



2020-2024 City of Ottawa Municipal Accessibility Plan Initiatives

Customer Service

Lead Department	Initiative Subject	Objective	Actions	Start	End
Community and Social Services	Child Care for Children with Disabilities	Care for children with disabilities has been identified by families and service providers as an area requiring significant investment.	A strategy will be developed and implemented in order to increase access and support children with special needs and their families	2020	2023
Community and Social Services	Portable Business Tools Pilot	Implement and evaluate the Portable Business Tools pilot, which leverages technology to create a virtual office that supports clients in their own environment or community establishment as well as reduces the need to attend the office for appointments or other administrative matters.	The pilot is being tested by staff who work predominantly offsite, with a focus on Home Support Services, Residential Services, Essential Health and Social Supports, and those who need financial assistance but are unable leave their home due to a medical condition.	2019	2020
Community and Social Services	Ontario Works New Online Tools	Encourage Ontario Works recipients to make use of new online tools to improve access to information and financial assistance.	Examples of improved service options include: <ul style="list-style-type: none"> The MyBenefits online tool - a secure way to report changes, see past payment information, view letters and more – anytime and on any device; The reloadable payment card supports individuals who have barriers accessing or maintaining a bank account for direct bank deposit. The card can be updated at any time with eligible financial benefits, removing the need for a physical cheque and any additional travel requirements to the office. 	2020	2024
Community and Social Services	Equity and Inclusion Lens Training	Enhance staff knowledge of Equity and Inclusion (EI) Lens training.	Equity and Inclusion Lens training will be offered to all City employees by way of in-class training and in an e-learning format. Training continues as part of ongoing business with sessions being planned for 2020.	2016	2024
Community and Social Services	Older Adult Plan	The Older Adult Plan (OAP) 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.	2020	2022
Community and Social Services	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.	Continue to respond to calls, refer clients to snow contractors, and assist clients with subsidies.	2015	2024
Emergency & Protective Services	Accessible Parking	Ensure accessible parking is available to those who have accessible parking permits.	By-law and Regulatory Services will continue to investigate and address abuse of accessible parking permits as internal resources permit. Will remain ongoing business.	2020	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Emergency & Protective Services	Public Communications	Develop a communications strategy to highlight Ottawa Paramedic Service policy 1.8 (Transporting Passengers in Emergency Vehicles) and the inclusion of support persons and service animals	Share information with residents once strategy is completed.	2020	2024
Emergency & Protective Services	Public Communications: Event Accessibility	Develop a communications strategy to highlight section 9 of the City of Ottawa Event Central Event Guide; "Accessibility for Events"	Share information with residents once strategy is completed.	2020	2024
Emergency & Protective Services and Community and Safety Well Being group	Public Engagement: Accessible Consultations	Public Policy and Development branch and Community Safety and Well Being group commit to having ASL/Closed Captioning/FM loop and French interpretation at public engagement events upon request.	Supports will be provided upon request when registering. Active offer for supports on registrations.	2020	2024
Finance Services Department	Point of Sale Equipment "POS"	Research Accessibility features available for Point of Sale equipment.	Work with the Revenue Branch and the PMO Team to research accessibility features available for POS equipment, as part of lifecycle.	2020	2024
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.	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	2024
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.	City of Ottawa staff participate in the coordination of the annual Employment Accessibility Resource Network (EARN) conference. 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	2024
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 will continue as part of regular ongoing business in 2020.	2016	2024
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 2020 the Equity and Inclusion Lens training will become part of the onboarding process for all new employees. As well, sessions will continue to be offered to current staff.	2016	2024
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	2024
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	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Office of the City Clerk	Public Engagement	Explore new ways to engage with the community on an regular basis.	The Accessibility Office continues to explore ways to connect with the community to receive feedback on an ongoing basis.	2019	2024
Office of the City Clerk	Accessible Customer Service	Improve accessibility at the Mayor's events	Increase courtesy and directional signage for people with disabilities. Increase reserved seating and/or tables for people with disabilities. Reduce barriers at City Hall and Aberdeen by creating dedicated entrances for people with disabilities.	2020	2024
Office of the City Clerk	Accessible Customer Service	Improve accessibility for public delegations at Council Meetings and Standing Committees	Ensure microphones are accessible for all delegates. In consultation with Facilities and Accessibility Office.	2020	2024
Office of the City Clerk	2022 Municipal Election: Enhanced Accessibility	Continue to ensure that electors with disabilities have the ability to vote privately and independently	The Elections Office will explore the feasibility of home-bound voting, with regard to established practices in other jurisdictions and the safety of electors and election workers. In consultation with Legal Services and Accessibility Office.	2020	2022
Office of the City Clerk	Public Engagement: Outreach	Improve channels of communication with the public	Reach out to community organizations and interested persons through in-person consultations and electronic communications.	2020	2024
Ottawa Public Health	Awareness of Accommodations	Establish an OPH standard active offer on promotions about our programs and services to ensure residents are aware that accommodations can be made to access services	<ul style="list-style-type: none"> Examine best practice and examples of active offers used at the City and elsewhere Develop tag line Determine contact person for inquires and method of communications available Used phased approach to include tag line on promotional materials Address and monitor accommodation requests 	2020	2022
Ottawa Public Health	Accessible Programs and Services	Analyze social determinant data of OPH clients to offer tailored programs and services	<ul style="list-style-type: none"> Train employees on importance for Social Determinant (SD) data collection; and address concerns Imbed SD data collection in Electronic Public Health Record (EHR) development Train employees on SD data collection in EHR Identify and monitor differences in access, care and health outcomes for persons with disabilities to other service users; Modify services to address unique individual, as well as population, needs by offering tailored and culturally sensitive programs and services 	2020	2024
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.	Continue to offer program for customers with print disabilities.	2020	2024
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	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Ottawa Public Library	Sensory Story Time	This program is beneficial for customers who have lower attention span, or lower vision and 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. Staff will be trained to offer programs for people with disabilities.	2017	2024
Ottawa Public Library	Purchase More Large Print Books	To assist the older adult population and those with low vision to read.	OPL's collection development team is committed to developing the Large Print collection as long as it continues to be used and is viable.	2016	2024
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	2024
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.	As per request but also through Infrastructure Services-CEO/CAO liaison, Standards Unit will continue to raise awareness of accessibility requirements as per Accessibility Design Standards.	2017	2024
Planning, Infrastructure & Economic Development	Accessibility for Ottawa Businesses	Share best practices and provide accessibility-related resources and information to the local business community.	Part of regular ongoing business and will be expanded in 2020-2024.	2016	2024
Public Works & Environmental Services	Accessibility Related Service Requests	Respond to the accessibility related service requests in a timely manner to significantly improve the accessibility of the public services related to the roads maintenance, snow removal, curb cuts, waste collection, etc.	Will be ongoing into 2020, while exploring possibilities for further improvement of the services we provide	2020	2024
Public Works & Environmental Services	Increase Emergency Preparedness and Develop a Departmental Deployment Plan	Ensure departmental readiness and increased responsiveness in case of emergencies.	Plan for deploying staff in emergency situations while maintaining daily operations.	2020	2024
Recreation, Cultural and Facility Services	Accessible Programming	Open access and provide quality, safe Recreation, Cultural and Facility Services programming to individuals with special needs.	Continue to assess and revise Parks Recreation and Cultural Services programming options to increase participation in recreational programs that accommodate individuals with special needs	2016	2024
Recreation, Cultural and Facility Services	Accessible Summer Programming	Provide 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.	2016	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Recreation, Cultural and Facility Services	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
Recreation, Cultural and Facility Services	Accessible Sport Instructional Programming	Making sport more accessible. To provide quality learning and experiences for children and youth of all abilities.	<p>These programs are funded through Canadian Tire Jump Start charities and make sport accessible to children and youth with developmental and physical challenges:</p> <p>I Love to Ski program, a cross-country ski program for children & youth with Autism (ASD).</p> <p>I Love to Play Multi-Sport – Racquet Sport program for children with physical and developmental challenges.</p>	2018	2024
Recreation, Cultural and Facility Services	Inclusive Recreation Webpage	This update is to increase awareness of programming available and the corresponding process for inclusive recreation programming in an accessible manner.	Update the Inclusive Recreation webpage to include relevant information for parents, guardians and service providers.	2019	2024
Transportation Services	Outreach	Foster partnerships and open communication through direct and ongoing engagement with community groups and stakeholders.	In 2020, continue community outreach sessions throughout the city, in partnership with various community agencies.	2019	2024
Transportation Services	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.	In 2020, continue to partner with long-term care homes and other community facilities in the creation of replica bus stops.	2019	2024
Transportation Services	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.	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.	2019	2024

Employment

Lead Department	Initiative Subject	Objective	Actions	Start	End
Community and Social Services	Inclusive Workforce	Develop and implement a plan that will foster an inclusive, thriving workforce.	<p>This includes:</p> <ul style="list-style-type: none"> • Increase the diversity of the workforce to more closely reflect the diversity of the community; including persons with a disability • Pilot modern and innovative hiring practices/ opportunities for diverse candidates to enter the department • Understand and respond to the needs of the workforce of the future; including physical space, tools and work environment • Increased mental health supports/training for employees • Influence the culture to be inclusive, accepting, welcoming and supporting of our people 	2020	2022
Finance Services Department	Accessibility Awareness for hiring Managers	Increase knowledge of accessible hiring practices	Promote the use of interviewing materials, tips and rating guide via manager newsletters.	2020	2024
Finance Services Department	Recruiting	Promote the City of Ottawa/Financial Services Department as an inclusive employer	<p>Participate in the City's Job Fair event.</p> <p>Attend the "EARN Job Fair" at Carleton University.</p>	2020	2024
Innovative Client Services Department	Collaboration Tools	Enable staff to communicate with each other in accessible formats.	Continue to roll out Office 365 including use of accessibility tools.	2019	2024
Innovative Client Services Department	Outreach and Recruitment	Promote the City of Ottawa as an inclusive employer to people with disabilities.	<p>Through the 2019-2022 Corporate Diversity and Inclusion Plan, a number of tactics have been identified to increase representation and inclusion of persons with disabilities in the workforce. These includes but are not limited to; inclusion of diversity related competencies in job postings, questions related to diversity now included in the interview question inventory, increased use of diverse hiring panels, and exploration of alternative assessment methods for candidates where appropriate.</p> <p>Continue outreach to external organizations, educational institutions and EARN to encourage applications from people with disabilities.</p>	2018	2024
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.	Meet objectives and complete initiatives in the areas of awareness and engagement, workforce analytics, recruitment and selection processes, and employee learning and development for staff with disabilities and other groups.	2016	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Innovative Client Services Department	Training	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.	2020	2024
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 provide the tools and guidance to their employees.	Reminders will be sent through the Management Bulletin and information will be updated as required.	2016	2024
Ottawa Public Health	Diversity and Inclusion Plan	Incorporate a Health Equity lens in Ottawa Public Health 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	2024
Public Works & Environmental Services	Creating Opportunities	Increase Environmental Services staffs' awareness about diversity and inclusion.	Deliver mandatory training of all supervisors/managers on: Leading a Diverse Workforce, Equity and Inclusion Lens, Learning My Way, Respectful Workplace	2016	2024
Transportation Services	Work Experience Partnership	Work experience program for people with disabilities in partnership with a number of agencies.	In 2020, continue work experience program for persons with disabilities.	2019	2024

Information & Communication

Lead Department	Initiative Subject	Objective	Actions	Start	End
All departments	Website Compliance	Ensure all City websites and the content on those websites are Web Content Accessibility Guidelines 2.0 AA compliant.	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. All updates for these platforms are tested for web accessibility compliance prior to launch.	2016	2020
Community and Social Services	Community Awareness Campaign	To promote uptake of the Ontario Renovates Program with residents, private landlords and social housing providers.	Develop, implement and evaluate a community awareness campaign about the Ontario Renovates Program.	2020	2020
Community and Social Services	Staff Awareness Accessibility and Inclusion	Develop two all staff communications per year that has an accessibility & inclusion focus.	One communication will have an internal focus (staff directed) and one with an external focus (supporting the clients we serve).	2020	2024
Community and Social Services	Older Adult Guide	Access to information is essential for active and healthy aging and to access services and programs. To support Older Adults, including older adults with disabilities, the Older Adult guide will be updated, made accessible for the web and distributed through multiple methods, including online and through community outreach.	Once created, distribution will be ongoing.	2020	2020
Emergency & Protective Services and Recreation, Culture and Facilities Services	Public Announcements	Increase accessibility of emergency information to staff and residents in City facilities.	Provide public address via the alarm system or phone systems within City Hall, Constellation and Ben Franklin Place.	2020	2024
Emergency & Protective Services	Next Gen 911	Canadian Radio-television and Telecommunications Commission has mandated that all 911 service providers update their 911 networks, including equipment, systems, databases, etc., to align with the NENA i3 architecture specification for Next Generation 911 services — based on IP technology — by June 30, 2020, and NextGen 911 Text Messaging (based on real-time text) by Dec. 31, 2020.	City of Ottawa has Text feature available; will work on communicating feature to the public.	2020	2024
Finance Services Department	Paper Communication Materials	Review formatting of the paper Water Utility Bill and other water utility communications material to ensure AODA requirements are followed.	Conduct a review of water utility communications material to ensure AODA requirements are followed. Update material where required.	2020	2022
Finance Services Department	Paper Communication Materials	Conduct a review of property tax paper communication materials (excludes paper bill as the format is prescriptively legislated by the province) to ensure AODA requirements are followed.	Conduct a review of property tax material to ensure AODA requirements are followed. Update material where required.	2022	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Finance Services Department	Website	Conduct a review of the "Water Utility Bills" and "Taxes" pages on Ottawa.ca to improve the layout and simplify written processes/instructions for the various payment options.	Revenue Staff and BSS to work in collaboration and engage the Accessibility Advisory Committee. Review: • Water Utility Pages (2020-2022) • Property Tax Pages (2022-2024)	2020	2024
Finance Services Department	Website	Create fully accessible web budget documentation.	Business Support Services to work in collaboration with the Web Services Branch and Finance Services to identify needs and requirements and produce fully accessible web budget documentation.	2020	2021
Innovative Client Services Department	Accessible Websites and Applications	Enable departments to conduct accessibility testing for Quality Assurance program for web pages.	Continue to work with external vendor to perform accessibility and usability testing exclusively by users with disabilities. Continue to use automated testing tools for ottawa.ca.	2016	2020
Innovative Client Services Department	Accessible PDFs	Ensure that all of the Portable Document Formats (PDFs) created by ServiceOttawa meet the legislative requirements.	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
Innovative Client Services Department	Accessible Websites and Applications	Ensure quality of content prior to publishing.	Incorporate accessibility into web publishing guidelines.	2015	2020
Innovative Client Services Department	Open Data	Provide open data for accessibility- related mobile applications.	Information Technology Services is currently working with vendor to meet 100% compliance. Data sets will continue to be released in 2020.	2016	2024
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	2024
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 is working to ensure that all City public engagement activities are inclusive and accessible for all residents.	2016	2024
Office of the City Clerk	Public Engagement: Outreach	Improve channels of communication with the public	Reach out to community organizations and interested persons through in-person consultations and electronic communications.	2015	2024
Office of the City Clerk	Public Engagement: Promotion and Recognition	Continue to promote accessibility-related events and causes	Request proclamations from the Mayor to help raise awareness for certain groups/causes. In consultation with the Office of Protocol.	2020	2024
Office of the City Clerk	Accessibility Services Refresh	Increase accessibility information on Ottawa.ca	Redesign of Council and Standing Committees pages on Ottawa.ca to include accommodation information/additional information about the services available to those participating in Council Meetings. In consultation with Innovative Client Services.	2016	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
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	2024
Ottawa Public Health	Ottawa Public Health (OPH) Client Engagement Strategy	Engage clients with disabilities, as part of OPH Client Engagement Strategy, on development of OPH services and spaces.	<ul style="list-style-type: none"> • Conduct evaluations of programs actively seeking feedback on OPH service delivery related to accessibility; • Include pictures of persons with disabilities on communications products; • Provide multiple feedback options with client engagement and consultations so that individuals with disabilities can provide feedback. • Use clear/plain language on communications, including stigma reduction language 	2020	2022
Ottawa Public Health	Ottawa Public Health (OPH) Emergency Management	Conduct review of relevant OPH emergency management documents and processes to consider the needs of persons with disabilities and other priority populations.	<ul style="list-style-type: none"> • Examine current practices and identify gaps • Update documents and processes as applicable • Pilot approaches as needed • Communicate changes to employees and clients 	2021	2023
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 content will change to mimic what is happening in the community of Ottawa.	2017	2024
Planning, Infrastructure & Economic Development	Land Management System (LMS) is replacing MAP Software functionality for PIED and Committee of Adjustment.	Provide enhanced service to citizens and access to development applications, permits and licenses in an accessible online format.	Phase 1 of the LMS project includes three releases over approx. five years from 2020 to 2025. Release 1 of the Land Management System will include an accessible online public portal and is expected to Go-Live in Q4 2021.	2020	2025
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 (Transportation, Planning, Infrastructure and Economic Development) to jointly address the concerns related to roads, intersection crossings, parking, etc.	2016	2024
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
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 facilities are detailed online on each facility's page. Some features include information related to Parking, Passenger Loading Zone, Entrance & Exits, Signage, Interior access and washrooms.	2019	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
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>	2020	2024
Recreation, Cultural and Facility Services	Seating in Parks	Share information on the location of rest areas.	Add the location of current benches in City Parks. Residents will be able to find benches in City Parks through the geo.ottawa.ca map.	2019	2024

Built Environment

Lead Department	Initiative Subject	Objective	Actions	Start	End
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.	Increase education and awareness of the Accessibility Design Standards as required, and upon request from departments.	2016	2024
Community and Social Services	Community Gardens	The Community Garden Standards are currently in draft and are being piloted over the 2020 growing season with an accompanying draft "Community Guide". The guide includes information to ensure accessibility is incorporated in design so that everyone can gain access and participate in garden activities.	The guide is expected to be shared with the community for the 2021 growing season.	2015	2021
Community and Social Services	Playground Accessibility	Ensure the Huron Early Learning Centre playground and relocation of the Foster Farms Child Care Centre play yard are accessible	Include accessible design and features in the playground improvement at Huron Early Learning Centre as well as for the relocation of the play yard at Foster Farms Child Care Centre.	2020	2020
Community and Social Services	Ontario Renovates Program and VisitAbility of New Housing Units	The Ontario Renovates Program provides low income seniors and persons with disabilities who are homeowners, with grants/forgivable loans to help with necessary repairs and accessibility modifications to support independent living. The program also provides limited funding to qualifying landlords for essential repairs and renovations as well as modifications to improve accessibility of their existing unit(s) or building(s) and make them in compliance with the Accessibility for Ontarians with Disabilities Act.	The program eligibility requirements will be expanded to include availability to social housing providers for accessibility related modifications	2020	2024
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.	The City recognizes the importance of providing affordable accessible housing options. 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%)	2020	2024
Community and Social Services	Capital Repair Funding for Accessibility	Invest funds from all levels of government towards the current Community Housing stock.	Housing Services maintains a priority area for capital repair funding to address repairs and retrofits for accessibility related needs.	2020	2022
Community and Social Services	Adding accessibility buttons to doors used by public or staff	Removes barriers for clients and staff with accessibility needs by allowing comfortable use rather than waiting or having to ask for assistance.	Accessible door openers will be installed to allow for independent and comfortable use of washrooms, entrances and interview rooms.	2018	2024
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	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
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 will continue as ongoing business.	2016	2024
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	2024
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	2024
Ottawa Public Health	Ottawa Public Health Clinics	Create more accessible and inclusive spaces for visitors, volunteers and employees to OPH clinics and spaces	Use Accessibility Design Standards when creating and renovating spaces Conduct ‘audit tours’ through spaces to identify and prioritize applicable modifications and tools to increase accessibility Apply accessibility lens when determining community locations, venues for programming	2020	2024
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
Ottawa Public Library	Sensory Story Time	This program is beneficial for customers who have lower attention span, low vision or persons who are Deaf-Blind. This program can also be altered for adults as well as children.	Training will become part of regular ongoing business in 2020 and beyond. Staff will be trained to offer programs for people with various disabilities.	2017	2024
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
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

Lead Department	Initiative Subject	Objective	Actions	Start	End
Planning, Infrastructure & Economic Development	New Central Library	Ensure accessibility in design of new Central Library	<p>The OPL-LAC Joint Facility Project has engaged accessibility consultant BDEL to review accessibility standards and provide reviews throughout the design process.</p> <p>To date, the project team has made two presentations to the Accessibility Advisory Committee and their recommendations have been incorporated into the design.</p>	2019	2024
Planning, Infrastructure & Economic Development	Annual Education Series with Industry (Contractors, Consultants, Suppliers)	Increase accessibility awareness of both internal staff and external partners in the design and construction process.	Half day education sessions will be dedicated to accessibility. Participants include City staff, design consultants and construction contractors	2016	2024
Planning, Infrastructure & Economic Development	Annual Updates to Standard Tender Documents	Continuous improvement of engineering standards results in increased accessibility of the built environment.	Ongoing edits to Infrastructure Services Department's Construction Specifications, Material Specifications, and Standard Detail Drawings incorporating accessibility features as part of the cycle for continuous improvement	2016	2024
Planning, Infrastructure & Economic Development	Barrier Removal (Retro-fit) Program	Barrier removal to increase accessibility at City facilities and City parks and paths.	Utilize the approved budget to conduct retrofit work by removing barriers identified through audits of existing City facilities and play structures and pathway systems	2016	2024
Planning, Infrastructure & Economic Development	Accessibility Design Standards – Promotion	Ensure staff and internal/external stakeholders are aware of the requirements of the Accessibility Design Standards.	Provide information to departments and stakeholders upon request.	2016	2024
Planning, Infrastructure & Economic Development	Accessibility During Construction	Ensure accessibility during construction provided based on contract requirements and provide written report to PM to be shared with construction team	Assessments ongoing through construction season	2018	2024
Planning, Infrastructure & Economic Development	Update Discrepancy 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.	Adhere to reporting process for non-application of the ADS and review non-application occurrences annually to ensure ADS are applied as much as possible	2016	2024
Planning, Infrastructure & Economic Development	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 the RFQ/RFP process and awarded the detailed design for Albert and Slater Streets (Empress Avenue to Bay Street), and Bronson Avenue (Laurier Avenue to Queen Street). The detailed design will follow the previously completed functional design which identified opportunities to increase accessibility by increasing sidewalk width, enhancing intersections and improving transit stops along the corridor, as well as improve the grade of the sidewalks from Empress Avenue to Bronson Avenue.	2017	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Planning, Infrastructure & Economic Development	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.	Transportation Services completed portion of project in 2019. This will be reported on by Planning, Infrastructure and Economic Development until completion. Construction is planned to start in 2021.	2018	2024
Planning, Infrastructure & Economic Development	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).	Transportation Services completed portion of project in 2018. This will be reported on by Planning, Infrastructure and Economic Development until completion. Construction started in 2019 and will be completed in 2020.	2016	2024
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	2024
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.	2015	2024
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	2024
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	2024
Recreation, Cultural and Facility Services	Accessible Seating in Parks	Provide more rest areas.	The Commemorative Bench Donation Process allows residents the opportunity to both commemorate individuals, while also increasing accessible seating in parks.	2020	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Recreation, Cultural and 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.	Upcoming Facility Operations Service projects: <ol style="list-style-type: none"> 1. AODA washroom project at Nepean Sportsplex in public washroom spaces 2. Accessible viewing platform in the Yzerman Rink at Sportsplex 3. New parking lot design including accessible layout and barrier free paths and asphalt at Sportsplex 4. KLC grab bar installation universal washroom (asset management) 5. RRCK grab bar installation universal washroom (asset management) 6. Partitions replaced in washrooms & changerooms at Greenboro CC – one accessible stall in the men’s washroom and an accessible stall and shower stall in the women’s 7. Terry Fox North Building accessible washroom (currently underway) 8. Fully accessible kitchen at Greenboro Pavilion (14 Tapiola) 9. Front desk improvements at Francois Dupuis 10. Purchase of an accessible stage and ramp for City Hall (reviewing) 	2020	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
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 Recreations Facility Infrastructure Standards. 5. Supporting the GottaGo! Initiative 	<ol style="list-style-type: none"> 1. Ongoing, the geodatabase is 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 have been reviewed 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	2024
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 2020, continue to install APS on all newly constructed and retrofitted traffic signals.	2019	2024
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.	Continue to install PCS on all newly installed and retrofitted APS.	2019	2024
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 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

Lead Department	Initiative Subject	Objective	Actions	Start	End
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 2020, construct new accessible pedestrian and cycling connections at the following locations: <ul style="list-style-type: none"> • Belfast Road (Coventry to Tremblay) • Cyrville Station MUP (Cyrville Station to Ogilvie/Aviation) 	2019	2021
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.	Construct new sidewalks at the following locations: <ul style="list-style-type: none"> •Ahearn Avenue (Farrow to Scrivens) •Castlefrank Road (Sheldrake north to Sheldrake south) •Connaught Avenue / Roman Avenue (Carling to Hindley) •Leacock Drive (Beaverbrook to The Parkway) •Varley Drive (Beaverbrook to Milne) 	2019	2024
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 2020, construct accessible cycling connections in the following locations: <ul style="list-style-type: none"> • Akerson Road MUP (through the Hydro corridor to Pony Park) • Booth Street MUP (Pimisi Station to Ottawa River pathway) • Laurier Avenue (Nicholas to Waller) • O'Connor Street (Laurier to Wellington) 	2019	2024
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 2020, design and construct the following sidewalk linkage: <ul style="list-style-type: none"> • Nixon Farm Drive 	2019	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
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.	<p>Completed preliminary and/or detailed design in 2019 of many local streets scheduled for full road reconstruction in the next two years.</p> <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 <p>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.</p> <p>Major road scoping ongoing in 2020 includes the following locations:</p> <ul style="list-style-type: none"> • Catherine Street • Chamberlain Avenue • Isabella Street • Byron Avenue • Alta Vista Drive <p>Major road scoping starting in 2020 includes the following location:</p> <ul style="list-style-type: none"> • Woodroffe Avenue (Saville Row to Richmond) 	2019	2024
Transportation Services	Street and Pathway Lighting Improvements	Install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility.	Complete the LED Streetlight Conversion Project by mid-2020.	2019	2020

Lead Department	Initiative Subject	Objective	Actions	Start	End
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>Initiate the following studies in 2020 with a Statement of Work report to Transportation Committee:</p> <ul style="list-style-type: none"> • Huntmar Drive Widening (Palladium to Maple Grove) and Stittsville Main Street Extension EA (Maple Grove to R. Grimwood Grant) • St. Laurent Boulevard Transit Priority (Innes to Montreal) Planning and EA Study <p>Complete the following EA study and report to Transportation Committee and Council in 2020:</p> <ul style="list-style-type: none"> • Barrhaven Light Rail and Grade Separations EA Study (Baseline Station to Barrhaven Town Centre including grade separations at Fallowfield and Southwest Transitway/Woodroffe) <p>Continue work on the following studies, planned for completion in 2021:</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) <p>PIED will lead the detailed design and construction of these projects, except for the LRT program.</p>	2019	2024
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 2020, implement pedestrian accessibility enhancements at the following intersections, subject to detailed design:</p> <ul style="list-style-type: none"> • Beauséjour Drive and Country Walk Drive • Beauséjour Drive and Des Sapins Gardens • Donald B. Munro Drive and Carp Road • Eagleson Park & Ride and Highway 417 off-ramp • Manotick Main Street and Clapp Lane • Morgan's Grant Way and March Road – 30-metre section of sidewalk to bus stop 6152 • Nicolas Street and Laurier Avenue • Trim Road and Dairy Drive and Trim Road and St. Joseph Boulevard roundabouts 	2019	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Transportation Services	NEW : Road Safety Action Plan	Develop a strategy for making the City's roads safer for all users and for continuing to advance toward zero fatal and serious injury collisions.	<p>City Council approved the City's third Road Safety Action Plan, for 2020 to 2024. The plan is based on a safe systems approach which prioritizes human life and health, considers safety as a shared responsibility between road providers, regulators and users, recognizes that roads should be designed so that human error doesn't lead to death or serious injury and calls for a change in culture.</p> <p>The plan's objective is to reduce the average annual rate of fatal and major injury collisions by 20 per cent by 2024.</p> <p>The plan focuses the City's efforts and resources where they would have the greatest impact on reducing collisions that result in serious injury or death, including the protection of more vulnerable road users, like pedestrians.</p>	2020	2024
Transportation Services	NEW : Transportation Master Plan	<p>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> <p>□</p>	<p>The Transportation Master Plan (TMP) update will be ongoing through 2020.</p> <p>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

Transportation Services

Lead Department	Initiative Subject	Objective	Actions	Start	End
Emergency and Protective Services	Vehicle for Hire Accessibility Levy Fund	Maintain the collected funds from the negotiated Vehicle for Hire Accessibility Levy Fund contributions; enter into negotiations with PTC's to formally increase surcharge	Continue to use funds to improve accessible transportation. Entered into renegotiations with PTC's in Ottawa to increase voluntary surcharge value per trip.	2016	2024
Emergency and Protective Services	Accessible Transportation Improvements	Increase accessibility of transportation services for people with disabilities.	Implementation of initiatives: increase number of taxi coupons, decrease fee of taxi coupons, increase funding for rural transportation through partnership with rural transportation providers	2016	2024
Emergency and Protective Services	Accessible Taxi service study	Conduct a study and recommend improvements for on demand accessible taxi services in Ottawa	Conduct a study of the complaints and concerns expressed regarding the quality, availability and costs of on-demand accessible taxi services, including their causes and recommending any potential solutions for improvements.	2021	2024
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.	In 2020, complete the design review of the Stage 2 LRT stations.	2017	2025
Transportation Services	NEW: O-Train Line 1, the Confederation Line, 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.	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. The O-Train Ambassador program has been extended into 2020 to provide continued assistance to Line 1 customers.	2019	2020
Transportation Services	Accessible Design – Duty to Consult	Consult with persons with disabilities to ensure their needs are considered at all phases of the Stage 2 LRT project.	In 2020, hold an additional two Stage 2 drop-in information sessions to provide residents with an overview of the project. Update and engage the Accessibility Advisory Committee in 2020 regarding Stage 2 LRT stations, vehicles and accessibility. And, continue to engage other accessibility stakeholders and persons with disabilities.	2017	2025

Lead Department	Initiative Subject	Objective	Actions	Start	End
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.	Maintain pedestrian connections during construction of Stage 2 LRT infrastructure, consistent with the City's Accessibility Design Standards. Temporary crossings and paths of travel may be implemented in certain areas, and pedestrians may need to use extra caution as accessible routes and traffic patterns change.	2019	2025
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 Next Stop Announcement System messages and any potential changes to operational policy/practices.	2017	2021
Transportation Services	Digital 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.	Continue to install tactile signs on bus-stop flags and tactile directional indicators at all future station bus platforms.	2018	2024
			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.	2019	2021
			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.	2019	2021
Transportation Services	OC Transpo Bus Replacement	Replace conventional OC Transpo buses that reach the end of their life cycle.	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.	2018	2022
Transportation Services	Next Stop Interior Bus Announcements	Provide communication support to customers through interior audible and visual announcements on route.	Continue regular compliance monitoring of the next stop interior bus announcements system.	2019	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
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.	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.	2019	2024
Transportation Services	Para Transpo Operations Review	Review of Para Transpo operations, including eligibility criteria, trip cancellation, trip prioritization, booking and customer service.	Measures planned for 2020 include: <ul style="list-style-type: none"> Establishing the independent eligibility appeals panel for applicants who have been denied eligibility and wish to have the decision reviewed. Implementing the Para Transpo renewal process, where customers with full and conditional eligibility will have their eligibility renewed and/or re-assessed once every three years. Implementing the late cancellation policy, which will be applied to all Para Transpo trips based on a points system for late cancellations and no-shows. 	2016	2020
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.	Increase funding to CSS agencies by \$30,000 to \$856,000 in 2020. This inflationary increase, for the delivery of transportation services to rural seniors and persons with disabilities, was approved by City Council in the 2020 budget.	2019	2024
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.	In 2020, develop a multi-year initiative to address existing barriers at on-street bus stops and to make more on-street stops accessible. Progress on this initiative will be reported on annually through the City's Municipal Accessibility Plan. Continue to make improvements to on-street bus stops in 2020, through regular OC Transpo programs and initiatives, and by co-ordinating work with other City projects, including: <ul style="list-style-type: none"> Modernizing several older on-street bus stops and bus shelters to meet the City's Accessibility Design Standards. Installing new accessible exterior benches at some on-street stops and upgrading existing benches to the current standards. Prioritizing additional stops for rehabilitation, focusing on locations with the greatest need, using data gathered as part of the on-street bus stop accessibility review. 	2019	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
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.	Continue to make improvements to bus and train stations and Park & Rides in 2020 for the benefit of customers of all abilities, including: <ul style="list-style-type: none"> •Start planning and design for the installation of an additional redundant elevator in the north tower at Blair Station, and the replacement of the current elevator. •Improve accessible parking and passenger loading zones at Park & Rides. •Eliminate barriers identified by customers and stakeholders. •Improve stairs and landings at some older stations. 	2019	2024
Transportation Services	Pedestrian Crossovers (PXO)	Install pedestrian crossovers (PXO), which allow pedestrians to cross streets safely in locations where no crossings existed before. 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 approved \$500,000 in funding for the Pedestrian Crossovers Program in 2020. Staff will install as many PXOs as possible throughout the city within the program budget.	2016	2024
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.	Ongoing promotion and administration of the Taxi Coupon Program.	2019	2024
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	2024

Lead Department	Initiative Subject	Objective	Actions	Start	End
Transportation Services	Para Transpo Online Service	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 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 widely available to customers. The introduction of these self-serve options will improve convenience for customers and will free up more capacity on the Para Transpo phone lines for customers who book by phone. These new online services are expected to be rolled out in stages to Para Transpo customers starting near the end of 2020.</p>	2019	2021
Transportation Services	Para Transpo Fare Changes	Streamline the use of Presto passes on Para Transpo.	<p>Continue to work on the interim process, which will be implemented in 2020.</p> <p>Staff are also working with fare system suppliers to assess the ability of tapping Presto cards to pay for fares on Para Transpo minibuses and taxis. This would replace the interim process once implemented. A projected completion date will be provided to the Transit Commission and Council when firm.</p>	2018	2020