



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

Customer Service

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Community and Social Services Department	Equity and Inclusion Lens Training	Enhance staff knowledge of Equity and Inclusion (EI) Lens training.	In 2019, the City held 21 training sessions with 267 staff completing the EI Lens training. Training continues as part of ongoing business with sessions being planned for 2020.	2016	2018	Ongoing
Community and Social Services Department	Older Adult Plan	The Older Adult Plan (OAP) 2015-2018, supports a long-term vision for our community that values, empowers, and supports older persons and their quality of life.	The Older Adult Plan 2020-2022 commits to 24 actions organized around four main strategic areas that are consistent with the provision of City services for older adults: Aging with Choice, Transportation and Mobility, Wellbeing, and Communication. The OAP assigns responsibility for each action to a City Department, as well as Ottawa Public Health and Ottawa Public Library, who are committed to its implementation.	2015	2018	Ongoing
Community and Social Services Department	Snow Go and Snow Go Assist Programs	Snow Go program directly assists low income residents with disabilities, including seniors, to access a matching service (person with disability to snow remover) and can access financial assistance if needed.	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, assisted 700 clients with \$73,947 in subsidies.	2015	2018	Ongoing
Community and Social Services Department	Suite of Employment and Social Services Programs and Initiatives for Clients with Disabilities	Enhance accessibility of Employment and Social Services Programs including Essential Home Support Services (EHSS).	<p>Every year, over 2,000 eligible low-income residents receive financial support through the City's Essential Health and Social Supports (EHSS) program. The benefits and services provided allow residents to meet and maintain basic life requirements and allows for persons who are frail, elderly and/or disabled to maintain independent living. Examples of benefits and services provided include: mobility aids, Assistive Devices Program assessment fees, bathroom aids and eye glasses. Ontario Works and Ontario Disability Support Program (ODSP) recipients are also entitled to the same benefits and services, based on their needs.</p> <p>Employment and Social Services continues to provide employment supports and services to individuals in receipt of Ontario Disability Support Program (ODSP), who wish to participate, as well as adult members of their family. Staff work with each individual to identify their needs with the goal of helping to prepare for, find and keep employment. By participating in employment activities, individuals obtain skills to support increased financial security and independence.</p>	2017	2018	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Community and Social Services Department	Refresher Accessibility Training Accessible Customer Service	To ensure services are provided in an inclusive way Community and Social Services continues to promote best practices related to Accessible Customer Service to our residents, staff and community.	This will continue as regular ongoing business.	2017	2020	Ongoing
Community and Social Services Department	NEW: Mental Health First Aid for Seniors and Youth	Recognize the symptoms of mental health problems or crises as they develop in youth and seniors, provide initial help when facing a mental health problem or crisis, and guide to appropriate resources and supports.	In 2019, approximately 31 Employment of Social Services staff received Mental Health First Aid training.	2018	2019	Ongoing
Emergency & Protective Services Department	Accessible Parking	Ensure accessible parking is available to those who have accessible parking permits.	In 2019, 965 tickets were issued for illegally parking in a space reserved for people with disabilities. There were an additional 45 warnings given out for this action as well. There were 50 tickets issued for failure to display permits properly and or misuse. By-law and Regulatory Services will continue to investigate and address abuse of accessible parking permits as internal resources permit. Will remain ongoing business.	2016	2020	Ongoing
Emergency & Protective Services Department	Service Animal Definition as per AODA Definition in Integrated Accessibility Standards Regulation	Align City By-laws to the AODA update that occurred July 1, 2016, especially regarding service animals.	Completed in 2018.	2016	2018	Complete
Innovative Client Services Department	Awareness Training for Managers	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 training sessions on Leading a Diverse Workforce were delivered to 67 participants. This training will continue to be delivered throughout 2020 with updates to include considerations on unconscious bias. Managers and staff on an individual basis for specific information resources related to accommodations. This will continue to be part of regular ongoing business.	2017	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Innovative Client Services Department	General Accessibility Awareness	City staff and Human Resources staff will increase awareness and understanding of the needs of people with disabilities.	Ongoing learning and awareness is a key factor in building an inclusive workplace. City of Ottawa staff participate in the coordination of the annual Employment Accessibility Resource Network (EARN) conference, with 25 staff across various departments participating in the day. Human Resources Services also presented at the recognition event in honour of the United Nations International Day Persons with Disabilities. Highlighting our leadership role within EARN. Learning My Way training continues to be delivered to create greater awareness around learning disabilities and remove stigma. This will continue to be part of regular ongoing business.	2016	2020	Ongoing
Innovative Client Services Department	Maintenance of Accessible Web Training Program	Ensure corporate and Web Content Accessibility Guidelines trainings are provided, relevant and utilized.	Corporate training on web accessibility validation tools and creating accessible documents were delivered to staff throughout 2019. This will continue as part of regular ongoing business in 2020.	2016	2020	Ongoing
Innovative Client Services Department	Respectful Workplace Training	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.	In 2019, 2,450 employees completed the Respectful Workplace, Violence and Harassment Training (e-learning and facilitated sessions) is ongoing. In addition to this 366 employees were trained in 27 sessions on Respectful Workplace Choices, Learning My Way and the Equity and Inclusion Lens were available. Customized equity and inclusion lens training was offered to elected officials and their staff as well as members of the Senior leadership team SLT.	2016	2020	Ongoing
Innovative Client Services Department	Scented Products in the Workplace Guidelines	Increase employees and the community's awareness of the Scented Products in the Workplace Guidelines.	Internal review is ongoing regarding guidelines for staff on awareness of scent-related sensitivities.	2016	2019	Ongoing
Office of the City Clerk	2018 Municipal Election – Enhanced Accessibility	Continue to ensure that electors with disabilities have the ability to vote privately and independently.	The City conducted a successful and accessible by-election in 2019 (Rideau-Rockcliffe).	2018	2018	Complete
Office of the City Clerk	Policy Development	Provide clarity regarding accessibility considerations in Council reports.	The Accessibility Office supports departments to include fulsome Accessibility Impact Statements. This will continue as part of regular ongoing business.	2016	2019	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Office of the City Clerk	NEW: Public Engagement	Explore new ways to engage with the community on a regular basis.	The Accessibility Office developed a plan to consult with the community in 2019, to create the 2020-2024 Municipal Accessibility Plan. The Accessibility Office continues to explore ways to connect with the community to receive feedback on an ongoing basis.	2019	2020	Ongoing
Office of the City Clerk	Public Engagement: Outreach	Reach out to community organizations and interested persons through electronic communications.	An accessibility e-newsletter is sent monthly. This will continue as part of regular ongoing business.	2015	2020	Ongoing
Ottawa Public Health	Dental Clinic for Wabano Centre for Aboriginal Health	Provide enhanced services to the Aboriginal community and provide accommodation to persons with mobility disabilities.	OPH has a reconciliACTION plan that outlines our approach to improving Indigenous health in Ottawa. For example, our Wabano dental clinic was established a few years ago and continues to provide accessible dental services for the Indigenous community.	2016	2017	Complete
Ottawa Public Health	Service Delivery Enhancements	Make Public Health services more accessible to Ottawa residents.	In 2019, requests by clients for accommodation to participate in OPH services were met, and responses were provided to residents who requested more information on accessibility of our services.	2016	2016	Complete
Ottawa Public Library	Assistive Workstation Upgrades	Increase the accessibility of our existing assistive technology stations.	On-going research to improve assistive stations and upgrades made when available.	2016	2020	Complete
Ottawa Public Library	Centre for Equitable Library Access (CELA Library)	Offer alternative reading formats for people with a print disability. Increase browse-ability of the collection for customers.	Moved collection from behind closed doors, to public spaces in 9 branches across Ottawa.	2016	2020	Ongoing
Ottawa Public Library	Homebound Services (HBS) Programming	To provide programming to customers who aren't able to attend in branch programs.	Part of regular business depending on the funding received. Each year Homebound will submit funding request to develop programming for older adults.	2017	2018	Ongoing
Ottawa Public Library	Sensory Story Time	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.	Training will become part of regular business offerings in 2020 and beyond. Aim is to train many staff who can offer programs for various people with disabilities.	2017	2020	Ongoing
Ottawa Public Library	Purchase More Large Print Books	To assist the older adult population and those with low vision who like to read books.	OPL's collection development team is committed to developing the LP collection as long as it continues to be used and is viable.	2016	2020	Ongoing

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Ottawa Public Library	Accessible Holds	Great for anyone with mobility issues, arthritis and people in wheelchairs.	Completed in 2017.	2016	2017	Complete
Ottawa Public Library	Partnership with CNIB	Improve services to residents who are blind or have low vision.	Working with CNIB to work on Phone It Forward project. Completed in 2019.	2016	2020	Complete
Ottawa Public Library	Library Card Enhancements	Increase access to Library services to more residents.	Completed in 2017.	2016	2017	Complete
Ottawa Public Library	Tracking Accessibility Inquiries/ Questions	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.	Streamline ways of tracking OPL related inquiries and ensure staff are including the OPL Accessibility Office when accessibility related events happen.	2016	2019	Ongoing
Planning, Infrastructure & Economic Development	Public Engagement: Education and Awareness Campaigns: Development Industry Presentation	Increase awareness of accessibility requirements for people with disabilities within the housing market and promote a barrier-free approach to design concepts.	In September 2018, Standards Unit provided a presentation on Visitability-Housing (Section 6.13 of Accessibility Design Standards) to Development Review Subcommittee representative.	2017	2020	Ongoing
Planning, Infrastructure & Economic Development	Accessibility for Ottawa Businesses	Share best practices and provide accessibility-related resources and information to the local business community.	This will be part of regular ongoing business.	2016	2020	Ongoing
Planning, Infrastructure & Economic Development	Outdoor Patio By-law	Increase knowledge about the impacts of sidewalk encroachment and continuous improvement in sidewalk accessibility. Inform the community about the City's By-law.	Completed in 2018.	2016	2018	Complete
Planning, Infrastructure & Economic Development	Public Engagement: Education and Awareness Campaigns: Streetside Spots	Provide informational fact sheets with an accessibility lens on Streetside Spots for business owners and on ottawa.ca for the general public.	Completed in 2017.	2016	2017	Complete
Planning, Infrastructure & Economic Development	Accessibility Lens	Expand options and increase awareness of accessibility supports.	Completed in 2018.	2016	2018	Complete
Planning, Infrastructure & Economic Development	Public Engagement: Education and Awareness Campaigns: Building Safety Month	Incorporate an accessibility lens and provide information on the AODA to people within the design, building and construction industry.	Completed in 2017.	2017	2017	Complete
Public Works & Environmental Services Department	Increase Emergency Preparedness and Develop a Departmental Deployment Plan	Ensure the departmental readiness and increased responsiveness in case of emergencies. A plan for deploying staff in emergency situations while maintaining daily operations	Will be ongoing into 2020.	Ongoing	Ongoing	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Recreation, Cultural and Facility Services Department	Accessible Programming	Open access and provide quality, safe Recreation, Cultural and Facility Services programming to individuals with special needs.	<p>The Inclusive Recreation Guide continues to highlight programs; guide is available in hard and electronic copies.</p> <p>The Summer Camp Fair in March 2019 provided a highlight of summer camps for individuals with special needs offered by the City of Ottawa and its partners.</p>	2016	2020	Ongoing
Recreation, Cultural and Facility Services Department	Accessible Summer Programming	Social recreation programs/summer camps for individuals with developmental disabilities.	Inclusive Recreation is completing public engagement consultations with participants and families of the Variety program, therapeutic recreation day program. Inclusive Recreation will take feedback from the consultation and incorporate into program offerings beginning Fall 2020.	2019	2020	Ongoing
Recreation, Cultural and Facility Services Department	Promotion of fee support	Promotion of Hand in Hand program for eligible residents including people with disabilities.	Departmental recreation guides (E.g. Preschool, Child, Youth, etc.) now have the Hand in Hand "fee support" logo on the front page of each guide. This includes a direct link to the fee support page that highlights the program and provides the client with an application form.	2019	2020	Complete
Recreation, Cultural and Facility Services Department	Registration Assistance	Improve access to registration services for recreation clients who require alternative services.	<p>Individuals can meet with a Portfolio coordinator to determine the best fit for programming.</p> <p>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.</p> <p>RCFS is in the process of acquiring a new registration, booking and payment system.</p>	2016	2024	Ongoing
Recreation, Cultural and Facility Services Department	All-terrain wheelchair - Pilot Project	Improve access to City beaches with access to an all-terrain wheelchair.	In 2019, there were three accessible wheel chairs available for any member of the public requiring assistance. The locations include; at Britannia Beach, Mooney's Bay Beach and Petrie Island Beach These chairs can be submersed to assist with entry into the water and enhances participation in activities in the sand area of the beach.	2019	2019	Complete

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Recreation, Cultural and Facility Services Department	Accessible Sport Instructional Programming	Making sport more accessible. To provide quality learning and experiences for children and youth of all abilities.	<p>I Love to Ski program, a cross-country ski program for children & youth with Autism (ASD). Partnered with Ausome Ottawa and CHEO to facilitate the program, as well as offered specialized training for ski instructors.</p> <p>I Love to Play Multi-Sport – Racquet Sport program for children with physical and developmental challenges - Spring session.</p> <p>CHEO Winter Carnival 2019 – Albion-Heatherington C.C. opened its facilities for students (17) to participate in dog sledding, sledge hockey and indoor activities. Staff at the Mooney’s Bay Ski Centre arranged for Rob Lafleur to bring his ski grooming equipment to compact the trail behind the centre for dog sledding.- Winter Session</p>			Ongoing
Transportation Services Department	Outreach	Foster partnerships and open communication through direct and ongoing engagement with community groups and stakeholders.	<p>In 2019, OC Transpo conducted or participated in four community-outreach sessions on the public transportation options available to seniors and persons with disabilities, including those for CNIB Seniors and the Good Companions Centre.</p> <p>In 2020, continue community outreach sessions throughout the city, in partnership with various community agencies.</p>	2019	2024	Ongoing
Transportation Services Department	Travel Training	Continuation of partnerships with community agencies in the provision of travel training on public transit. This comprehensive instructional program is designed to teach persons with disabilities and seniors to travel safely and independently on the bus and O-Train.	<p>Distributed 2,000 travel-training smart cards, known as t-cards, throughout 2019. These cards provided travel trainers and trainees access to buses, as well as fare gates at O-Train stations.</p> <p>This year’s 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.</p> <p>In 2020, continue partnerships in the delivery of travel training to persons with disabilities and seniors; and, continue provision of training to other individuals who may benefit from instruction on how to use transit safely and independently.</p>	2019	2024	Ongoing
Transportation Services Department	Outreach		Provided permanent smartcards to about 200 CNIB card holders in 2019. These smartcards, which were distributed in collaboration with the CNIB, provided these customers with access to buses and the fare gates at O-Train stations.	2018	2019	Complete

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Transportation Services Department	Replica Bus Stops in Long-Term Care Homes	Best practice research recognizes replica bus stops as a valuable tool in dementia care. The stops add a point of reference for residents. Waiting at the bus stop is a daily activity that people remember from earlier in their lives.	Added replica bus stops in 2019 at Madonna Care Community and Bruyère Résidence Saint-Louis long-term-care homes in Orléans.	2019	2024	Ongoing

Employment

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Innovative Client Services Department	Corporate Diversity and Inclusion Plan	Make linkages between accessibility, the Corporate Diversity and Inclusion plan and the priorities laid out in the Corporate Strategic Plan.	<p>Human Resources continues to lead the Employment Accessibility Resource Network, Employers Leadership Group and sit as a member of the Steering Committee. 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.</p> <p>EARN is also engaged with the Community Champions Table Network, to assist with the identification of barriers and provide ongoing engagement regarding the City's Outreach and Recruitment Strategy. 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.</p>	2016	2019	Ongoing
Innovative Client Services Department	Outreach and Recruitment	Enable the City to connect with people with disabilities and promote the City of Ottawa as an inclusive employer.	<p>City staff continues to participate in the Employment Accessibility Resource Network and 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.</p> <p>EARN is also engaged with the Community Champions Table Network, to assist with the identification of barriers and provide ongoing engagement regarding the City's Outreach and Recruitment Strategy. 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 hosted the 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</p>	2016	2019	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Innovative Client Services Department	Collaboration Tools	Enable staff to communicate with each other in accessible formats.	Office 365 has been implemented to all City of Ottawa staff. Any further improvements to standard software accessibility features will now be part of regular ongoing business.	2018	2019	Complete
Innovative Client Services Department	Accessibility Awareness for Managers	Increase accessibility knowledge for Managers.	In addition to the AODA managers compliance sessions offered by the accessibility office, many of the discussions and scenarios used in the leading a diverse workforce training focus on accessibility accommodations and duty to accommodate. This work will continue in 2020.			Ongoing
Office of the City Clerk	Manager and Supervisor Training - Internal Staff Communication	Ensure that managers and supervisors are familiar with the individualized workplace emergency response process and will provide the tools and guidance to their employees.	This will continue as part of regular ongoing business.	2016	2020	Ongoing
Office of the City Clerk	2018 Municipal Election – Enhanced Accessibility	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.	This was completed in 2018.	2018	2018	Complete
Ottawa Public Health	Diversity and Inclusion Plan	Incorporate a Health Equity lens in OPH to address under-represented groups by removing barriers, accommodating special needs, promoting hiring of people with disabilities and fostering a respectful and supportive workplace.	A large variety of programming is provided to various groups with a health equity lens, for example immunizations clinics at shelters, free dental services at our dental clinics, free vision screening in schools, etc. Our volunteer space accommodates those with physical disabilities, and includes teacher aids and other types of support. OPH has also promoted learning opportunities to our leadership team related to bias-free hiring practices, promoting safe positive spaces, and launched the Guarding Minds @ Work survey and Wellness@Work action plan with employees to help foster a respectful and supportive workplace.	2016	2018	Ongoing
Public Works & Environmental Services	Creating Opportunities	Increase Environmental Services staffs' awareness about diversity and inclusion.	The department provides for all the required accommodation, documents in an accessible format, whenever required, as referenced in the "Workplace Accommodation Policy".	2016	2020	Ongoing
Transportation Services	Work Experience Partnership	Work experience program for people with disabilities in partnership with a number of agencies.	In 2019, OC Transpo continued its work experience program for 21 persons with disabilities at several different staff facilities, including Pinecrest garage and 1500 St-Laurent. The program is done in partnership with community agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board. In 2020, continue work experience program for persons with disabilities.	2019	2024	Ongoing

Information and Communication

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
All departments	Website Compliance	Ensure all City websites and the content on those websites are Web Content Accessibility Guidelines 2.0 AA compliant.	City departments now have Web Leads to ensure applicable accessibility standards are implemented. Sites managed by ServiceOttawa (ottawa.ca, MySO, documents.ottawa.ca, so311, serviceottawa.ca, online forms, and In My Neighbourhood) are monitored for accessibility through a validation tool. Identified issues are sent to publishers to update, to web services to remediate, or to Information and Technology Services for technical changes. Updates for these platforms are tested for web accessibility compliance prior to launch. Accessibility of websites and monitored through an automated checker, Site Improve (internal quality assurance application), and by staff. Further, a manual audit of MyServiceOttawa was conducted by an external accessibility vendor in 2019. Minor issues were found and are being corrected.	2016	2020	Ongoing
Emergency & Protective Services	Emergency Public Notification System	Provide an accessible emergency alert notifications system.	Completed in 2018.	2017	2018	Complete
Innovative Client Services Department	Broadband back-up alarm pilot project for snow removal vehicles and equipment	Reduce unnecessary nuisance noise, while producing a focused broadband noise directly behind snow removal vehicles while in reverse.	<p>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.</p> <p>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.</p> <p>Based on the findings of the evaluation, broadband alarms were installed on the remaining City of Ottawa snow removal fleet.</p>	2018	2020	Complete
Innovative Client Services Department	Accessible Websites and Applications	Support and assist City Departments to meet AODA Web Content Accessibility Guidelines requirements for Information and Technology Services-supported ottawa.ca public facing applications.	Testing tools and consultative support are part of regular ongoing business.	2015	2020	Ongoing
Innovative Client Services Department	Accessible Websites and Applications	Enable departments to conduct accessibility testing for Quality Assurance program for web pages.	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. Training for an automated testing tool for page level content on ottawa.ca was introduced to departments in 2019.	2016	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Innovative Client Services Department	Application Accessibility Maintenance Program	Create consistency in how City applications include and maintain accessibility requirements.	Staff recording of accessibility compliance for City applications is now part of regular ongoing business.	2016	2020	Complete
Innovative Client Services Department	Property Tax and Water and Sewer Bill Services on MyService Ottawa and Replace AQUACIS System	New services for customer accounts options in addition to existing availability of alternate formats.	Completed in 2019.	2016	2019	Ongoing
Innovative Client Services Department	Enterprise Architecture	Ensure accessibility requirements are included in every software project throughout its lifecycle.	This will continue as part of regular ongoing business.	2016	2018	Complete
Innovative Client Services Department	Accessible PDFs	Ensure that all of the Portable Document Formats (PDFs) created by ServiceOttawa meet the legislative requirements.	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.	2016	2020	Ongoing
Innovative Client Services Department	Accessible Websites and Applications	Ensure quality of content prior to publishing.	Web accessibility training is provided to all publishers for ottawa.ca prior to being given access to publish. Accessibility requirements for publishers were incorporated into the Web Accessibility Policy in 2018.	2015	2020	Ongoing
Innovative Client Services Department	Open Data	Provide open data for accessibility- related mobile applications.	In 2019 a new Open Data site was introduced. This site underwent extensive AODA testing before release. Though the site does not currently meet 100% compliance, ITS is working with the vendor to move compliance forward. Data sets will continue to be released in 2020.	2016	2020	Ongoing
Innovative Client Services Department	Social Media Best Practices	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.	Public Information and Media Relations has developed a Social Media Style Guide. All social media must consider the City's Equity and Inclusion Lens groups when posting social media content.	2015	2018	Ongoing
Innovative Client Services Department	Enhance the City's Communications Channels to Promote Equal Opportunities and Improve Access	Improve how the City communicates to people with disabilities.	Public Information and Media Relations has launched an online engagement platform called Engage Ottawa which allows departments to hold engagement activities virtually. These activities are more inclusive and accessible to all residents.	2016	2020	Ongoing

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Innovative Client Services Department	ottawa.ca Accessibility	Ensure everyone has access to the information on ottawa.ca.	Work continued in 2019 to meet new the new standards coming in 2021. This included further work on the zoning By-law, workshops for the publishing network to improve the quality of alternative text, as well as use of the automated monitoring tool. Report cards, including accessibility scoring, are now provided to departments on a monthly basis to track progress.	2016	2020	Ongoing
Office of the City Clerk	Accessibility Services Refresh	Increase accessibility information on ottawa.ca.	As information is refreshed, the content is also made more accessible. This work is now part of regular business.	2016	2018	Ongoing
Office of the City Clerk	Annual Accessibility Internal Communications Plan	Ensure managers, supervisors and employees are aware of the City's legislative AODA requirements.	The communications plan ensures managers, supervisors and employees are aware of the City's legislative AODA requirements, training opportunities and rights as it relates to their disabilities. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Office of the City Clerk	Claims Process: Creating Accessible Templates	Ensure that standard electronic claims templates are more accessible to individuals with blind and partially sighted.	Completed in 2017.	2016	2017	Complete
Ottawa Public Health	Website Refresh	All hosted OPH web- sites are being amalgamated into one platform which will bring them to AODA 2.0 AA compliance.	Compliance of website was conducted in fall 2019, and 1 link was not complaint. Changes are being made, and is being monitored by program and website vendor.	2017	2018	Complete
Ottawa Public Library	Accessible Canada 150 iPod Pilot	Assist customers who have difficulty coming to a branch or those with learning disabilities to enjoy programming.	Collection is part of OPL collection up until the pilot review is complete. Collection to remain at OPL, however themes and locations will change to improve accessibility. Collection content will change to mimic what is happening in the community of Ottawa. For example, having iCanada's that are primarily Indigenous content, or Lesbian, Gay, Bisexual, Transsexual and Queer (LGBTQ). This will continue as part of regular ongoing business.	2017	2018	Ongoing
Ottawa Public Library	Pictogram Project	To benefit those who are more visual, have difficulty reading small print and/or have difficulty with print.	Can expand to other branches that are interested in the pilot.	2016	2019	Complete
Public Works & Environmental Services	Printed Outreach Material for Children	The revitalization of the Development Application is not 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.	Completed in 2018.	2016	2016	Complete
Public Works & Environmental Services	Accessible Formats and Communication Supports	Provide accessible formats and communication supports to person with disabilities in a timely manner and at no more cost for the persons who ask for the same information	Collaborating with relevant departments (OC Transpo, PIED) to jointly address the concerns related to roads, intersection crossings, parking, etc.	2016	2020	Ongoing

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Recreation, Cultural and Facility Services	Inclusive Recreation Webpage	Update the Inclusive Recreation webpage to include relevant information for parents, guardians and service providers.	The Marketing and Communications Unit of RCFS continue to update content on the Inclusive Recreation webpage. Updates increase awareness of programming available and the corresponding process for inclusive recreation programming in an accessible manner.	2019	2024	Ongoing
Recreation, Cultural and Facility Services	Access to Accessibility Features	Make information more accessible by listing accessible devices (ex. Wheelchairs at pools) online.	The accessibility features of RCFS facilities are detailed online. Choose the facility of choice and select "Accessibility features" on the centres page. Some encompassed features include information related to Parking, Passenger Loading Zone, Entrance & Exits, Signage, Interior access and washrooms.	2019	2024	Ongoing
Recreation, Cultural and Facility Services	Access to Physical Material	<p>Improve distribution of print material about recreation programs.</p> <p>Share information through multiple channels including libraries and client service centres as printed materials are still being used by residents (print, online, large print).</p>	<p>Each facility develops and makes physically available individual guide/brochures of recreation program offerings. In addition, Older Adult guides are created listing all 50+ recreation programs City Wide. These guides are readily available to the public and can be mailed by facility staff at the request of the resident.</p> <p>The full recreation guide that lists all programs City Wide is now broken into categories online (Child, Youth, Adult, Swimming, etc.). These can be accessed online on the ottawa.ca website. Computers to access the Recreation Guide may be used on a drop-in basis at the Ottawa Public Library are also available at Recreation facilities that are designated Smart Sites.</p> <p>The printed guides are distributed to Client Service Centres, Ottawa Public Libraries and Ottawa Public Health Clinics.</p>	2019	2024	Ongoing
Recreation, Cultural and Facility Services	Seating in Parks	Share information on the location of rest areas.	RCFS has begun to add the location of current benches in City Parks. This will allow residents to find benches in City Parks though the GIS geo.ottawa.ca map.	2019	2024	Ongoing

Design of Public Spaces

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
All departments	Accessibility Design Standards - Awareness Training	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.	This will continue as part of regular ongoing business, upon request from departments.	2016	2020	Complete
Community and Social Services	Renovations to the Social Services Hub	Renovate the Hubs in two locations to provide an open and welcoming employment and community resource area for residents.	Completed in 2018.	2017	2018	Complete
Community and Social Services	Adding accessibility buttons to doors used by public or staff	This initiative removes barriers for clients and staff with accessibility needs by allowing comfortable use rather than waiting or having to ask for assistance.	In 2019, improvements were made to the four Employment and Social Services offices. This included opening the space, improving sight lines, adding signage in the social services hubs, and adding automatic door buttons. The results were a more welcoming and accessible space for clients served.	2018	2020	Ongoing
Community and Social Services	Accessible Shelter Access	Increase accessibility of Family shelters to provide accessible solutions for all those seeking emergency shelters that have accessibility restrictions.	Our Family Shelters continue to enhance new and ongoing Life Cycle projects, with consideration to accessibility as mandated. Accessibility is also included in retrofits where possible.	2017	2020	Ongoing
Community and Social Services	Affordable and accessible housing	The goal of "visitable" housing is to make housing more livable for people with physical disabilities, people who use mobility aids 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 number of barrier-free dwelling units (10%). In 2019 there were three affordable housing projects completed, resulting in 23 accessible units.	2018	2021	Ongoing
Community and Social Services	Community Gardens	Community gardens developed on City lands comply with the Accessibility Design Standards.	A draft Community Garden Standards guideline was developed and approved by City staff in 2019. The draft Community Garden Standards incorporate accessible design standards. The guidelines have been shared with internal partners and the City's community partner who administers the community gardening program in Ottawa (Just Food Ottawa). These draft Community Garden Standards will be piloted in the 2020 growing season. In 2019, two accessible community gardens were developed on City Land.	2015	2020	Ongoing
Community and Social Services	Physical Accessibility of the Children's Services 8th floor cubicle reconfiguration	Redesign office interview spaces to accommodate for increased staff accommodate clients with disabilities.	Completed in 2018.	2017	2018	Complete

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Community and Social Services	Physical Accessibility of Childcare Centre	City of Ottawa operates 11 Municipal Child Care Centres for children 18 months to 5-years old; enhance physical accessibility.	Completed in 2018.	2017	2018	Complete
Community and Social Services	Ontario Renovates Program and VisitAbility of New Housing Units	Make existing housing and new community housing more accessible, or renovations on homes or rental units for older adults and persons with disabilities.	44 approved and signed Ontario Renovates agreements; 38 individuals and 7 private landlords.	2017	2020	Ongoing
Emergency & Protective Services	Preserving Accessibility on City Sidewalks and Pathways	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.	This has and will continue as ongoing business.	2016	2020	Ongoing
Emergency & Protective Services	Accessible "Drop Off" Locations for Events	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.	The Special Events Advisory team continues to require accessible drop off and pick up locations on all event site maps; this will remain an ongoing business item. The Event guide was updated in 2019 with more accessibility information included. In 2019 updates were made in the guidelines surrounding special street event patio extensions, all applicants now have to show where ramps will be located on site plans prior to approval to ensure all patio extensions are accessible.	2017	2020	Complete
Emergency & Protective Services	Improve accessibility to 735 Industrial Ave. By-law and Regulatory Services (BLRS) Headquarters facility	Enable easier and more reliable access to the building for staff and the public who are served at the Licensing Service counter on the second floor.	By-law and regulatory services maintains the site access to 735 Industrial. In 2019 a business case was completed for a retrofit of By-law and Regulatory Service (BLRS) Headquarters at 735 Industrial which would see public access counters moved to the first floor and accessibility standards used to redesign public counters. The business case is entirely dependant on budget and resources; Emergency and Protective Services is waiting on authorization and budget allocation.	2018	2018	Complete
Emergency & Protective Services	Accessibility to 1445 Carling Avenue Ottawa Fire Headquarters	Enable easier and reliable access to the building for residents and staff.	Completed in 2018.	2018	2018	Complete
Emergency & Protective Services	Construction on 2 new stations (1935 Cyrville Road, 2283 Portobello Boulevard)	These new facilities ensure that no resident is left behind in the event of requiring refuge in an emergency.	Completed in 2018.	2018	2018	Complete
Emergency & Protective Services	Property Standards By-law Review	Ensure that an accessibility lens is applied during the Property Standards By-law review to benefit and accommodate the community of people with disabilities.	Completed in 2017.	2016	2017	Complete

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Innovative Client Services Department	Public Engagement – Wayfinding	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. External stakeholders, including the Canadian National Institute for the Blind participated in testing the systems and helped optimize the technology. The City is exploring extending the wayfinding system to Ben Franklin Place in 2020. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Innovative Client Services Department	Public Engagement – Podium	Enhance accessibility for City presenters.	This will continue as part of regular ongoing business.	2016	2017	Complete
Office of the City Clerk	Partnership with External Organizations on Built Environment Best Practices	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	The Accessibility Office reaches out to community organizations and stakeholders to support best practice in design, when additional information is needed to support the Accessibility Design Standards. This will continue as part of regular ongoing business.	2017	2020	Ongoing
Ottawa Public Health	Renovation Plans for Dental Clinic at 2525 St Laurent Blvd	Increase accessibility for clients with disabilities.	All COMAP 2016-2019 outlined building accommodations have been completed. This includes lowered counters, and push-buttons on door entrances at the dental health clinics, and clinic rooms made more accessible at the Sexual Health Centre.	2018	2019	Ongoing
Ottawa Public Health	Renovations to the Sexual Health Clinic	Create a more accessible and accommodating space for visitors to the clinic.	Development of the Electronic Public Health Record (EPHR) system is underway, but has not been implemented yet. Hard copy storage of client records is still required. The EPHR is anticipated to be functional by the end of 2020.	2016	2019	Ongoing
Ottawa Public Library	Internal Wayfinding Beacons	Test out the accessible technology that allows customers who are blind and partially sighted to have better wayfinding options in the libraries.	Beacon technology installed in the Ruth E. Dickinson Library.	2018	2020	Complete
Ottawa Public Library	Library Self-Serve Kiosks	Reassess design and set up of self-service kiosks at Library locations.	Completed in 2016.	2016	2016	Complete
Ottawa Public Library	Central Library	Ensure accessibility of program and services for all residents for the new central library.	Now considered City of Ottawa Project.	2018	2020	Ongoing
Ottawa Public Library	Sensory Story Time	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.	Training will become part of regular business offerings in 2020 and beyond. Aim is to train any staff who can offer programs for various people with disabilities.	2017	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Ottawa Public Library	Adult change tables	We know our population is aging and the need for adult change tables for older adults and adults with disabilities will become more prevalent in our communities.	Testing out the concept at Rosemount branch. Pilot, if successful, will encourage new central library to install some as well.	2019	2020	Ongoing
Ottawa Public Library	Bookmobile	Bookmobile Unit #2 was purchased in 2005 and is nearing end of life. Replacement of this unit will ensure continuity of service in 23 neighbourhoods that experience gaps in library services.	Replacing the current vehicle with a similar large vehicle ensures access to a broad range of library services, fostering positive customer engagement, high use of library materials, discovery opportunities regarding OPL services and resources, and the ability to promote literacy and learning through programming.	2019	2021	Ongoing
Planning, Infrastructure & Economic Development	New Central Library	Ensure accessibility in design of new Central Library	Over the course of 2019, the project team completed four Public Engagement Workshops with a total of ten sessions and four online engagement sessions with over 4000 participants coming together to provide feedback and share their ideas. Open to all, the November 2019 Workshop 4 engagement series included a consultation focus on accessibility and inclusive design features, requesting the public to share ideas of how the design team could make the facility welcoming for all and to comment on innovative inclusive features that have been used elsewhere and could be incorporated into the Joint Facility.	2019	2024	Ongoing
Planning, Infrastructure & Economic Development	Annual Education Series with Private Contractors	Increase accessibility awareness of both internal staff and external partners in the design and construction process.	This occurred in 2019 over four days and was hosted at Ben Franklin Place. The Educational Series, a collaboration between the City of Ottawa, the National Capital Heavy Construction Association, and the Consulting Engineers of Ontario took place this year on January 24, February 8 & 28 and April 18. Once again this annual event drew interest from across the organization and the industry. Four full days of interesting and informative presentations, including a presentation on accessibility during construction was successfully coordinated for the benefit of the large group in attendance.	2016	2020	Ongoing
Planning, Infrastructure & Economic Development	Annual Updates to Standard Tender Documents	Continuous improvement of engineering standards results in increased accessibility of the built environment.	Following a comprehensive review of City specifications, the <i>Standard Tender Documents for Unit Price Contracts</i> were published on March 1 2019.	2016	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Planning, Infrastructure & Economic Development	Barrier Removal (Retro-fit) Program	Barrier removal to increase accessibility at City facilities and City parks and paths.	<p>Feasibility study completed. Report suggests adding an additional universal washroom to meet the required number of water closets. Utilize the approved budget to conduct retrofit work by removing barriers identified through audits of existing City facilities and play structures/pathway systems. \$2.5M was allocated for projects in 2019:</p> <ul style="list-style-type: none"> · Nepean Sportsplex – Entrance #3 Modifications (Elevator, Washroom, Flooring) – COMPLETED · Foster Farm CC and Day Care – Exterior Path of Travel, Accessible Entrance – DESIGN 99% COMPLETE – CLIENT REQUESTED TO POSTPONE PROJECT · John G. Mlacak Centre - Advance Design of an Arena Viewing Platform – COMPLETED · Kanata Recreation Complex – Advance Design, Barrier Removals – DESIGN IN-PROGRESS, CONSTRUCTION TO FOLLOW IN 2021 · Terry Fox North Building – Advance Design, Barrier Removals – UNDER CONSTRUCTION · Nepean Sportsplex – Advance Design, Barrier Removals – DESIGN IN-PROGRESS, CONSTRUCTION TO FOLLOW IN 2020 · Nepean Sportsplex – Provide Portable Accessible Viewing Platform for Yzerman Arena – 2020 CONSTRUCTION · Ottawa City Hall – Advance Design, Entrance Modification at P1 and P2 Levels – DESIGN IN-PROGRESS, CONSTRUCTION TO FOLLOW IN 2020 · Installation of Handrails in Arena Stands at Blackburn Arena, Larry Robinson Arena, Osgoode CC and Stuart 	2016	2020	Ongoing
Planning, Infrastructure & Economic Development	Accessibility Design Standards – Promotion	Ensure staff and internal/external stakeholders are aware of the updated Accessibility Design Standards.	<p>Presentations on various Accessibility Design Standards contents provided to: Infrastructure Services Municipal Design and Construction as well as Quality Management Branches, Planning Services Department staff, National Capital Heavy Construction Association, Consulting Engineers Ontario (Ottawa Chapter), Council On Aging Pedestrian Safety and Walkability Committee and to public at the International Day of Persons with Disabilities (City Hall). Topics mostly covered included general overview of Accessibility Design Standards and accessibility requirements during construction.</p>	2016	2017	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Planning, Infrastructure & Economic Development	Accessibility During Construction	Ensure easy mobility through construction sites.	Standards Unit continued with accessibility during construction audits in 2019 construction season. 12 Infrastructure Services mostly large integrated projects were subject to accessibility assessments and in some cases with multiple site visits. Community members with mobility or vision disabilities provided assistance by visiting sites with the Standards Unit staff and providing input which was shared with project teams and included in assessment reports as part of the process. The purpose of the assessments was education and raising awareness regarding accommodation of pedestrians with disabilities and increased mobility needs through and/or around construction sites of infrastructure projects as per Accessibility Design Standards.	2016	2020	Ongoing
Planning, Infrastructure & Economic Development	Update Deviation Reporting Process	Ensure decisions where staff do not apply the Accessibility Design Standards (ADS) are thoroughly reviewed to ensure the highest level of application and accessibility in City infrastructure.	Infrastructure Services continues to follow its existing deviation reporting process. Standards Unit provides guidance and assistance to Accessibility Office by answering questions and responding to enquires when a deviation from Accessibility Design Standards may be required.	2016	2020	Ongoing
Planning, Infrastructure & Economic Development	Information Sessions: Accessible Design Standards and Site Plan Checklist	Create a more informed and engaged development community and continuous improvements in accessible design.	Completed in 2018.	2016	2018	Complete
Planning, Infrastructure & Economic Development	Accessibility Design Standards – Duty to Consult	Ensure Infrastructure Services branch is fully aware of the legislated duty to consult requirements.	Completed in 2017.	2016	2017	Complete
Public Works & Environmental Services	Identifying Winter Maintenance Issues at Bus Stops	Transportation Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance.	Roads and OC Transpo continue to work together on this initiative. A process has been implemented to update this list each year.	2017	2020	Ongoing
Public Works & Environmental Services	Maintenance of Sidewalks	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 including the maintenance of accessible elements.	The sidewalk surveys continue to be an annual exercise for Roads which assists with prioritizing sidewalk repairs and life-cycling sidewalks. This will continue as part of regular ongoing business.	2015	2020	Ongoing
Public Works & Environmental Services	Integrated Street Furniture	Build and implement Integrated Street Furniture.	Ensure the Accessibility Lens is applied while installing new benches, waste/recycling containers on street sides.	2019	2020	Ongoing
Recreation, Cultural and Facility Services and Innovative Client Services Department	Public Engagement – Ramp	Enhance accessibility at City events and venues.	The City of Ottawa's goal is for public engagement activities to take place in fully accessible spaces where this equipment is not needed. If required, the request would be accommodated. This will continue as part of regular ongoing business.	2016	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Recreation, Cultural & Facility Services	Maintenance of Accessible Elements	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.	<p>Completed Facility Operations Service projects in 2019:</p> <ol style="list-style-type: none"> 1. Stittsville Library – tripping hazard from asphalt to walkway – addressed 2. City Hall – replacement of all exterior access doors – completed; installation of a ramp at a currently inaccessible door to the courtyard – addressed *note, the ramp was temporary while the doors were being replaced 3. Front counter at Ron Kolbus now accessible 4. Bathroom retrofits at McNabb and Hintonburg community centres 5. Door operators at Hintonburg 6. Nepean Creative Arts Centre studio admin renovation included accessible doorway and new accessible washroom 7. Nepean Visual Arts Centre at Sportsplex had a new elevator installed and accessible washroom space 8. Kanata Leisure Centre relocation of 3 accessible door operator buttons 9. Mlacak arena accessible platform area 10. Two door operators installed at Alta Vista Library 11. Universal counter and sink in washrooms at Orleans Library 12. Expanded accessible platform at Navan Arena 	2015	2020	Ongoing
Recreation, Cultural and Facility Services	Enhance Accessibility of Facilities	<p>Increase the accessibility of new and existing City Facilities and Parks. 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"> 1. Outdoor Spaces project: audit recently built parks. 2. Recreation Centers Accessibility Features 2016 data base update. 3. Training for staff on the new Accessibility Design Standards. 4. Incorporate the City's Accessibility Design Standards in Community Receptions Facility Infrastructure Standards. 5. Supporting the GottaGo! Initiative 	<ol style="list-style-type: none"> 1. Ongoing, the geodatabase is updated. In 2019, 53 parks were developed / updated. In 2020*, 61 parks are anticipated to be constructed or completed through Parks Planning, geodatabase will then be updated. *2019 and 2020 figures included lifecycle stats 2. Ongoing - the accessibility features in RCFS facilities are being reviewed in 2019-2020 to ensure that the database is up to date. New accessible features (including specialized fitness equipment) will be made available to the public on ottawa.ca. 3. Ongoing, new staff joining the branch continue to receive training on the Accessibility Design Standards. 4. Ongoing. Accessibility Design Standards are being incorporated into developed sports fields and courts, recreation centres, aquatic, ice, and outdoor facilities. 5. On-going. Supporting the GottaGo! Initiative by maintaining the public washroom database for City facilities and deploying seasonal portable toilets to key locations. 	2016	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Accessible Pedestrian Signals (APS)	Install Accessible Pedestrian Signals (APS) that use audible, tactile, vibro-tactile and visual signage to assist all pedestrians, including those who are blind, partially sighted, or deaf-blind. APS let pedestrians know when they have the right-of-way to cross at a signalized intersection and in which direction to cross.	In 2019, installed 21 APS in 2019, bringing the total number of AODA-compliant APS citywide to 192. Currently, out of 1,183 signalized intersections, 951 are equipped with audible signal components, which represents about 80 per cent of the City's signalized network. In 2020, continue to install APS on all newly constructed and retrofitted traffic signals.	2019	2024	Ongoing
Transportation Services	Accessible Pedestrian Signals (APS)	Equip all newly constructed or replaced APS with Pedestrian Countdown Signals (PCS). PCS offer pedestrians information on how much time they have to cross the intersection safely. Combining the installation of both APS and PCS improves pedestrian safety.	Equipped 16 traffic signals with PCS in 2019. Currently, out of 1,183 signalized intersections, 1007, or about 85 per cent, are equipped with PCS.	2019	2024	Ongoing
Transportation Services	Accessible Technologies for Accessible Pedestrian Signals (APS) and Pedestrian Countdown Signals (PCS)	Test and pilot accessible technologies that enable customers with disabilities to activate APS and PCS remotely.	In 2019, continued to facilitate Key2Access's pilot APS site at the intersection of Bank Street & the Transitway. Issued a tender for the supply of enhanced accessible pedestrian signals along the newly reconstructed Elgin Street. This pilot project will enable persons with disabilities to activate the APS remotely using either a smartphone app or fob, and to obtain audible information about the intersection and pedestrian countdown signal. In 2020, continue to facilitate Key2Access's pilot site. Also, install enhanced accessible pedestrian signals, which can be remotely activated. This will be done as part of the final work on the Elgin Street reconstruction from Gloucester Street to Queen Elizabeth Driveway.	2018	2021	Ongoing
Transportation Services	Albert-Slater Post Light Rail Transit (LRT) Repurposing Functional Design Study (Bay Street to Waller Street, including the Mackenzie King Bridge)	Implement interim road modifications for the removal of the Transitway lanes between Bay and Waller Street.	In 2019, completed the functional design study for post-LRT road modifications to Albert and Slater Streets (Bay to Waller). Improvements to these streets will include: widening sidewalks to a minimum width of two metres, exceeding the City's Accessibility Design Standards; new dedicated cycling facilities; shortening pedestrian crossing distances; and, increasing the size of some transit stops.	2017	2019	Complete

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Community Connectivity Program	Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations.	In 2019, completed construction of new accessible pedestrian connections in the following locations through the Community Connectivity Program: <ul style="list-style-type: none"> • Cedarview multi-use pathway (MUP) improvements • Pimisi Station MUPs (Lett Street to Pimisi Station, and Pimisi Station to Albert Street between Preston and Booth) 	2019	2021	Ongoing
Transportation Services	Pedestrian Facilities Program	Provide new sidewalks, and connect existing sidewalks and pathways, to improve accessible pedestrian connections to public transit, schools, parks, and other key destinations.	Constructed 3.7 km of new accessible sidewalks and pedestrian links at the following locations: <ul style="list-style-type: none"> •Dumaurier Avenue (Ramsey to Pinecrest) •McGibbon Drive and Katimavik Road (Robarts to Davis) •Cummings Avenue (Cyrville to Ogilvie, 120 metres north of Cyrville) •Grassy Plains Drive (Stonehaven to Emerald Meadows-Bridgestone) •Colonnade Road South (220 metres south of Colonnade North to the intersection of Colonnade North and Colonnade South near Prince of Wales) 	2019	2024	Ongoing
Transportation Services	Cycling Facilities Program	Complete new cycling facilities and make improvements to existing cycling facilities through the Cycling Facilities Program. Projects often include the development of multi-use pathways and intersection modifications including accessibility features.	In 2019, completed multi-use pathway connections in the following locations through the Cycling Facilities Program: <ul style="list-style-type: none"> • Hospital Link MUP • Industrial Avenue to Coronation Avenue MUP link 	2019	2024	Ongoing
Transportation Services	Development-Related Missing Sidewalks	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.	In 2019, filled in gaps in sidewalk connections in existing neighbourhoods by constructing new accessible pedestrian links at the following location: <ul style="list-style-type: none"> • Paul Anka Drive (Hunt Club to 50 metres south) 	2019	2024	Ongoing
Transportation Services	Integrated Full Road Renewal – Albert and Slater Streets (Empress Avenue to Bay Street) and Bronson Avenue (Laurier Avenue to Queen Street)	Complete the renewal for Albert and Slater Streets (Empress Avenue to Bay Street) and Bronson Avenue (Laurier Avenue to Queen Street). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets.	Completed in 2018. Updates will be provided by Planning, Infrastructure and Economic Development in 2020.	2017	2018	Complete

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Integrated Full Road Renewal - Hawthorne Avenue, Colonel By Drive, Main Street and Greenfield Avenue	Complete the renewal for Hawthorne Avenue (Main Street to Colonel By Drive), Colonel By Drive (Hawthorne Avenue to Graham Avenue), Main Street (Harvey Street to Echo Drive) and Greenfield Avenue (Main Street to King Edward Avenue). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets.	Completed preliminary and detailed designs for Hawthorne Avenue, Colonel By Drive, Main Street and Greenfield Avenue. The detailed design for Hawthorne Avenue includes the following improvements: <ul style="list-style-type: none"> • Widening sidewalks to a minimum width of two metres, exceeding the City's Accessibility Design Standards; • Shortening pedestrian crossing distances; and, • Making some transit stops larger. Colonel By Drive will include a multi-use pathway on the east side. Updates will be provided by Planning, Infrastructure and Economic Development in 2020.	2018	2019	Complete
Transportation Services	Integrated Full Road Renewal – Elgin Street and Waverley Street (Elgin Street to Jack Purcell Park)	Complete the renewal for Elgin Street (Gloucester Street to Queen Elizabeth Drive) and Waverley Street (Elgin Street to Jack Purcell Park).	Completed in 2018. Updates will be provided by Planning, Infrastructure and Economic Development in 2020.	2016	2018	Complete
Transportation Services	Integrated Full Road Renewal - Multiple Locations	Identify transportation design requirements for upcoming road renewals throughout the city. The replacement of underground infrastructure (water and sewer) will result in full road reconstruction (by PIED) with the opportunity to redesign these streets, including adding new sidewalks in locations where sidewalks currently do not exist.	Completed preliminary and/or detailed design in 2019 of many local streets scheduled for full road reconstruction in the next two years. <p>New sidewalks have been recommended at the following locations, subject to detailed design:</p> <ul style="list-style-type: none"> • Winona Avenue • City Centre Avenue • Lebrun Street Ongoing review and design of future full road reconstruction projects to identify opportunities to provide additional sidewalks, controlled crossings and other pedestrian and accessibility enhancements.	2019	2024	Ongoing
Transportation Services	Street and Pathway Lighting Improvements	Install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility.	By the end of 2019, 50,114 of 58,000 streetlight fixtures or about 86% have been converted to LED technology as part of the LED Streetlight Conversion Project. <p>Complete the LED Streetlight Conversion Project by mid-2020.</p>	2019	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Transportation- related Environmental Assessment and Functional Design Studies	Complete environmental assessment (EA) and functional design studies in support of transportation projects throughout the city. Functional designs include a variety of accessible features, consistent with the City of Ottawa's Accessibility Design Standards.	<p>Completed the following studies in 2019:</p> <ul style="list-style-type: none"> • Earl Armstrong Road Extension EA Study (Albion to Hawthorne) • Jockvale Road MUP Rail Grade-Separation EA Study • Albert-Slater Post LRT Repurposing Functional Design Study (Bay Street to Waller Street, including Mackenzie King Bridge) <p>Continued work on the following studies during 2019:</p> <ul style="list-style-type: none"> • Brian Coburn Extension and Cumberland Transitway Westerly EA Study (Blair to Brian Coburn) • Montreal-Blair Road Transit Priority Corridor Planning and EA Study (St. Laurent to Blair LRT Station and Blair North) • Barrhaven Light Rail and Grade Separations EA Study (Baseline Station to Barrhaven Town Centre including grade separations at Fallowfield and Southwest Transitway/Woodroffe) 	2019	2024	Ongoing
Transportation Services	Pedestrian Cycling Design Toolbox	Develop a "toolbox" to provide technical guidance to Transportation Services staff for consistent design of typical pedestrian and cycling facilities; promoting uniformity in the design of public facilities (such as intersections and roadway crossings) and adherence to legislated accessibility requirements.	Completed the Pedestrian and Cycling Design Toolbox, which will be used to guide the design of future roads, sidewalks, multi-use pathways and cycling facilities. Feedback from the Accessibility Advisory Committee as well as several other community stakeholders informed the development of these guidelines, which are consistent with the AODA and City of Ottawa Accessibility Design Standards.	2016	2019	Complete
Transportation Services	NEW: Traffic and Parking By-law Update – Accessible Parking	Update the City's Traffic and Parking By-law to bring its off-street parking requirements in line with the AODA.	Completed in 2018.	2017	2018	Complete
Transportation Services / PIED	Flora Footbridge (Fifth Avenue and Clegg Street)	Construct a new footbridge over the Rideau Canal near Lansdowne Park, connecting Fifth Avenue to Clegg Street.	Completed the construction of the Flora Footbridge across the Rideau Canal. This pedestrian bridge, which opened to the public on June 28, 2019, is fully accessible. Its construction has also shortened walking and cycling distances between the Glebe and Old Ottawa East, and improved connections to Line 1 O-Train stations at Lees and Hurdman.	2017	2019	Complete

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Pedestrian Intersection & Ramping Accessibility Enhancements	Improve intersection accessibility through the addition of curb ramps, tactile warning surface indicators and through the removal of path of travel obstructions. These changes bring existing intersections into compliance with the AODA and City of Ottawa Accessibility Design Standards.	<p>In 2019, completed accessible intersections and pedestrian curb ramps at the following locations:</p> <ul style="list-style-type: none"> • St. Georges Street • Fallowfield Road and Cedarview Road • Grassy Plains Drive and Meadowbreeze Drive • Meadowbreeze Drive and Crownridge Drive • Stittsville Main Street and Brae Crescent • Canal Woods Terrace and Sunnyside Avenue • Canal Woods Terrace and Bronson Avenue ramps 	2019	2024	Ongoing

Transportation

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Emergency and Protective Services	Vehicle for Hire Accessibility Levy	Increase accessibility of transportation services for people with disabilities.	<p>EPS will continue to maintain the Accessibility levy fund collected from the voluntary accessibility surcharge agreements with private transportation companies in the City of Ottawa.</p> <p>On March 21, 2019 the City's Community and Protective Services Committee approved allocating the \$1.2 million Vehicle for Hire Accessibility Fund to three projects that will improve services to residents. (All three projects were identified as priorities during consultations). These projects are:</p> <ul style="list-style-type: none"> • Help community agencies expand accessible transportation services in rural areas • Make accessible taxis more affordable by: <ul style="list-style-type: none"> ○ Reducing taxi-coupon costs by 25 per cent ○ Doubling the maximum allowance of taxi-coupon books per customer to eight per month. <p>In the Fall of 2019 Council directed EPS staff to Review the feasibility of conducting a study of the complaints and concerns expressed regarding the quality, availability, and costs on-demand accessible taxicab services, including their causes, and recommending any potential solutions for improvements. EPS staff reported back on the feasibility and were instructed to move forward on completing the study in 2020.</p>	2016	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Stage 2 O-Train Confederation and Trillium Lines Accessible Design	Expand Ottawa's rapid transit network through the construction of extensions to O-Train Line 1 and Line 2.	<p>Approved by City Council in March 2019, Stage 2 LRT is a transformative project that will expand the O-Train by 44 km to the south, east and west, and add 24 new stations. The expansions are scheduled to be completed in 2022, 2024 and 2025 respectively.</p> <p>Completed the preliminary engineering studies for Stage 2 LRT and began the preliminary and final design review of the new stations. These stations will be designed to be fully accessible to customers, meeting or exceeding the requirements of the AODA, 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.</p> <p>Ordered 38 additional Alstom Citadis vehicles for deployment on O-Train Line 1's east and west extensions. These new vehicles will include the same accessible features as current trains, including low-floor access, bright yellow grab bars, cooperative seating, and audible and visual announcements.</p> <p>In 2020, complete the design review of the Stage 2 LRT stations.</p>	2017	2025	Ongoing
Transportation Services	NEW: O-Train Line 1, Outreach and Familiarization	Develop a familiarization plan prior to the opening of the opening of O-Train Line 1 for community stakeholders and customers with disabilities, who may need additional time to be introduced to the new Line 1 stations.	<p>Provided familiarization sessions for accessibility stakeholders, customers with disabilities and older adults before and after the Line 1 launch. Between August 30 and October 20, 2019, 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.</p>	2018	2019	Complete

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
			<p>Implemented the O-Train Ambassador program. O-Train Ambassadors or “red vests” have been on-site at all train stations since the launch of Line 1 on September 14, 2019. This contingent of about 170 individuals 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.</p> <p>The O-Train Ambassador program has been extended into 2020 to provide continued assistance to Line 1 customers.</p>	2019	2020	Ongoing
Transportation Services	Stage 2 LRT - O-Train Lines 1 and 2 Outreach and Public Engagement	Consult with persons with disabilities to ensure their needs are considered at all phases of the Stage 2 LRT project.	Held five Stage 2 drop-in information sessions in December 2019 to provide residents with an overview of the project. These sessions will continue into 2020.	2019	2025	Ongoing
Transportation Services	Stage 2 LRT – O-Train Lines 1 and 2 Pedestrian Connections	Expand Ottawa’s rapid transit network through the construction of extensions to O-Train Line 1 and Line 2.	Ensured that Stage 2 station landscape designs integrated local pedestrian networks, including multi-use pathways and sidewalks, that are fully accessible to persons with disabilities.	2019	2025	Ongoing
Transportation Services	Bus Stop Accessibility Review	Review current on-street bus stops to identify barriers to access.	Completed the review of all 5,500 of OC Transpo’s on-street bus stops in 2019. This review, which started in 2017, has provided OC Transpo with baseline data on the accessibility of the city’s on-street bus stops. The information gathered will assist in identifying barriers, and prioritizing future on-street accessibility improvements in 2020 and beyond.	2017	2019	Complete
Transportation Services	Cooperative Seating Signage Review	Improve the visibility and effectiveness of on-board signage identifying the cooperative seating area of the bus and both O-Train lines.	A review of the signage on bus and trains will take place in 2020. The current signage design is based on an extensive review of industry best practices (bus environment) conducted in 2009. The 2020 review will confirm whether the current signage is still in line with best practices and identify any ways it can be improved. That review will be coordinated with NSAS messages and any potential changes to operational policy/practices.	2020	2021	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Navigation for Customers at Transit Stations	Investigate additional wayfinding, as well as smartphone and beacon technology, to improve navigation inside and around transit stations for persons who are blind or partially sighted.	<p>In 2019, installed tactile signs on bus-stop flags at the Hurdman, Tunney's and Blair station bus loops. These signs, which were developed in consultation with CNIB mobility and orientation specialists, identify the platform and four-digit stop number (which customers can use to identify the routes serving the stop) in raised text and Braille.</p> <p>Also, installed tactile directional indicators on the concrete platform at Chapel Hill Park & Ride. These indicators identify the bus boarding area and line up with the vehicle's front door. Also developed in consultation with CNIB mobility and orientation specialists, they are composed of raised elongated bars that can be detected under foot or by a white cane.</p> <p>Continue to install tactile signs on bus-stop flags and tactile directional indicators at all future station bus platforms.</p>	2019	2020	Complete
			Develop text and audio descriptions of O-Train Line 1 stations, as well as other major transit stations. These descriptions will be made available for all customers on octranspo.com .	2020	2021	Ongoing
			Explore available wayfinding and digital navigation technologies and solutions for persons who are partially sighted or blind. The last few years of decreasing device costs for people with accessibility needs and emerging digital solutions for accessibility have created diverse options that need to be properly understood for long-term implementation. In parallel with technology research, actively engage persons who are blind or partially sighted, as well as relevant accessibility stakeholders, in discussions about digital navigation technologies for persons who are blind or partially sighted.	2020	2021	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	OC Transpo Bus Replacement	Replace conventional OC Transpo buses that reach the end of their life cycle.	<p>Completed the onboarding of all 175 new 40-foot Nova Bus vehicles in 2019. The new buses are fully accessible, but have a few new accessibility features:</p> <ul style="list-style-type: none"> • Allocated spaces for customers using mobility devices have “theatre-style” flip-down seats. This means customers no longer have to flip up a heavy bench seat to access these spaces. As well, 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. <p>Acquire an additional 74 40-foot buses and 19 Double Decker buses in 2020. These new buses will be fully accessible and will have the same accessibility features as OC Transpo’s recently acquired vehicles.</p>	2018	2022	Ongoing
Transportation Services	Presto Passes on Para Transpo	Streamline the use of Presto passes on Para Transpo.	In 2019, began working on an interim process that will streamline the use of Presto passes on Para Transpo. This process will enable Para Transpo customers using a Presto card with a monthly pass to register their Presto card number in advance with Para Transpo, to shorten the boarding times for customers.	2018	2020	Ongoing
Transportation Services	Next Stop Interior Bus Announcements (NSAS)	Provide communication support to customers through interior audible and visual announcements on route.	In 2019, continued compliance monitoring of the next stop interior bus announcements system, with respect to audibly and visually calling out next stops. This was accomplished through on-board monitoring by OC Transpo staff doing regular in-service checks, as well as through feedback provided by both customers and Operators.	2016	2024	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
			<p>In 2019, improved the function of the next stop announcement system (NSAS) in the following ways:</p> <ul style="list-style-type: none"> Upgraded NSAS speaker specifications for all new bus purchases. All vehicles acquired in 2019 and beyond will have plastic speaker cones, as opposed to paper cones. Plastic cones are more durable, offer better sound quality, and last longer. Added a button to the bus operator's display screen that requires them to do a mandatory check of the NSAS speakers and report any deficiencies before starting their route. The new speaker-check test plays an audio message, allowing operators enough time to confirm that the NSAS is working properly and to confirm the check was completed. This additional step was built into bus operators' Pre-Service Check procedures in 2019. <p>Continue efforts to monitor NSAS hardware reliability and performance, and internal policies and procedures in support of NSAS.</p>	2019	2019	Complete
Transportation Services	O-Train Line 1 Accessibility	Improve the accessibility of Ottawa's rapid transit network through the construction and opening O-Train Line 1.	<p>Opened O-Train Line 1 from Blair Station to Tunney's Pasture Station on September 14, 2019. Line 1 has transformed Ottawa's rapid transit network through the addition of 13 new light rail stations and 34 new light rail transit vehicles, all of which are designed to be fully accessible to customers. These stations feature: tactile directional wayfinding embedded in the station floors; dual elevators connecting to each train platform; tactile/Braille signage; wide accessible fare gates; and several other features.</p> <p>Implemented several changes to stations and vehicles since the Line 1 launch to improve accessibility and customer experience, including: widening and adding protective canopies to the bus platforms at Hurdman and Tunney's Pasture stations; applying an anti-slip coating to the stairs and floors at Lyon, Parliament and Rideau stations; adding strap hangers to the overhead grab bars on the trains; and, dedicating 20 buses for R1 replacement service to supplement Line 1 service in the event of an interruption.</p> <p>Continue to monitor, document and respond to feedback from accessibility stakeholders and persons with disabilities with respect to O-Train Line 1; and, implement changes and adjustments to stations, vehicles and services as needed.</p>	2019	2019	Complete

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
			Completed the installation and activation of 56 ticket machines at O-Train Line 1 stations and one at the Ottawa International Airport in 2019. These were in addition to the 10 ticket machines already installed at Line 2 stations. The ticket machines have several accessibility features, including controls at an accessible height, Braille and raised text identifying machine parts and keys, and, audible voice instruction through a headphone jack.	2019	2020	Ongoing
Transportation Services	Stage 1 O-Train Confederation Line Station Pedestrian Connections	Enhance pedestrian access to O-Train Line 1 stations from adjacent neighbourhoods.	Completed and opened the multi-use pathways leading to O-Train Line 1 stations, including the one between uOttawa and Hurdman Stations. In total, over 6 km of multi-use pathways were built as part of the Confederation Line project.	2019	2019	Complete
Transportation Services	Para Transpo Operations Review	Review of Para Transpo operations, including eligibility criteria, trip cancellation, trip prioritization, booking and customer service.	In 2019, finalized the formal eligibility appeals process for applicants who have been denied eligibility and continued to work on other measures aimed at improving Para Transpo customer service.	2016	2020	Ongoing
Transportation Services	Rural Transportation Partnership	Partner with community support service (CSS) agencies in the provision of transportation services to older adults and persons with disabilities in the rural area.	In 2019, increased funding to CSS agencies by \$200,000 – from \$626,000 to \$826,000 – for the delivery of transportation services to rural seniors and persons with disabilities. 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 CSS agencies experienced continued demand for their transportation services. The agencies provided 12,806 one-way trips, including an estimated 12,559 to customers who were Para Transpo registrants/eligible. The CSS agencies were able to meet about 98 per cent of all trip requests.	2016	2024	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	On-Street Bus Stop Accessibility Improvements	Enhance universal access to on-street bus stops and facilities through new construction, or the renovation and maintenance of existing stops.	<p>Improved accessibility at about 90 on-street bus stops in 2019. Accessibility enhancements included the installation of new level bus pads, shelters, benches, connections to adjacent sidewalks and pathways, larger boarding areas, and curb ramps in locations where no adjacent pedestrian connections existed. Some notable changes made included:</p> <ul style="list-style-type: none"> • Accessibility and platform improvements, and shelter upgrade at bus stop 8595 on Belfast Road, in front of Carefor Health and Community Services; • Construction of two new fully accessible bus stops, 7044 and 7055, on The Ottawa Hospital's General campus; • Accessibility improvements at bus stops along Pleasant Park Drive, including pathway connections and TWSIs at stops 8244 and 7252; and, • Accessibility improvements at 11 bus stops on Elgin Street as part of the Elgin Street renewal and nine bus stops on Merivale Road as part of the Merivale Better Bus Stops Program and a City road overlay project. 	2019	2024	Ongoing
Transportation Services	Transit Station and Park & Ride Accessibility Improvements	Enhance universal access to transit stations and Park & Rides through the renovation and maintenance of existing facilities.	<p>Improved universal access to transit stations and Park & Rides in 2019:</p> <ul style="list-style-type: none"> • Installed 14 accessible exterior benches at two Transitway stations – South Keys and Greenboro – to improve the seating available to customers. • Replaced more than 250 emergency call boxes at all stations with new ones at accessible heights and with tactile (raised text and Braille) labels. • Added an accessible exterior ramp from Old Riverside Drive to the northbound platform at Lycee Claudel station; giving pedestrians an alternate accessible route to access the platform. • Improved the Millennium and Riverview Park & Rides by adding accessible passenger-loading zones, and by upgrading accessible parking areas to meet AODA standards. The addition of Type A and B parking spaces, access aisles and curb ramps have improved access to the bus platforms for persons with disabilities. • Installed a new pedestrian crosswalk with curb ramps and TWSIs at Billings Bridge station. • Completed Chapel Hill Park & Ride on Navan Road, which includes a large accessible passenger-loading zone, eight accessible parking spaces, and tactile directional indicators to identify the bus boarding areas. 	2019	2024	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Bus Signage Improvements	Enhance visibility and legibility of OC Transpo bus destination signage.	Completed in 2018.	2018	2018	Complete
Transportation Services	Transit By-law Updates	Updated the Transit By-law to align with upcoming changes to the way transit will operate with the introduction of O-Train Line 1, the Confederation Line.	Completed in 2018.	2018	2018	Complete
Transportation Services	Exterior Bus Stop Announcements	Expand the next stop announcement system on buses to provide audible exterior pre-boarding announcements of the route and destination.	Completed in 2017.	2016	2017	Complete
Transportation Services	Conventional Transit Fare Changes	Implement fare changes for low- income customers.	Completed in 2018.	2017	2018	Complete
Transportation Services	Conventional Transit Fare Changes	Implement fare changes for customers who are seniors.	Implemented no-charge service for seniors on Sundays, starting on July 1, 2019. As a result, seniors 65+ can ride no-charge two days a week – on Sundays and Wednesdays – on all bus routes and on the O-Train.	2019	2019	Complete
Transportation Services	Pedestrian Crossovers (PXO)	Install pedestrian crossovers, which allow pedestrians to cross streets safely in locations where no crossings existed before.	<p>Installed 18 new Pedestrian Crossovers (PXO) in 2019, bringing the total number of PXOs installed since January 2016 to 159.</p> <p>Adopted the PXO Program as a permanent citywide program in June 2019. PXOs make it easier and safer for residents, particularly children, older adults and persons with disabilities, to walk around their own neighbourhoods. They give pedestrians the right of way over vehicles and cyclists, and in many cases, safely reduce walking distances for residents. City Council's approval of the PXO Program included \$500,000 in funding for 2019.</p> <p>City Council approved \$500,000 in funding for the PXO Program in 2020. Staff will install as many PXOs as possible throughout the city within the program budget.</p>	2016	2024	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Taxi Coupon Program	Promote the current Taxi Coupon Program, which provides discounted taxi fares to Para Transpo customers, as an alternative to Para Transpo.	<p>Reduced the cost and improved the convenience of taxi coupons in 2019:</p> <ul style="list-style-type: none"> Lowered the price of a taxi coupon book, which provides up for \$40 worth of taxi fare, from \$24 to \$18. As a result, by using the coupons, Para Transpo customers can save 55 per cent off the regular fare. Increased the limit on the number of books Para Transpo customers can buy from four to eight per month. Implemented the automatic ordering of taxi coupon books. With this option, Para Transpo customer can sign up to receive a supply of coupon books in the mail every month. <p>These changes were approved 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.</p> <p>In 2019, 1,942 customers purchased more than 24,207 taxi coupon books.</p> <p>In 2020, ongoing promotion and administration of the Taxi Coupon Program.</p>	2019	2020	Complete
Transportation Services	Transportation Services Accessibility Training	Accessibility training for Transportation Services staff consistent with the AODA and other applicable legislation, standards and policies.	<p>In 2019, provided dementia awareness training to 147 staff in collaboration with the Alzheimer Society of Ontario. This training, called "Living Safely in the Community," addressed what staff could do to help keep people with dementia safe, and was delivered to our O-Train Ambassadors.</p> <p>Provided accessibility training to all new conventional transit Operators (through New Bus Operator Training). Included in this curriculum is training on the AODA standards, interacting with persons with various types of disabilities, safe use of accessibility equipment, and emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p>	2019	2020	Complete
Transportation Services	Emergency Procedures on Public Transit	Provide persons with disabilities and all customers with information on emergency procedures on public transit.	Develop information on how customers of all abilities can safely evacuate stations, trains and buses during an emergency. This information will be communicated to customers through a variety of channels, including the web site, social media and public service announcements.	2020	2020	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Para Transpo Online Services	Expand the options available to customers who would like to book a Para Transpo trip online and track the progress of their booking.	<p>In November 2019, the Transit Commission received a report that outlined a two-stage implementation plan for the delivery of online services to Para Transpo customers.</p> <p>The first stage, which Para Transpo staff started working on in 2019, will establish an interim method for booking Para Transpo trips using an online web form.</p> <p>In 2020, introduce the Para Transpo online booking web form to all customers. 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.</p> <p>Begin the development of the second stage of Para Transpo online services, which will include:</p> <ul style="list-style-type: none"> •Booking, confirming or cancelling a Para Transpo trip. •Creating a new subscription for recurring trips. •Tracking the location of a booked trip and getting an estimated time of arrival. •Sending trip reminders to customers by automated phone message, email or SMS text. <p>This work will be done in collaboration with a community working group, composed of customers of all types of abilities, who will be engaged in the development of the online services and who will test them before they are made</p>	2019	2021	Ongoing

Lead Department	Initiative Subject	Objective	2019-2020 Update	Start	End	Status
Transportation Services	Transportation Master Plan	Review and update the Transportation Master Plan, which is the City's long-term blueprint for planning, developing and operating Ottawa's walking, cycling, transit and road networks.	<p>In 2019, established the scope of work for the review and update of the Transportation Master Plan (TMP). The review will be informed by a number of key considerations, including equity and inclusion.</p> <p>Started the first round of public consultation for the TMP update in the fall of 2019. Consultation included a presentation to the Accessibility Advisory Committee and assembly of a community working group of individuals and stakeholders who will participate in the TMP's development. This working group will include a representative from the Accessibility Advisory Committee, as well as representatives of other accessibility agencies.</p> <p>The TMP update will be ongoing through 2020. The first round of public consultation will be completed in January 2020. The second round of consultation will take place during spring 2020 and will include engagement of people with disabilities through the project's Ambassador's Working Group and Community Working Group, which include representatives from the Accessibility Advisory Committee as well as representatives of other accessibility agencies.</p>	2019	2022	Ongoing
Transportation Services	Para Transpo Fare Changes	Streamline the use of Presto passes on Para Transpo.	Began working on an interim process that will streamline the use of Presto passes on Para Transpo. This process will enable Para Transpo customers using a Presto card with a monthly pass to register their Presto card number in advance with Para Transpo, to shorten the boarding times for customers.	2018	2022	Ongoing
Transportation Services	Para Transpo Vehicle Replacement	Complete the replacement of the current Para Transpo mini-bus fleet, thereby improving customer accessibility and convenience.	Completed in 2016.	2016	2016	Complete
Transportation Services	Para Transpo Drivermate Mobile Data Terminal (MDT)	Enhance customer convenience by providing real-time arrival information through the rollout of GPS technology on taxis contracted with Para Transpo.	Completed in 2017.	2016	2017	Complete