprised of the content of this report. The AAC continues to provide feedback to the City on City initiatives on an ongoing basis.

ADVISORY COMMITTEE(S) COMMENTS

As stated in the report, the Accessibility Advisory Committee plays an important role in providing accessibility feedback on City initiatives. Throughout the year, they are consulted on many projects, services and programs. This report was shared with the Chair and Vice Chair of the Accessibility Advisory Committee for information.

LEGAL IMPLICATIONS

There are no legal impediments to Committee and Council's approval of the recommendations of this Report.

RISK MANAGEMENT IMPLICATIONS

Risk implications with this report are associated with complying with the AODA legislative obligations.

The AODA states that if a director concludes that a person or organization has contravened a provision of an accessibility standard or of any other regulation, the director may, by order, require the person or organization to do either or both of the following:

- 1. Comply with the accessibility standard or other regulation within the time specified in the order.*
- 2. Subject to subsection (6), pay an administrative penalty in accordance with the regulations. 2005, c. 11, s. 21 (4).*

If a person or organization fails to comply with an order and no appeal of the order is made within the time specified, a director may, make an order requiring the person or organization to pay an administrative penalty in accordance with the regulations.

Every person who is guilty of an offence under this Act is liable on conviction,

(a) to a fine of not more than \$50,000 for each day or part of a day on which the offence occurs or continues to occur; or,

(b) if the person is a corporation, to a fine of not more than \$100,000 for each day or part of a day on which the offence occurs or continues to occur.

As stated above, the City has reported non-compliance to the Province with section 14 Websites and Web Content of the IASR both in 2015, 2017 and 2019. The City submitted a Compliance Plan Agreement in 2017 and 2019 at the request of the Province. The 2019 Compliance Plan Agreement is included in **Document 3** of this report. The agreement outlines measures that the City is taking to meet the legislated requirement. General Managers have been made aware of this risk.

Additionally, as included in the above report, the City reported non-compliance related to one Type A (van accessible) parking spot in 2019. The impact of this non-compliance is unknown at this time.

ASSET MANAGEMENT IMPLICATIONS

Many of the initiatives in this report positively affect the City's built environment and apply the City's Comprehensive Asset Management Policy Guiding Principles. They are customer focused and better enable its assets to meet future challenges, including changing demographics and populations, customer expectations, legislative requirements, technological and environmental factors. The City's COMAP initiatives continually improve City assets and are innovative to meet the needs of the City's residents, visitors and employees with disabilities. Work undertaken follows the City of Ottawa Accessibility Design Standards.

Comprehensive Asset Management (CAM) is an integrated business approach involving planning, finance, engineering, maintenance and operations geared towards effectively managing existing and new infrastructure to maximize benefits, reduce risk and provide safe and reliable levels of service to community users. This is accomplished in a socially, culturally, environmentally and economically conscious manner.

The initiatives documented in this report are consistent with the City's CAM Program objectives. The City of Ottawa's Municipal Accessibility Plan supports a forward-looking approach to meet future challenges, including changing demographics and populations, legislative and environmental factors.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

All information and initiatives outlined in this report aim to remove or reduce barriers to accessibility in the areas of customer service, information and communication, employment, transportation and procurement. Each year, the City of Ottawa demonstrates its commitment to accessibility by consulting with the Accessibility Advisory Committee on City projects that advance the accessibility agenda for City residents, visitors and employees.

ENVIRONMENTAL IMPLICATIONS

The AODA, which governs the work outlined in this report, has specific and general exceptions in the Design of Public Spaces section of the regulation, which protects the environment as described below:

Clause 80.15 Exceptions, general:

Exceptions to the requirements that apply to recreational trails and beach access routes are permitted where obligated organizations can demonstrate one or more of the following:

- 1. The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the Ontario Heritage Act as being of cultural heritage value or interest*
- 2. The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the Canada National Parks Act (Canada)*
- 3. The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the Historic Sites and Monuments Act (Canada)*
- 4. The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organization's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage.*
- 5. There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.*

6. *It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where surrounding rocks bordering the recreational trail or beach access route impede achieving the required clear width. O. Reg. 413/12, s. 6.*

TECHNOLOGY IMPLICATIONS

As described in the WCAG sections of this report, technology plays a significant role in providing the City with the ability to meet the AODA accessible websites and web content clauses. ITS, ServiceOttawa and all other City departments are engaged in the WCAG Implementation Strategy which strives to meet AODA compliance by January 1, 2021.

TERM OF COUNCIL PRIORITIES

The City of Ottawa accessibility initiatives outlined in this report directly impact and support Council's Strategic Priorities. All departmental initiatives are designed to advance equity and inclusion for the city's diverse population through continuous planning and execution of barrier removal in all City programs, services and facilities.

SUPPORTING DOCUMENTATION

Document 1 – City of Ottawa Accessibility Compliance Report 2019

Document 2 – City of Ottawa Municipal Accessibility Plan Initiatives Updates

Document 3 – 2019 WCAG Compliance Agreement Plan submitted to the Province

Document 4 – Response to the initial recommendations of the Information and Communications Standards Development Committee 2019

Document 5 – 2019 Rideau-Rockcliffe By-election Accessibility Report

DISPOSITION

Efforts to meet AODA compliance requirements throughout the corporation are coordinated through the Corporate Accessibility Office. Specific initiatives, goals and programs outlined in the five-year plan have been assigned to operational departments and progress is monitored by the Office of the City Clerk. All City departments are responsible for the implementation of the City's COMAP plan and for compliance with the AODA and the IASR.