

# **2020-2024 City of Ottawa Municipal Accessibility Plan Initiatives**

Lead Department	Initiative Subject	Objective	Actions	2022 Updates	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.	All departments working on projects in the built environment are required to apply the City's Accessibility Design Standards. Both the Accessibility Office (AO) and the Standards Unit in Infrastructure Services provide education to staff across the Corporation on the application of these Standards. Further, both the AO and the Standards Unit participate in working group and technical committees with external contractors, and provide guidance on accessibility for City projects. Education and guidance is also provided on request, to City staff, external contractors, and members of the public.	2016	2024
All departments	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	Variances to the ADS or Accessibility for Ontarians with Disabilities Act are subject to the deviation process, recorded and documented as per the legislation. The Accessibility Office is included for awareness each time a variance occurs. Review of the Corporate Variance Process was delayed to 2023, however, interim measures for record keeping were put into place in 2022.	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.	No longer an initiative. This initiative will be looked in the next term of Council, alongside community partners	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.	The Huron Early Learning Centre's play yard was completed and is now compliant with all current accessibility legislation. The Foster Farm Child Care Centre playground revitalization project commenced in 2022 and construction is planned for 2023 in collaboration with the landlord, Ottawa Community Housing. Once complete, the playground will be compliant with all current accessibility legislation.	2020	2023
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	In 2022/2023 the Ontario Renovates program continued to provide funding to social housing providers as part of the Year 4 Ontario Priorities Housing Initiative (OPHI) funding stream. In addition, social housing providers continued to receive funding to support accessibility related repair and renovation projects under the Year 4 Canada Ontario Community Housing Initiative (COCHI) and the 2022 funding streams.  In addition, in 2022/2023 the Ontario Renovates program continued to provide funding in form of grant and/or forgivable loan for accessibility related modifications to homeowners, private landlords and not-for-profit housing providers through the Year 4 Ontario Priorities Housing Initiative (OPHI) funding stream.	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 per cent).	The City continues to abide by these standards and any new builds in 2022 have ensured mandatory accessibility design with a minimum of 10 per cent barrier-free units, with all units being either visitable or meeting full universal design standards.	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.	The capital repair funding to address accessibility related needs was a priority funding allocation category for our 2022 Housing and Homelessness Investment Plan (HHIP) and Year 4 Canada Ontario Community Housing Initiative (COCHI) capital funding programs and Year 4 Ontario Priorities Housing Initiative - Ontario Renovates Stream (OPHI - OR).	2020	2024
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.	This initiative is ongoing.	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.	This project was completed in 2022 with the exception of the new generator. PRED is responsible for ensuring accessibility requirements are met. No further projects were mandated in 2022.	2017	2024
Emergency and 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.	Continuing as operational practice. Summer student resources will augment ongoing enforcement.	2016	2024

Emergency and Protective Services	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.	EPS is not responsible for the construction of new facilities or renovation of existing facilities; however, we do commit to working with PRED to ensure all construction (new or existing) in the department increases the incorporation of Accessibility Design standards. In 2022, the Ottawa Paramedic Service engaged staff from the Corporate Real Estate Office and the Accommodations Planning group in Recreation, Culture and Facility Services to manage a renovations project for leased office space at 2430 Don Reid Drive. The Ottawa Paramedic Service Public Education Team will be relocating to this space in 2023. The renovations considered and incorporated Accessibility Design standards.	2016	2024
Infrastructure and Water Services	Adisöke Facility (New Central Library)	Ensure accessibility in design of new Central Library.	The Ottawa Public Library-Library Archives Canada Joint Facility Project has engaged accessibility consultant BDEL to review accessibility standards and provide reviews throughout the design process.  To date, the project team has made two presentations to the Accessibility Advisory Committee and their recommendations have been incorporated into the design.	The construction contract was awarded to a successful contractor in late 2021. In 2022, the contractor completed the building's deep foundations and most of the P1 level slab of the underground parking garage. The construction is expected to be completed by the end of 2025, with an official opening in the summer of 2026.	2019	2024
Infrastructure and Water Services	Pilot project to install accessible fountains and misters connected to fire hydrants	Determine feasibility and pilot installation of accessible fountains (and possibly misters) in strategic high pedestrian traffic locations across the City, with consideration given to vulnerable populations during heat warnings and support for outdoor events	Ensure all elements of product meets AODA requirements. Address Ottawa Public Health concerns about bacteria. External stakeholders to test specs.	In 2022, staff purchased a mobile fountain unit and collaborated with Ottawa Public Health, Ottawa Fire Services, the Accessibility Office, Right of Way and Heritage and Urban Design, Infrastructure and Water Services Department Business and Technical Support Services, and Water Quality to ensure that any possible issues or concerns were mitigated. The goal was to introduce a safe and fully accessible mobile hydrant drinking water fountain at various communities and events across the city. The 2022 Hydrant Drinking Water Fountain pilot project was a success; it was well received by the public and partners and will be continued in 2023.	2021	2022
Innovative Client Services	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: Key2Access, a location-based app that provides users with information about where they are in City Hall and ultimately helps residents better understand the space they're in.	The expansion to Ben Franklin Place is currently on hold and will require additional resources and planning from Facility Services.	2016	2024
Office of the City Clerk	NEW Accessibility Requirements in Construction	Review the accessibility requirements in the City of Ottawa Construction Programs.	Develop a City-wide tool and matrix that clarifies the requirements of the AODA, DOPS (Design of Public Spaces) Standard, the ADS (Accessibility Design Standards) and the general inclusion of accessibility features in current construction programs.	Several meetings of the Accessibility Requirements in Construction (ARC) group were held in 2022. These meetings include representation from staff in all departments who work on projects in the built environment. A draft matrix is being populated at these meetings, which will eventually be confirmed by Legal, and included as an Appendix to the City's Accessibility Design Standards. This work will continue in 2023.	2022	
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 City of Ottawa is committed to including as much accessibility as possible in its construction activities. The matrix shall provide guidance to Managers on when accessibility must be included in their programs and/or individual projects and the tools will provide clear actions to take when accessibility cannot be included.	The Accessibility Office and others, such as staff in Transit Services, Infrastructure and Water Services, and Planning, Real Estate and Economic Development, continue to consult community stakeholders on issues and projects that require a specific accessibility lens. Several meetings were held in 2022. This practice will continue in 2023. The Accessibility Office continues to explore opportunities for enhanced consultation.	2017	2024
Ottawa Public Health	Ottawa Public Health (OPH) 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.	Modifications to workspaces completed at 100 Constellation; removal of desks, cabinets, tables, chairs; hallways and access spaces widened; removal of cubicles/reductions in work areas to meet recommendations of City Auditor General report.	2020	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.	N/A	2019	2021

Ottawa Public Library	Bookmobile	Bookmobile Unit #2 was purchased in 2005 and was decommissioned in 2021. A replacement vehicle was received in 2021 and will ensure continuity of service in 25 neighborhoods 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.	N/A	2019	2021
Infrastructure and Water Services	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.	The City of Ottawa partnered with the National Capital Heavy Construction Association (NCHCA) and the Association of Consulting Engineering Companies (ACEC-Ontario) to offer a virtual version of the annual Education Series. There were four virtual sessions scheduled between January 25 and March 8, addressing issues of mutual interest to the City and industry partners. The session on February 25 included a presentation on universal accessibility of urban spaces and public ROW provided by Accessibility Simplified. <a href="https://www.nchca.ca/wp-content/uploads/2022/02/Universal-Accessibility-of-Urban-Spaces-PROWs-2022-02-17.pdf">https://www.nchca.ca/wp-content/uploads/2022/02/Universal-Accessibility-of-Urban-Spaces-PROWs-2022-02-17.pdf</a> . The focus was on universal design of public spaces.  On March 8, City staff presented on accessibility features at protected intersections including delineation between cycle tracks and sidewalks as well as application of directional Tactile Walking Surface Indicators.  All sessions included time allotted for Questions and Answers and recordings were made available for post event viewing.	2016	2024
Infrastructure and Water Services	Annual Updates to Standard Tender Documents	Continuous improvement of engineering standards results in increased accessibility of the built environment.	Ongoing edits to Standards Unit in Infrastructure Services Construction Specifications, Material Specifications, and Standard Detail Drawings incorporating accessibility features as part of the cycle for continuous improvement.	Work began on the 2022 spec updates in October 2021 with publication on March 1 2022. Updates included a review of provisions for placement of tactile walking surface indicators at intersection corners and raised crosswalks as well as a review of application and material to be used for improved delineation between pedestrian and cycling facilities.  With the publication of the Protected Intersection Design Guide (PIDG) in 2021, an undertaking to address gaps in direction, specifications, standard details and materials began in summer 2022 and it is scheduled to be complete in early 2023. As a result, a number of new detail drawings and revised specifications are expected to be published with the 2023 Standard Tender Documents for Unit Price Contracts.  In collaboration with the Accessibility Office and community representatives, work has begun to review an alternative product for delineation between cycle tracks and sidewalks on the McKenzie Bridge renewal project.	2016	2024
Infrastructure and Water Services	Accessibility Design Standards – Promotion	Ensure staff and internal/external stakeholders are aware of the requirements of the Accessibility Design Standards (ADS).	Provide information to departments and stakeholders upon request.	Subsequent to publication of the Protected Intersection Design Guide (PIDG) in 2021, City staff (Standards Unit in collaboration with Transportation Planning staff) provided several presentations to staff, industry partners (consultants and contractors) as well professional organizations highlighting accessibility design requirements, which, pending completion of the work on delineation treatment as well as review of the AODA requirements for design of public spaces, will be included in the Accessibility Design Standards.	2016	2024
Infrastructure and Water Services	Accessibility During Construction	Ensure accessibility during construction provided based on contract requirements and provide written report to Project Manager (PM) to be shared with construction team.	Assessments ongoing through construction season.	The Standards Unit in Infrastructure Services continued with accessibility of construction assessments during the 2022 construction season. Fewer site visits were performed due to staffing changes. 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 the Accessibility Design Standards (ADS) and contract requirements, including the Contractor's Traffic Control Plan. Typically, these assessments include members of the Standards Unit walking through the site with members of the project team. Assessments are documented in a report and provided to team members.	2018	2024
Infrastructure and Water 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 the Request for Quotation / Request for Proposal 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.	On November 23, 2021 an online public information session was held to provide residents with a summary of the construction plan for the AQSBB project. During the 2022 construction season, the project completed the replacement of most of the underground infrastructure on Slater and Albert between Bronson and Bay and on Bronson between Albert and Slater. During the 2023 construction season, the project will focus on completing surface works (roads, sidewalks, cycle track, intersections, etc.) at the previously mentioned locations and start underground and surface works on Albert between Empress and Bronson as well as Bronson from Laurier to Queen and Queen from Bronson to Bay. In 2024, the project will be completing work on Bronson from Albert to Queen and on Queen from Bronson to Bay.	2017	2024
Infrastructure and Water 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.	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.	The Greenfield Avenue, Main Street, Hawthorne Avenue et al. reconstruction project is a multi-year project, with advanced construction work commencing in late summer 2021. In 2022, remaining work was completed on the advance contract. The main contract was tendered in late-summer 2022 with award to Aecon Construction in fall of 2022. The project is expected to be complete in 2025. Specific project phasing and construction schedules is communicated to the public throughout the project.  An online engagement and public information session is underway with an online information session scheduled for Feb 1, 2023 and an in person open house for Feb 8, 2023. Construction will commence in early spring 2023 on the main contract.	2018	2024



Built Environment

Infrastructure and Water 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).	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.	Project is complete.	2016	2024
Planning, Real Estate and Economic  Infrastructure and Water Services  RCFS	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, play structures, and pathway systems	The Infrastructure and Water Services Department (IWSD) 2022 budgetary value for Accessibility Barrier Removal Program was 2.5 million. IWSD utilized this budget to enhance accessibility features at City Facilities and City Parks, as identified in accessibility audits. Funding is also used to refresh accessibility audits to be in compliance with current City of Ottawa Design Guidelines and to address removal of barriers as requested by client groups and the general public. Detailed scope of work extends to a wide assortment of planned and/or unplanned works, such as: installation of ramps, elevators, power door operators, signage, handrails in arena stands, exterior and interior paths of travels, parking lots, washroom/changeroom/kitchen remedial work as well as playgrounds.	2016	2024
Planning, Real Estate and Economic Development	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: • Belfast Road (Coventry to Tremblay) • Cyrville Station MUP (Cyrville Station to Ogilvie/Aviation)	• Belfast Road and Trainyards Drive MUP (Coventry to Industrial)	2020	2024
Planning, Real Estate and Economic Development	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: • 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)	Construct new sidewalks at the following locations: • Dovercourt sidewalk (Churchill to Broadview)	2020	2024
Planning, Real Estate and Economic Development	Cycling Facilities Program / Active Transportation Missing Link Program	Complete new cycling facilities and make improvements to existing cycling facilities. 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: • 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)	Construct accessible pedestrian and cycling connections in the following locations: • Old Second Line MUP extension to Terry Fox • Akerson Road Active Transportation Corridor • Larsen Park Link to Eagleson Road • Laurier Cycle Tracks and Protected Intersections and new MUP on Waller (Nicholas to Waller) • Scott Street protected bike lane and MUP conversion (Tunney's to Churchill) • Henley Ave sidewalk missing link • Pleasant Park/Billings Ave neighbourhood bikeway (includes accessible ramps and crossings) • Bank Street bridge at Rideau Canal cycle tracks and sidewalk improvement (includes delineation b/w cycle track and sidewalk and higher railing) • Bronson and Sunnyside protected intersection with accessible treatments on all corners and approaches	2020	2024
Planning, Real Estate and Economic Development	Development Sidewalks	Design and construct accessible 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 sidewalks to a new development across vacant land.	In 2020, design and construct the following sidewalk linkage: • Nixon Farm Drive	The 2022 Development Sidewalk program identified Cecil from Bank to 150 m west. The project is intended to be constructed in 2023 along with a watermain replacement project on Bank Street.	2020	2022

<p>Planning, Real Estate and Economic Infrastructure and Water Services</p>	<p>Integrated Full Road Renewal –Multiple Locations</p>	<p>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 Planning, Infrastructure and Economic Development) with the opportunity to redesign these streets, including adding new sidewalks in locations where sidewalks currently do not exist.</p>	<p>Completed preliminary and/or detailed design in 2019 of many local streets scheduled for full road reconstruction in the next two years. New sidewalks have been recommended at the following locations, subject to detailed design: • Winona Avenue • City Centre Avenue • Lebrun Street</p> <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: • Catherine Street • Chamberlain Avenue • Isabella Street • Byron Avenue • Alta Vista Drive</p> <p>Major road scoping starting in 2020 includes the following location: • Woodroffe Avenue (Saville Row to Richmond)</p>	<p>There is an ongoing design and review of future full road reconstruction projects to identify opportunities to provide additional sidewalks, controlled crossings and other pedestrian and accessibility enhancements. Multiple integrated projects are in various stages of preliminary and detailed design, managed by IS, with Transportation Engineering Services direction/review of geometric design and transportation requests. Other TP staff are consulted as needed. Construction status of each project is monitored by IS.</p> <p>Major road scoping ongoing in 2022 includes, but is not limited to the following locations, which are in the preliminary or detailed design phase: •James Street (Bronson to Bank) •Lyon Street (Somerset to Florence) •Huron Street (Scott to Wellington) •Winona Avenue (Scott to Richmond) •MacLaren (Bronson to Kent)</p> <p>Major road scoping started in 2022 includes, but is not limited to, the following locations: •Highland Avenue (Princeton to Dovercourt) •Viscount Avenue (Merivale to Carling) •Ralph Street (Fifth to Holmwood) •Hilda Street (Scott to Armstrong)</p> <p>Major road scoping ongoing or starting in 2023 includes, but is not limited to, the following locations, many of which are in the preliminary or detailed design phase: •Glebe Avenue (Bank to O'Connor) •Oakhill Rd (Acacia to Beechwood) •Summit Ave (Alta Vista to Fairbanks) •Drouin Ave (North River to West Presland) •Monk (Holmwood to Wilton)</p>	<p>2020</p>	<p>2024</p>
<p>Planning, Real Estate and Economic Development</p>	<p>Transportation-related Environmental Assessment and Functional Design Studies</p>	<p>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, such as bus stops and platforms, sidewalks, exterior paths, curb ramps and accessible parking.</p>	<p>Initiate the following studies in 2020 with a Statement of Work report to Transportation Committee: • 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 Complete the following EA study and report to Transportation Committee and Council in 2020: • Barrhaven Light Rail and Grade Separations EA Study (Baseline Station to Barrhaven Town Centre including grade separations at Fallowfield and Southwest Transitway/Woodroffe)</p> <p>Continue work on the following studies, planned for completion in 2021: • 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> <p>Public Infrastructure and Economic Development (PIED) will lead the detailed design and construction of these projects, except for the Light Rail Transit (LRT) program.</p>	<p>Work will initiate on the following projects in 2023: • Bank Street Active Transportation and Transit Priority Measures Feasibility Study (Rideau Canal to Highway 417) • Active Transportation Connection EA crossing Carling Avenue at Dow's Lake LRT Station providing connection to the new Civic Hospital Development • Coventry Road Widening EA (St. Laurent Boulevard to Belfast Road) The Planning, Real estate and Economic Development Department will lead these studies through the EA Process.</p>	<p>2022</p>	<p>2024</p>

<p>Planning, Real Estate and Economic Development</p>	<p>Transportation Master Plan (TMP)</p>	<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. The review will be informed by a number of key considerations, including equity and inclusion.</p>	<p>The Transportation Master Plan 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>	<p>Consultation on the draft TMP policies and proposed active transportation projects launched in December 2021 and wrapped up in April 2022, with a public meeting held on March 29th. While the intent was to bring the policies and active transportation projects to Transportation Committee and Council in 2022, this has been deferred until Spring 2023 due to impacts from the trucking convoy and the timing of the 2022 municipal election. The Origin-Destination (OD) Travel Survey, a key supporting element of the TMP, was successfully completed in the Fall of 2022, with over 29,000 randomly selected households in the National Capital Region participating. New this year was a question on whether anyone in the household has a disability or cognitive or physical condition that affects or limits their ability to travel. The data collected from the OD Survey will be used to develop the TMP Capital Infrastructure Plan, with the bulk of this work expected to occur in 2024, once the OD Survey data has been processed and used to update the City's long-range travel model. The survey data will be analyzed through an equity lens to better understand and address transportation challenges and barriers, and equity will be a key consideration in the development of the Capital Infrastructure Plan (including project prioritization). Work is also underway to update the City's Multimodal Level of Service (MMLoS) guidelines and right-of-way requirements for selected arterials. Finally, the TMP team is exploring new tools to better reach equity-deserving groups as development of the TMP Capital Infrastructure Plan moves forward.</p>	<p>2019</p>	<p>2023</p>
<p>Planning, Real Estate and Economic Infrastructure and Water Services</p>	<p>Accessibility Measures at Intersections with Cycle Tracks</p>	<p>Provide guidance and direction on the design and installation of accessibility measures where a cycle track or multi-use pathway approaches an intersection.</p>	<p>Developed and adopted interim guidance and direction on the design and installation of accessibility measures where a cycle track or multi-use pathway approaches an intersection.</p>	<p>The Protected Intersection Design Guidelines were completed in 2021 and made available to internal and external stakeholders. The work continued in 2022 as follows: 1) The Sidewalk and Cycle Track Delineation Design Elements project: This work is in partnership with Transportation Planning to aid in the application of recently adopted, half-height curb delineation method between sidewalk and cycle tracks. The project deliverables are expected in Q1 2023 and will include a report to staff with recommended detail drawings and additional guidance for application in various infrastructure or urban design elements as appropriate. This work includes, but is not limited to, the following: the holistic review of existing City specifications and other guidelines and standards applicable to design and construction of pedestrian and cycling facilities; identification of gaps within the City's guidelines and standards applying half-height curb delineation to determine where additional details for application are required or where delineation treatment and other accessibility requirements are missing or cannot be applied.; and, development of recommendations to address these gaps and update/develop applicable City guidelines, standards, and detail drawings.  2) A scope change for the Protected Intersection Design Guide (2021) to update guidance for multi-use pathway splits into cycle tracks and sidewalks as well as use of directional Tactile Walking Surface Indicators.</p>	<p>2019</p>	<p>2021</p>
<p>Public Works (Traffic Services)</p>	<p>Pedestrian Accessibility – Intersection and Ramping Enhancements</p>	<p>Improve accessibility at bus stops, intersections and mid-block crossings through the installation of accessible pedestrian facilities, such as curb ramps, tactile warning surface indicators and short sections of sidewalk. These changes bring existing facilities into compliance with the <i>Accessibility for Ontarians with Disabilities Act (AODA)</i> and City of Ottawa Accessibility Design Standards.</p>	<p>PIED In 2020, implement pedestrian accessibility enhancements at the following intersections, subject to detailed design: • Beauséjour Drive and Country Walk Drive • Beauséjour Drive and Des Sapins Gardens • Donald B. Munro Drive and Carp Road • Eagleson Park and 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</p>	<p>In 2022, the following locations were selected for implementation of pedestrian accessibility enhancements. A project charter has been prepared and will be submitted to Infrastructure Services in Q1 2023 for anticipated construction in 2023/2024: Pedestrian Cross Over (PXO) Related locations: • 8th Line Road between Eldo Street and Russell Street • Goldridge Drive between Blackdome Crescent and Stikine Drive (both sides) • Malvern Drive between Chalice Court and Sherway Drive • Tartan Drive at Opal Lane • Glencoe Street Signalized Intersection: • Baseline Road at Prince of Wales Drive Stop Control Related Intersections: • Rockingham Avenue and Clementine Boulevard • Gibley Drive and Merivale Road</p>	<p>2020</p>	<p>2024</p>
<p>Public Works</p>	<p>Winter Maintenance Quality Standards (WMQS) Review and Development of Maintenance Quality Standards (MQS) for Specialty Spaces and Streets</p>	<p>Ensure an accessibility lens is applied to the WMQS review and development of MQS.</p>	<p>Propose changes to the City of Ottawa's WMQS that will result in improvements to Winter Maintenance to the Class 5 residential roads, pedestrian facilities, cycling facilities, active transportation facilities and reduce damages to property and prevent injuries. Develop new, enhanced four-season MQS for specialty streets and spaces. The Accessibility Advisory Committee has been identified as a key stakeholder and will be engaged as part of the public engagement and consultation process.</p>	<p>An accessibility lens is applied to the WMQS review and development of MQS. On going awareness campaigns for front line staff are supported by resources in the Accessibility Office.</p>	<p>2019</p>	<p>2023</p>
<p>Public Works</p>	<p>Identifying Winter Maintenance Issues at Bus Stops</p>	<p>Transportation Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance.</p>	<p>Roads and OC Transpo continue to work together on this initiative. A process has been implemented to update this list each year.</p>	<p>This work is ongoing to increase awareness of accessibility through staff training. Winter Maintenance Quality Standards is applied to bus stops.</p>	<p>2017</p>	<p>2024</p>



Public Works	Integrated Street Furniture	<p>Integrated Street Furniture was implemented in 2020. In 2021 Ottawa's Integrated Street Furniture Program (ISFP) continued to rollout new furniture city-wide to elevate the quality of the public right-of-way through the design, installation, and placement of a cohesive network of street furniture.</p> <p>New furniture is inclusive and accessible to everyone. Placement elements incorporate adequate clearances to accommodate wheelchairs and scooters, as well as have bases that are cane detectable. Furniture is selected with colour contrast and slats to ensure transitions at the edges of the furniture. All elements have been placed in a manner that creates a barrier free walkway with special attention given to the height and protrusion of objects into the sidewalk corridor. All benches include back support, seat depth and seat height at the ADS prescribed measurements. All benches include a third arm located one seat-width from an arm at the end of the bench. On a three-seat bench the middle arm is installed at 1/3 of the width. On a two-seat bench the middle arm is located at 1/2 of the width. Waste receptacles have side openings at accessible heights and use colour, images and text for each compartment.</p>	<p>An Accessibility Lens was applied while installing new benches, waste/recycling containers on street sides.</p> <p>In 2021 Ottawa's Integrated Street Furniture Program (ISFP) continued to rollout new furniture city-wide to elevate the quality of the public right-of-way through the design, installation, and placement of a cohesive network of street furniture.</p>	<p>In 2022, the Integrated Street Furniture (ISF) Program focused on life-cycle repairs and replacing damaged accessible benches and accessible three-stream waste receptacles. In 2023, the ISF Program will resume installing new accessible benches and accessible three-stream waste receptacles.</p>	2019	2024
Public Works	Maintenance of Sidewalks	<p>Maintenance activities are scheduled based on the extent of the hazard in accordance with the maintenance quality standard. Public Works and Environmental Services (PWES) performs annual sidewalk surveys to identify issues including the maintenance of accessible elements.</p>	<p>The sidewalk surveys continue to be an annual exercise for Roads which assists with prioritizing sidewalk repairs and life-cycling sidewalks.</p>	<p>This work is ongoing to increase awareness of accessibility through staff training. Roads and Parking Services staff participated in Accessibility Awareness training at the beginning of the Winter 2022/2023 season. This included training to recognize barriers residents might face as a result of winter snow clearing operations and address accessibility challenges.</p>	2015	2024
Public Works (Traffic Services)	Accessible Pedestrian Signals (APS)	<p>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.</p>	<p>In 2020, continue to install APS on all newly constructed and retrofitted traffic signals.</p>	<p>Equipped 21 traffic signals with Pedestrian Control Signals (PCS) in 2022. Currently, out of 1,203 signalized intersections, 1,090, or about 91 per cent, are equipped with PCS. In 2023, continue to install PCS on all newly installed and retrofitted APS. (Initiative originally started under Transportation Services - now under Public Works - Traffic Services)</p>		2024
Public Works (Traffic Services)	Pedestrian Countdown Signals (PCS)	<p>Equip all newly constructed or replaced Accessible Pedestrian Signals (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.</p>	<p>Continue to install PCS on all newly installed and retrofitted APS.</p>	<p>The vendor who was successful in the tender process continues to work on providing a product that integrates into the traffic signal controller. Barring any unforeseen circumstances, staff expect the deployment of the product to begin in spring/summer 2023, at which point the pilot project will officially begin. (Initiative originally started under Transportation Services - now under Public Works - Traffic Services)</p>	2020	2024
Public Works (Traffic Services)	Accessible Technologies for Accessible Pedestrian Signals (APS) and Pedestrian Countdown Signals (PCS)	<p>Test and pilot accessible technologies that enable customers with disabilities to activate APS and PCS remotely.</p>	<p>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.</p>	<p>Installed 17 new PXOs in 2022. PXOs make it easier and safer for residents, particularly children, older adults and persons with disabilities, to get 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 to review and approve funding for new PXO installations in 2023 Budget.</p>	2018	2023
Public Works (Traffic Services)	Pedestrian Crossovers	<p>Install pedestrian crossovers (PXOs), which allow pedestrians to cross streets safely in locations where no crossings existed before. PXOs are identified by specific signs, pavement markings and depressed curbs.</p>	<p>Installed 10 new PXOs in 2020. PXOs make it easier and safer for residents, particularly children, older adults and persons with disabilities, to get 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.</p>	<p>Installed 46 APS in 2022, bringing the total number of Accessibility for Ontarians with Disabilities Act-compliant APS citywide to 358. Currently, out of 1,203 signalized intersections, 1,039 are equipped with audible signal components, which represents about 86 per cent of the City's signalized network. In 2023, continue to install APS on all newly constructed and retrofitted traffic signals.</p>	2020	2022



Built Environment

Public Works (Traffic Services)	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.	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. The plan's objective is to reduce the average annual rate of fatal and major injury collisions by 20 per cent by 2024. 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.	Actions taken in 2022 included: • Implementing enhanced high-visibility pedestrian crosswalk markings at 14 high-priority locations, including: Clarence & Dalhousie, Montreal & 46E Hillside, Greenbank & Lisa, Pleasant Park & St. Laurent, Croydon & Richmond, Bayshore & Woodridge NORTH, Woodroffe & Rideaucrest, Somerset & O'Connor, Teron & Beaverbrook/Penfield, Carling & Iroquois, Carling & Fairlawn/Woodroffe, Carling & Woodroffe W., Beechwood & Marier/Putman and Bronson & Queen.  In 2023, continue the implementation of the Council-approved 2020-2024 Road Safety Action Plan (RSAP).  In 2023, City Council will review proposed funding for the continued implementation of road safety countermeasures under this program. The 2023 RSAP implementation plan will be presented for City Council approval in Q1 2023.	2020	2024
Public Works (Traffic 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.	The Streetlight LED Conversion Project is complete.	2020	2021
Recreation, Cultural and Facility Services	Accessible Seating in Parks	Provide more rest areas.	In 2021 Ottawa's Integrated Street Furniture Program (ISFP) continued to rollout new furniture city-wide to elevate the quality of the public right-of-way through the design, installation, and placement of a cohesive network of street furniture.	New commemorative benches continue to be available and requested by residents. The bench locations are added online through the geoOttawa map.	2020	2024
Recreation, Cultural and Facility Services	Maintenance of Accessible Elements	Departments continue to abide by clause 80.44 of the Integrated Accessibility Standards Regulation (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 (FOS) projects: 1. Accessibility for Ontarians with Disabilities Act (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. Kanata Leisure Centre (KLC) grab bar installation universal washroom (asset management) 5. Richcraft Recreation Complex-Kanata (RRCK) grab bar installation universal washroom (asset management) 6. Partitions replaced in washrooms and changerooms at Greenboro Community Centre – 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)	In 2022, FOS staff made significant progress on the remaining projects listed in the action list. The front desk improvements at Francois Dupuis are still in progress.  1. Accessible viewing platform in the Yzerman Rink at Sportsplex - 95% complete. The remaining tasks for this action include the installation of four pieces of glass and additional seating. This is anticipated to be completed by mid-Q1 2023. 2. Fully accessible kitchen at Greenboro Pavilion (14 Tapiola) - 100% complete 3. Front desk improvements at Francois Dupuis - design work was undertaken by the Recreation staff approximately three to four years ago. After consultation with Recreation staff, it was confirmed that drawings were completed in 2021, but did not meet the needs of the Centre. With COVID protocols (i.e. plexiglass barriers) in place, limited funding, and staffing shortages, staff were unable to move forward with this project in 2022.	2020	2024
Recreation, Cultural and Facility Services	Enhance Accessibility of Facilities	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.  1. Outdoor Spaces project: audit recently built parks.  2. Training for staff on the new Accessibility Design Standards.  3. Incorporate the City's Accessibility Design Standards in Community Recreations Facility Infrastructure Standards.	Utilize the City's Accessibility Design Standards for RCFS parks and facilities.	Park planners continue to maintain and promote Accessibility Design Standards. In the case of a feature not meeting the accessibility design standard, the Accessibility Advisory Committee is notified and initiatives to mitigate barriers are put in place.	2016	2024

Recreation, Cultural and Facility Services and Innovative Client Services	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.	An accessible stage and ramp is available for City Hall to continue supporting public engagement activities.	2016	2024
Planning, Real Estate and Economic Development	Neighbourhood Traffic Calming (NTC) Program (NEW)	Focuses on addressing requests for permanent, engineered, traffic calming on existing local and collector streets within neighbourhoods that cannot benefit from roadway modifications through other City programs. Traffic calming measures in general improves the safety for all road users by reducing the negative impact of motor vehicles (such as speeding and aggressive driving). Many projects also include measures specifically aimed at improving the pedestrian and cycling environments (such as bike lanes, PXOs, raised crosswalks etc.)	Implementation of Traffic Calming measures in specified neighbourhoods.	<p>The following previously approved NTC studies:</p> <ul style="list-style-type: none"> <li>- were substantially constructed in 2022: Elizabeth Street (which also included new pedestrian refuges); Fringewood Drive (which also included a PXO and pedestrian refuges); Belcourt Boulevard (which also included cycling friendly bulb-outs)</li> <li>- are anticipated to initiate construction in 2023: Craig Henry Drive (which also includes some PXOs and short sidewalk segments); Bayswater Ave; Renaud Road (which also includes a short sidewalk segment).</li> <li>- are in detail design and construction may be initiated in 2023 or 2024: Bilberry Drive (which also includes a PXO), Southmore Drive (which also includes a short sidewalk segment).</li> </ul> <p>The following NTC studies were completed in 2022 and have been forwarded to IWSD to initiate design and construction: Naskapi Drive (which also includes improved connection to a MUP); White Alder Avenue (which also includes a PXO); MacFarlane Drive (which also includes pedestrian refuges/bus stop platforms). Additional NTC studies are underway on multiple streets which include various recommendations including PXOs, raised crosswalks, bike lanes and cycle-friendly bulb-out.</p>	Ongoing	Ongoing
Planning, Real Estate and Economic Development	Intersection Control Measures (ICM) Program (NEW)	The Intersection Control Measures (ICM) Program identifies modifications to an intersection to address increased transportation demands in growth areas. Pedestrian and cycling needs are incorporated to design wherever possible.		<p>The following protected intersections were constructed in 2022: Hibur Drive and Longfield Drive; Eagleson Road and Romina Street, Hazeldean and Mantra- addition of fourth leg to support development with protected intersection features and Bank and Rideau - additional auxiliary lanes</p> <p>Completion of preliminary and/or detailed design for the ICM Program:</p> <ul style="list-style-type: none"> <li>•Portobello and Valin - roundabout</li> <li>•Huntmar and Maple Grove - protected intersection with additional auxiliary lanes</li> <li>•Longfields and Kilspindie - roundabout</li> <li>•Greenbank and Hunt club - protected intersection and auxiliary lanes</li> <li>•Manotick Main and Bridgeport - roundabout</li> <li>•Cambrian and Borrisokane - roundabout</li> <li>•Innes and Lamarche - protected intersection and auxiliary lanes</li> <li>•Hunt Club and Riverside - auxiliary lane and safety improvement</li> </ul>	Ongoing	Ongoing

Lead Department	Initiative Subject	Objective	Actions	2022 Updates	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 Neighborhood) 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.	Community and Social Services Department (CSSD) has a plan and is committed to continuing to work with the City of Ottawa's Web Services branch in all areas of web monitoring and compliance to the WCAG 2.0 AA standard. CSSD has a dedicated Digital Services Team who monitor web compliance with service areas. While our current content may not be 100% WCAG 2.0 AA conformant, we are confident our continued efforts of reviewing, monitoring, and updating content when necessary, will produce an accessible experience for our end users. Many issues were resolved throughout the year in collaboration with ITS. There are three web assets that are outstanding. These web assets have been documented in the Attestation. EPS's DSC and DSO monitor web pages and links daily for compliance and Department continues to have web contacts within Operational Service Areas that are responsible for ensuring Accessibility compliance. In 2022 Event Central (within EPS Business and Technical Support Services) launched an on-line portal for event organizers seeking a special event permit from the City of Ottawa. This portal is fully compliant with Accessibility Guidelines. Ottawa Fire Services worked on Website improvements for ottawa.ca/fire including a Fire Prevention online payment solution. Improvements to web content to deliver information meeting all Ottawa.ca requirements and self serve information added to https://ottawa.ca/en/health-and-public-safety/ottawa-fire-services/fire-prevention-inspection-enforcement. The Ottawa Paramedic Service has two content contributors that work with Digital Services to update First aid and CPR course information on ottawa.ca. All content posted by the Public Education team is Accessible. The Public Policy Development (PPD) unit ensured that all reports to committee and Council, as well as supporting documentation and web content produced in 2022 met accessibility guidelines. Several PPD members have received training on, and used the Axes tool to ensure compliance with accessibility standards. The PPD team members continue to consult with the EPS Digital Services Coordinator as needed in the preparation of its reports and other materials.	2016	ongoing
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.	While a formal communications and outreach strategy has not been developed, full funding uptake has occurred by Social Housing Providers, homeowners for accessibility modifications and major repairs, and by not-for-profit landlords to create new self-contained accessible affordable units as well as accessible rooming-house units. Revisions to the relevant webpages are also underway and will better inform about the Ontario Renovates program and its funding opportunities.	2020	2023
Community and Social Services	Staff Awareness Accessibility and Inclusion	Develop two all staff communications per year that has an accessibility and inclusion focus.	One communication will have an internal focus (staff directed) and one with an external focus (supporting the clients we serve).	GREIIRSD (Gender and Race Equity, Inclusion, Indigenous Relations and Social Development) supported International Day of Persons with Disabilities December 3 with communications highlighting the MentorAbility virtual mentoring event (October to November 2022) to recognize National Disability Employment Awareness Month. Opportunities were provided to match City of Ottawa volunteer mentors with job protégés with visible and nonvisible disabilities. This provided valued knowledge and guidance for the job seekers as well as feedback on the process and barriers to gaining employment at the City by those living with disabilities.  In addition to once again highlighting the "16 Days of Activism against Gender violence" activities in a public newsletter and in the loop articles (highlights include intersectional experiences) - another key achievement was the City joining the UN Global Flagship Programme Initiative on Safe Cities and Safe Spaces for women and girls. This initiative allows the City of Ottawa to become part of a coalition of Cities prioritizing safety for all women, girls and gender diverse individuals (including those living with disabilities) living in public spaces.  GREIIRSD continues to support communications around Diversity Calendar events to increase awareness about diversity and intersectionality including persons with disabilities and continued to offer a series of trainings in partnership with Childrens Services and Recreation Culture and Facilities Services (RCFS) similar to 2021.	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.	The pandemic has affected the demand for and the distribution of printed guides. The method in which the older adult guide distributed will be based on the status of the COVID-19 pandemic and customer demand for the product. Feedback from internal stakeholders will be solicited on the future need for an Older Adult Guide through RCFS	2020	2023
Emergency and 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 National Emergency Number Association (NENA) i3 architecture specification for Next Generation 911 services — based on In-Position (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.	Due to COVID-19 delays, the deadline for 9-1-1 to move to voice over IP has been set by CRTC for 2025. When features such as text to 9-1-1 will be enabled has not been established, so this feature remains unavailable for our residents at this time.	2020	2024
Finance Services	Paper Communication Materials	Review formatting of the paper Water Utility Bill and other water utility communications material to ensure <i>Accessibility for Ontarian with Disabilities Act (AODA)</i> requirements are followed.	Conduct a review of water utility communications materials to ensure AODA requirements are followed. Update materials where required.	Completed.	2020	2022
Finance Services	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 <i>Accessibility for Ontarian with Disabilities Act (AODA)</i> requirements are followed.	Conduct a review of property tax materials to ensure AODA requirements are followed. Update materials where required.	Review of materials completed with respect to additional VUT materials. Additional accessibility review of property tax final bill handout will be completed in 2023	2022	2024



Finance Services	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 Business Support Services (BSS) to work in collaboration and engage the Accessibility Advisory Committee.  Review: • Water Utility Pages (2020-2022) • Property Tax Pages (2022-2024)	Completed.	2020	2024
Finance Services	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.	Completed.	2020	2021
Finance Services	Vacant Unit Tax Website (NEW)	Provide accessible access to the new Vacant Unit Tax (VUT) Declaration Form and supporting information	Ensure the VUT declaration form is AODA compliant, and accessible alternatives are available for residents which require accessible supports in completing the declaration, or who cannot access the internet  Ensure supporting materials and information are made accessible to all demographics in the City	Majority of objectives completed in 2022, some will continue into 2023 with the roll out of communications campaign.  Accessible VUT Form • VUT Form designed for AODA compliance, some deficiencies will be resolved in Q1 2023 • Dedicated Accessibility phone line will operate January-April, allowing residents to complete a declaration over the phone if needed, or request a paper form  Accessible supporting documentation • Materials have been designed with accessibility in mind (Font size, utilization of colours) • Basic materials provided in multiple languages and hosted online • Presentation made to City Senior's roundtable • Extensive advertising campaign designed to reach residents in all corners of the city	2022	2023
Innovative Client Services	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.	This work is ongoing	2016	2024
Innovative Client Services	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.	SO continues to support staff with tools and training so they are able to produce accessible PDFs.	2016	2024
Innovative Client Services	Accessible Websites and Applications	Ensure quality of content prior to publishing.	Incorporate accessibility into web publishing guidelines. Training and continued education plays a significant role in the overall efforts of achieving the target of fully compliant/accessible websites and applications.	This work is ongoing	2015	2024
Innovative Client Services	Accessible Websites and Applications	Provide support to ensure that applications and web content are accessible.	Provide knowledge, tools, processes and technical support required to achieve accessibility compliance for business applications, web sites and documents.	This work is ongoing	2018	2024
Innovative Client Services	Accessible Procurement	Provide support to integrate accessibility when purchasing web applications.	Support the corporation with accessibility requirements, and vendor evaluations for web products. Includes assistance with testing web products for accessibility.	In 2021, Supply Services awarded \$1.780 billion in contracts valued above \$15K under delegated authority. In terms of dollar value, accessibility requirements were included in 99.5% of all new procurements after adjusting for those where it is not applicable. This figure is consistent with previous years and represents contracts awarded in the areas of construction, fleet and equipment, goods, information technology, maintenance services and professional services.	2018	2024
Innovative Client Services	Sustainable Procurement	Provide guidance for sustainable procurement.	Research and develop sustainable procurement which embeds sustainability into the selection of goods and services, alongside considerations of price, quality, service, and other technical specifications.	This work is ongoing	2020	2024
Innovative Client Services	Open Data	Provide open data for accessibility-related mobile applications.	Information Technology Services is currently working with vendor to meet compliance for the application. Data sets will continue to be released in 2020 and beyond.	This work is ongoing. 47 bilingual datasets were released in 2022.	2016	2024

Information and Communication

Innovative Client Services	geoOttawa Interactive Map	Upgrade the geoOttawa interactive map.	The Innovative Client Services Department is making upgrades to the geoOttawa interactive map application which including new accessibility tools.	N/A - completed in 2021.	2019	2020
Innovative Client Services	Social Media Best Practices	Create a better understanding of 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.	Social Media applies an accessibility lens to all photos and graphic images to meet corporate standards. ALT text was also incorporated in social media posts where appropriate. Additionally the style guide has been updated to ensure plain language is used, abbreviations are not used and dates are included to ensure a reference point for followers. The use of emoji's is avoided to replace words. All these updates support accessible communications on our social media channels.	2015	2024
Innovative Client Services	Enhance the City's Communications Channels to Promote Equal Opportunities and Improve Access	Improve how the City communicates to people with disabilities.	A Public Engagement Office has been created and is working to ensure that all City public engagement activities are inclusive and accessible for all residents. Public Information and Media Relations (PIMR) 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.	The Public Information and Media Relations (PIMR) office works closely with the Accessibility Office on any recommendations and feedback they provide, including updating the Inclusive Public Engagement Strategy Guidelines in 2022. Feedback from the French Language Service Advisory Committee was also implemented to improve engagement opportunities for francophone communities. PIMR provides ongoing support to departments as needed.	2016	2024
Innovative Client Services	Enhance the City's Virtual Communications to Promote Equal Opportunities and Improve Access to information	Improve how the City communicates to people with disabilities.	Public Information and Media Relations has developed a virtual method to reach residents through new channels to disseminate important information, such as COVID-19 updates.	The City is committed to providing accessible communications for people with disabilities. Virtual media availabilities and emergency information sessions continued to be broadcast on YouTube, which provides residents with information. This has also allowed the City to provide interpretation in ASL and LSQ while emergency communications is required. This work continued in 2022.	2020	2024
Office of the Auditor General	Accessible Website and Social Media	Provide support to ensure that web content and social media are accessible.	Working with external vendor to assess accessibility to help ensure that all the content we produce are fully accessible by users with disabilities.	Working with vendors to make the content and PDFs accessible	2022	2023
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.	The City's AO continues to publish a monthly e-newsletter to subscribers entitled, "Accessibility Spotlight." The newsletter provides accessibility articles relating to city services, events, programs, initiatives and other related topics in order to keep residents and subscribers informed. In 2022, the AO sent out 16 editions of the newsletter in both English and French, featuring over 50 articles about accessibility initiatives, services, events, and invitations from all departments across the City. By December 2022, the newsletter was distributed to 4,643 subscribers in English, an increase of 310 from 2021, and 215 in French, an increase of 23 from last year. The AO is committed to sharing updates and information with public and will continue to work to find ways to increase the newsletter's subscribers. In 2022, City staff continued meeting with representatives from the Canadian National Institute for the Blind (CNIB), the Canadian Council for the Blind (CCB) and the Alliance for Equality for Blind Canadians (AEBC) and the Ottawa Disability Coalition (ODC). During these meetings, City staff answered questions and addressed concerns from the community regarding City infrastructure, programs, and services. These meetings also serve to inform City staff of trends and new developments, which inform priorities in the coming years. At the City's virtual celebration of International Day of Persons with Disabilities, Mayor Sutcliffe even presented the day's Proclamation to the ODC as a thank you to everyone in the Coalition that works tirelessly to make the City more accessible and inclusive to our residents. The City has a strong relationship with representatives from these organizations and engagement will continue to occur in 2023. The City would like to thank these community stakeholders for their time and continued efforts to ensuring our City is accessible for all residents.	2015	2024

Office of the City Clerk	Public Engagement: Promotion and Recognition	Continue to promote accessibility-related events and causes.	In consultation with the Office of Protocol - Request proclamations from the Mayor to help raise awareness for certain groups/causes.	The AO held two virtual events in 2022. As part of National AccessAbility Week (NAAW), the City of Ottawa held its 19th annual AccessAbility Day event on June 1, 2022. The theme of this year's event was "Intersectionality – celebrating diversity within our community." Attendees of this virtual event were joined by Deputy Mayor Laura Dudas, who proclaimed June 1 as AccessAbility Day in Ottawa, and City Manager Steve Kanellakos, who emphasized the key message to "fully embrace disability as part of an inclusive society." The event also featured keynote speaker Sarah Jama, Executive Director of the Disability Justice Network of Ontario, who provided a realistic and thought-provoking overview of some of the institutional, systemic, environmental and physical barriers still faced by those with disabilities in our province. The event concluded with a panel discussion on intersectionality and disability. Panelists spoke about their lived experiences as people with disabilities and intersectional identities. They discussed daily barriers and challenges and how we can all be more inclusive in our personal and professional lives. On December 1, 2022 the City of Ottawa hosted their 4th annual International Day of Persons with Disabilities event virtually over Zoom. While the recognized day itself is observed on December 3, the City held its event 2 days before to accommodate participants wishing to attend multiple virtual events held across the City or around the world. Over 160 participants attended this year's event. The City celebrates this day annually to promote the rights and well-being of persons with disabilities and to increase awareness of the barriers that persons with disabilities face. The UN's theme for this year's event was Transformative Solutions for Inclusive Development: The Role of Innovation in Fueling an Accessible and Equitable world. Mayor Sutcliffe kicked off the event by delivering opening remarks regarding the City's focus on accessibility heading into this new term of Council, as well as delivered the Proclamation of the day. We also heard from interim City Manager, Wendy Stephanson, who summarized just some of the accessibility initiatives the City has implemented over the past year. The event featured two speakers, Philip Rizcallah, Chief Executive Officer of Accessibility Standards Canada, who provided an update on the development and progress of federal accessibility standards, including a review of the built environment standard, and Rich Donovan, who outlined the focus and direction related to the fourth legislated review of the AODA. The latter half of the event featured speeches from community representatives who work closely and collaboratively with the City on numerous accessibility initiatives. We first heard from Phillip Turcotte, chair of the Accessibility Advisory Committee, who spoke about the numerous projects he and his fellow members reviewed with an accessibility lens over the past 4 years, as well as spoke to the upcoming recruitment of new committee members. Closing the event, we heard from Jerry Fiori, former-chair of the Ottawa Disability Coalition, on how this group came to be, as well as the importance of formal and informal networks, and their need to collaborate with the City to increase awareness and remove all types of barriers for people with disabilities in our community.	2020	2024
Office of the City Clerk	Accessibility Services Refresh	Increase accessibility information on Ottawa.ca.	In consultation with Innovative Client Services - Redesign of Council and Standing Committees pages on Ottawa.ca, to include accommodation/additional information, about the services available to those participating in Council Meetings.	The Accessibility Office continued to update it's News and Events section on ottawa.ca with articles about the City's accessibility events, and other relevant information. In 2023, office staff will receive training on posting content to ottawa.ca. Additionally, the AO continued to facilitate ASL and LSQ interpretations for all post-council media availabilities, as well as all emergency availabilities, including those related to the demonstrations and the Derecho.	2016	2024
Office of the City Clerk	Accessibility Impacts Statements for reports to Committee and Council (New)	Ensure that staff who create reports for Committee and Council are supported to write meaningful Accessibility Impacts Statements. This includes consideration of both positive accessibility impacts on people with disabilities and older adults, and barriers that may be created, along with mitigation tactics. Ensure that consultation with the Accessibility Advisory Committee and people with disabilities occurs where required.	The Accessibility Office (AO) will review the legislative agenda on a weekly basis to determine reports that may require enhanced support. The AO will reach out to report writers to offer to review and draft statements for consideration. The AO will also work with Accessibility Working Group (AWG) representatives to ensure that departments are aware of this enhanced support.	The AO developed a new training session intended for report writers, project managers and any staff that work in legislative services across the Corporation to write meaningful Accessibility Impact statements. This 90 minute session will review the "Three Steps to Developing Accessibility Impact Statements" document and offer the chance to look at department-specific reports and associated accessibility considerations. The AO offered a pilot session with staff from across the Corporation and included additional time and resources to accept staff feedback to improve the course's offering. The AO has reviewed this feedback and implemented various changes, and will be offering the session to additional staff throughout 2023.	2022	
Office of the City Clerk	Annual Accessibility Internal Communications Plan	Ensure managers, supervisors and employees are aware of the City's legislative <i>Accessibility for Ontarians with Disabilities Act</i> (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.	The AO continued to share information with employees and management through internal communications in 2022. This included updates and resources available to employees returning to work in-person, as well as the City's continued commitment to its legislative responsibilities. In 2022, the AO published 14 articles in the internal In The Loop employee newsletter as well as 11 articles in Management Bulletins.	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"> <li>• Conduct evaluations of programs actively seeking feedback on OPH service delivery related to accessibility;</li> <li>• Include pictures of persons with disabilities on communications products;</li> <li>• Provide multiple feedback options with client engagement and consultations so that individuals with disabilities can provide feedback.</li> <li>• Use clear/plain language on communications, including stigma reduction language</li> </ul>	OPH's regular planned engagement activities continued to be on hold in 2022 due to COVID-19. Through the Community Engagement Task Force, there were multiple opportunities for people with disabilities to engage with City staff on OPH's COVID-19 vaccine rollout. All public surveys included contact information to request alternate formats and communication supports. Information in American Sign Language and Langue des Signes Québécoise continues to be updated on OPH's website. Further details will be provided in the report.	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"> <li>• Examine current practices and identify gaps</li> <li>• Update documents and processes as applicable</li> <li>• Pilot approaches as needed</li> <li>• Communicate changes to employees and clients</li> </ul>	OPH is working with the Accessibility Office to engage the accessibility community, to better serve those with disabilities as it relates to emergency preparedness. OPH is also creating external emergency management web pages using a population health approach, including persons with disabilities.	2021	2023



Information and Communication

Ottawa Public Library	Accessible Board Meetings	Ottawa Public Library (OPL) will improve accessibility of library board meetings.	Meetings will continue to be held virtually and OPL will continue to explore options for increasing accessibility.	This initiative is ongoing.	2016	2024
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.	The devices have been permanently shared with partner organizations and this project has closed.	2017	2022
Planning, Real Estate and Economic Development	Land Management System (LMS) is replacing MAP Software functionality for PRED and Committee of Adjustment.	Provide enhanced service to citizens and access to development applications, permits and licenses.	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.	As of the November 8th, 2022, Release 1, Launch 1: citizens may now submit their Access to Building Permit Records and Compliance Reporting applications in an accessible online format and will be able to complete all buildings applications and permits online before the end of 2023.	2020	2025
Public Works	Accessible Formats and Communication Supports	Provide accessible formats and communication supports to persons with disabilities, in a timely manner, and at no extra cost for the person requesting it.	Collaborating with relevant departments (Transportation, Planning, Infrastructure and Economic Development) to jointly address the concerns related to roads, intersection crossings, parking, etc.	Public communication continues to be delivered in accessible formats and/or provided upon request.	2016	2024
Recreation, Cultural and Facility 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.	Process for new emergency announcement systems in process, with installation to occur in 2023.	2020	2024
Recreation, Cultural and Facility Services	Access to Physical Material	Improve distribution of recreation program print materials. Share information through multiple channels including libraries and client service centres as printed materials are still being used by residents (print, online, large print).	Each facility develops and makes physically available, individual guide/brochures of their recreation program offerings. In addition, the Older Adult guides lists 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. 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 on the ottawa.ca website. Computers to access the Recreation Guide may be used on a drop-in basis at the Ottawa Public Library, and are also available at Recreation facilities that are designated Smart Sites. The printed guides are distributed to Client Service Centres, Ottawa Public Libraries and Ottawa Public Health Clinics.	Each facility develops and makes physically available, individual guide/brochures of their recreation program offerings. These guides are readily available to the public and can be mailed by facility staff at the request of the resident. The full recreation guide that lists all programs City Wide is now broken into categories online (Child, Youth, Adult, Swimming, etc.). The guides are available online through JoinOttawa, and on ottawa.ca. Computers to access the Recreation Guide may be used on a drop-in basis at the Ottawa Public Library, and are also available at Recreation facilities that are designated Smart Sites.	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.	New benches continue to be updated online through the <a href="https://maps.ottawa.ca/geottawa/">https://maps.ottawa.ca/geottawa/</a> interactive map.	2019	2024
Recreation, Cultural and Facility Services	Access to Accessibility Features	Make information more accessible by listing accessible devices (e.g., 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 and Exits, Signage, Interior access and washrooms.	Accessibility features continue to be updated online on each facility's page when upgrades/retrofits occur in RCFS facilities.	2019	2024

Lead Department	Initiative Subject	Objective	Actions	2022 Updates	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 disabilities and their families	Children's Services continues to work closely with Children's Inclusion Support Services (CISS) to ensure that children with disabilities are supported and that inclusion is prioritized. While the health and safety measures related to COVID-19 have been reduced, and child care centres have all re-opened, agencies are still feeling the impact of the closures and ongoing staff shortages. This has particularly affected services to children with disabilities and the ability of child care service providers to serve these children in our community.  In 2023, additional funding will be provided to eligible service providers to improve access and support the inclusion of children with disabilities in licensed child care settings at no additional cost to parents/guardians. Additionally, the Province is reviewing their guidelines for children with disabilities in 2023 from a system perspective to better increase access and inclusion.  Children's Services will continue to implement priorities in support of children with disabilities and actions/priorities will be reflected in the upcoming Service System Plan refresh this term of Council (2022-2026).	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 to leave their home due to a medical condition.	Completed in 2020	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: • The My Benefits 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.	Throughout 2022, Employment and Social Services (ESS) continued to encourage and support residents receiving Ontario Works to use and register for the Province's MyBenefits tool. In 2022, 41% of Ontario Works recipients were registered for or in progress of registering for MyBenefits, which provides clients the ability to report information or make changes to their file, access payment and benefit information, update their contact information and communication preferences at anytime, anywhere and on any device. The Province continues to ensure the service is accessible. Electronic forms of payment continue to be the method by which the majority of Ontario Works clients receive their assistance. In 2022, 96% of recipients received their benefits either by direct bank deposit or through a reloadable payment card, which are more convenient, secure and reliable methods of payment and reduce the need for multiple touch points to access funds. ESS continues to offer programs and services virtually, by phone and in-person, providing residents with the choice of how they wish to receive services. In 2022, eSignature was introduced, which benefits those whose preference is to access services virtually by providing the ability to electronically sign specific forms and documents related to financial assistance. Where there are technology barriers or for those who prefer in-person service, staff respond to the resident's needs. Employment and Social Services also expanded its mobile services in 2022, bringing our services directly to where people need us to be.	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.	Updates were made to this training in 2022, but the training was not formally offered. A pilot of the training was delivered to Gender and Race Equity, Inclusion, Indigenous Relations and Social Development (GREIIRSD) staff and the session was video-taped for use, while an over-arching Equity, Diversity and Inclusion Training Strategy for the service is under development. This is prioritized for 2023.	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.	In 2022 the Older Adult Plan saw completion of the Plan mandate. While COVID-19 impacted the original plans adaptations were successfully implemented for all 24 identified actions in the four main strategic areas. Departments will continue to ensure Older Adult diversity and accessibility considerations are front and centre in all services and programming.	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.	Allocated \$140,091 to nine agencies for the Snow Go and Snow Go Assist Programs in 2022. Snow Go programs responded to 1409 requests from older adults and people with disabilities in the 2021-22 winter season.	2015	2024
Community and Social Services	Awareness Training for Managers	Increase awareness of managers on diversity, and their duty to accommodate, with a resulting increase in the degree that the workplace be barrier free for employees with disabilities.	This training will continue to be delivered to Managers and staff for specific information resources related to accommodations.	A comprehensive review of Equity, Diversity and Inclusion (EDI) training began in late 2022 with the goal of developing an overarching corporate EDI Training Strategy as a priority in 2023. "Leading a Diverse Workforce" and other management and leadership training modalities will be developed as part of this strategy.	2017	2024

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Community and Social Services	General Accessibility Awareness	City 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 to remove stigma. This will continue to be part of regular ongoing business.	A City of Ottawa employee sits on the Employment Accessibility Resource Network (EARN) in the role of Leadership Group Co-Chair. In this capacity, these employees play a leadership role in supporting a number of activities, including the annual EARN conference for employers and program evaluation. Additionally, the current Outreach and Engagement Specialist participates in monthly job match calls to promote current competitions and establish relationships with service providers.	2016	2024
Community and Social Services	Respectful Workplace Training	To ensure employees become more familiar with types of workplace harassment, 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.	Violence and Harassment Training continues to be mandatory for all City employees. An in person Respectful Workplace training was delivered to City Councillors and their staff in June 2022.	2016	2024
Community and Social Services	Human Needs Task Force	Mask Distribution	Ensure vulnerable populations have access to masks during COVID-19.	Transitioned in 2021.	2020	2021
Community and Social Services	Human Needs Task Force	Red Cross Outreach to Vulnerable and Isolated Populations	Proactive outreach to vulnerable and isolated populations to ensure they are supported during COVID-19.	Transitioned in 2021.	2020	2021
Community and Social Services	Human Needs Task Force	Respite Centres	Provide support to vulnerable residents during COVID-19 through services provided at respite centres.	In April 2022, City Council approved the Respite Sustainability Report that outlines the HNCC's recovery plans to support the transition of Respite services until the end of December 2022. Tom Brown temporary respite centre (which was positioned as a temporary physical distancing centre from January to May 2022) transitioned operations to Catherine Street Community Service Hub at 370 Catherine St on August 2, 2022. Existing services such as the Employment and Social Services (ESS) Outreach and Mobile Services Team continued at the new location. In consultation with the Vanier Community Advisory Group, Bernard Grandmaître temporary respite centre transitioned operations to the Vanier Hub at 311 McArthur Ave on December 19, 2022. This location will offer access to coffee, water and various services provided on-site by Centertown Community Health Centre (CCHC) Community Support Workers, financial and employment services provided by the City, to support their needs.	2020	2021
Community and Social Services	Human Needs Task Force	Physical Distancing/Isolation Centres	Offer physical distancing/isolation centres for women experiencing homelessness during COVID-19.	Physical Distancing Centres began operating in April 2020 as a temporary measure to reduce the overall capacity within the single adult community shelter system and provide adequate space for users to physically distance and mitigate the spread of COVID-19. During 2022, three physical distancing centres were in operations; • 75 Nicholas Street (men) • Dempsey Community Centre (women) • Tom Brown Arena from January to May (men) To facilitate Ministry of Health guidelines and recommendations including the need to create capacity within the single adult shelter system to respond to rising demand, Housing Services in collaboration with the HNCC will continue to operate physical distancing centres over the winter months. Three facilities that will support physical distancing are: • Dempsey Community Centre until late spring • 75 Nicholas Street, until the end of March 2023; and • Jim Durrell Arena, until early Spring 2023.	2020	2023
Community and Social Services	Human Needs Task Force	Portable Toilets	Maintain portable toilets in the urban core for use during COVID-19.	No updates in 2022 as public facilities reopened with the transition of the COVID-19 response.	2020	2023
Community and Social Services	Human Needs Task Force	HNTF Recovery & Sustainability Planning (NEW)	Develop sustainability plans to address ongoing needs and service gaps.	Through our continued recovery planning, the Human Needs Command Centre (HNCC)/Human Needs Taskforce has officially concluded their temporary role and dedicated support as part of the City's transition plans and overall emergency response efforts to the COVID-19 Pandemic, effective December 31, 2022. The Team developed a transition plan that involves working with the Department's Leadership Team and staff to transition existing HNCC services, where feasible, within city Service Areas and existing operations. Staff and partners will continue to monitor and respond to system needs over the winter. In addition, an update on day programming like services plans and needs for the for Vanier area will be brought to Council in Q2-2023.	2021	2023
Emergency and Protective Services	Accessible Parking	Ensure accessible parking is available to those who have accessible parking permits.	By-law and Regulatory Services (BLRS) will continue to investigate and address abuse of accessible parking permits as internal resources permit. Will remain ongoing business.	Enforcement of accessible parking violations is part of BLRS' ongoing operations. In 2022 BLRS issued 12 Part 1's and 2754 Part 2 tickets for parking in an accessible space without permit.	2020	2024



Emergency and Protective Services	Public Communication	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.	A communications strategy was delayed in 2022 due to ongoing service impacts resulting from the COVID-19 pandemic and province-wide healthcare crisis, however, the Ottawa Paramedic Service has identified the external promotion of Policy 1.8 on the 2023 Emergency and Protective Services departmental communications calendar.	2020	2024
Emergency and Protective Services	Public Engagement: Accessible Consultations	Public Policy and Development (PPD) branch, and Community Safety and Well Being (CSWB) group, commit to having American Sign Language (ASL)/Langue des signes Québécoise (LSQ)/Closed Captioning/FM loop and French interpretation available for public engagement events, upon request.	Supports will be provided upon request when registering. Active offer for supports on registrations.	Public Policy Development (PPD) provided support to anyone who requested them as part of PPD's work in 2022. Supports that were provided included sending material in printed form by mail and reading materials aloud to residents over the phone. In 2022, PPD only held virtual consultations, which assisted participants who may have had difficulty attending in person. PPD commits to offering accessible supports as part of any public consultations and engagement for its work in 2023, and to providing required supports where possible.	2020	2024
Emergency and 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.	Best practices and legislative requirements as they relate to planning an accessible event were published in the Event Guide and are available on ottawa.ca for the public and organizers.	2020	2024
Finance Services	Point of Sale Equipment "POS"	Research accessibility features available for Point of Sale equipment.	Work with the Revenue Branch to research accessibility features available for POS equipment, as part of lifecycle.	The POS RFP is complete, vendor selected and agreement is pending signatures. Project kick off is scheduled for Jan 8 2023, with phase one completed by end of 2023 and phase 2 by end of 2024.	2020	2024
Finance Services Department	Wearing Masks	Increase education and awareness of the Accessibility Standard.	Work with branches to raise awareness on the barriers created by staff wearing face masks.	Mask mandates are no longer in effect. Masks are still available in all vehicles for residents that request a technician to wear a mask. Masks are provided to all office staff who wish to use one. As well as all contractors hired by revenue that interact with clients like the small meter change out project are required to continue to wear a mask.	2020	2021
Innovative Client Services	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 and beyond.	Courses and content continue to be updated and offered to staff. This will be ongoing.	2016	2024
Innovative Client Services	Scented Products in the Workplace Guidelines	Increase employee's 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. Review of the policy and distribution started in Q4 of 2020. Documentation will be updated in 2021.	Updates to the City's Scents and Sensitivities in the Workplace Policy and Procedures were communicated in February 2022. Resources have been developed including sample scent-free notification statements and FAQ on scents and sensitivities in the workplace.	2016	2024
Innovative Client Services	Accessible tools	Increase options for voters in the Ward 19 by-election.	A close partner of the Elections Office, Information Technology Services (ITS) was engaged early to support the Cumberland By-election, including supporting the "vote anywhere" option.	Completed.	2020	2020
Innovative Client Services	Accessible tools (New)	Increase options for voters in 2022 Municipal election	A close partner of the Elections Office, Information Technology Services (ITS) was engaged early to support the 2022 municipal election, including supporting the "vote anywhere" option.	All public facing applications for elections have been tested and are WCAG AA 2.1 compliant. Applications for a mail-in ballot was introduced in 2020 and was available for the 2022 general election.	2022	2022
Innovative Client Services	Accessible Customer Service	Increase communication options for residents calling 3-1-1.	The Canada Video Relay Service will allow residents to communicate with city employees through phone calls, by accessing real-time assistance of a sign language interpreter.	This service continues in 3-1-1.	2020	2024
Innovative Client Services	Accessible Customer Service	Increase methods of accessing City of Ottawa information.	The establishment of a City's Mobile App in both official languages.	Mobile app continues to be a supported and operational channel to access City of Ottawa information and services.	2019	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.	The Accessibility Office continues to offer enhanced support to report writers. This includes monitoring the legislative agenda for reports that could benefit from an additional accessibility lens. More information is included in the report. The Accessibility Office also piloted a training for report writers in Q4 2022. This training will be expanded in 2023.	2016	2024
Office of the City Clerk	Public Engagement	Explore new ways to engage with the community on a regular basis.	The Accessibility Office continues to explore ways to connect with the community to receive feedback on an ongoing basis.	The AO continued to respond to a high number of accessibility-related inquiries and feedback in 2022. This will be discussed in the report. All departments support responding to accessibility-related feedback. The AO also ensured that feedback from people with disabilities was considered during the 2022 demonstrations and Derecho emergency events.	2019	2024

Customer Service

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.	On October 29, 2022, the City of Ottawa hosted the annual Trick or Treat with the Mayor event in person at City Hall for the first time since 2019. This year, the City partnered with "Treat Accessibly", a movement that aims to make Halloween accessible and inclusive for everyone, as well as increase awareness of accessibility by distributing treats at the end of one's driveway. In this spirit, the Office of Protocol introduced several features to make the event more accessible, including non-edible treats (pencils and stickers were distributed to children), wheelchair accessible queues and entrances and reduced sound levels and lighting effects. Promotion of this initiative was done through social media and other external communications. Additionally, "Treat Accessibly" lawn signs were on display at the event, and lawn flags were distributed to event attendees to bring home and participate in the initiative themselves on Halloween night.	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.	While Committee and Council meetings introduced a hybrid participation process in early 2022, delegates were still encouraged to participate online or via a written statement sent electronically. This initiative will be reassessed when solely in-person meetings resume.	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.	Accessibility considerations for the 2022 Municipal Election are detailed in the report.	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.	The City's AO continues to publish a monthly e-newsletter to subscribers entitled, "Accessibility Spotlight." The newsletter provides accessibility articles relating to city services, events, programs, initiatives and other related topics in order to keep residents and subscribers informed. In 2022, the AO sent out 16 editions of the newsletter in both English and French, featuring over 50 articles about accessibility initiatives, services, events, and invitations from all departments across the City. By December 2022, the newsletter was distributed to 4,643 subscribers in English, an increase of 310 from 2021, and 215 in French, an increase of 23 from last year. The AO is committed to sharing updates and information with public and will continue to work to find ways to increase the newsletter's subscribers.	2020	2024
Ottawa Public Health	Awareness of Accommodations	Establish an Ottawa Public Health (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"> <li>Examine best practice and examples of active offers used at the City and elsewhere</li> <li>Develop tag line</li> <li>Determine contact person for inquiries and method of communications available</li> <li>Used phased approach to include tag line on promotional materials</li> <li>Address and monitor accommodation requests</li> </ul>	Disability-related accommodations and supports continue to be a central focus of OPH's vaccination plan. A plan to offer and respond to accommodations was developed in 2021, but progress has stopped in 2022. These continue to be promoted on the OPH website, through social media, and through the Accessibility Office to community organizations and through the e-newsletter, Accessibility Spotlight.	2020	2022
Ottawa Public Health	Accessible Programs and Services	Analyze social determinant data of Ottawa Public Health (OPH) clients to offer tailored programs and services.	<ul style="list-style-type: none"> <li>Train employees on importance for Social Determinant (SD) data collection; and address concerns</li> <li>Imbed SD data collection in Electronic Public Health Record (EPhR) development</li> <li>Train employees on SD data collection in EPhR</li> <li>Identify and monitor differences in access, care and health outcomes for persons with disabilities to other service users;</li> <li>Modify services to address unique individual, as well as population, needs by offering tailored and culturally sensitive programs and services</li> </ul>	<p>Collection and analysis of sociodemographic data (SDD) from people diagnosed with COVID-19 in Ottawa showed an over-representation of people who are racialized. This highlighted underlying inequities and determinants of health that contributed to people's risk for COVID-19. This information was used to engage communities to expand outreach, including culturally safe vaccination access for all.</p> <p>OPH is working to harness lessons learned from collecting SDD during COVID-19. Lessons are being adapted to develop processes and training to start collecting SDD from clients in other programs. The long term goal is to have enough data to analyze and use to tailor programs and services to communities most in need to reduce health inequities.</p>	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.	There are no new updates for 2022. This initiative is on going.	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.	There are no new updates for 2022.	2017	2024
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.	This initiative is ongoing.	2017	2024
Ottawa Public Library	Purchase More Large Print Books	To assist the older adult population and those with low vision to read.	Ottawa Public Library's collection development team is committed to developing the Large Print collection as long as it continues to be used and is viable.	This initiative is ongoing.	2016	2024

Ottawa Public Library	Tracking Accessibility Inquiries/Questions	Ottawa Public Library (OPL) will have a better idea of what questions and inquiries staff receive which can reflect any changes needed in branches or training for staff.	Streamline ways of tracking OPL related inquiries and ensure staff are including the OPL Accessibility Office when accessibility related events happen.	This initiative is ongoing.	2016	2024
Ottawa Public Library	Memory Activity Kits	Increasing engagement, decreasing isolation, and providing affordable programs and resources for people living with dementia and other forms of cognitive impairment along with their care partners and families. Decreasing stigma towards people with dementia or other cognitive impairments by facilitating their participation in public spaces such as the OPL. Providing resources that can effectively be used in group programming at our libraries, at retirement residences and long-term care facilities, as well as in one-on-one interactions in private homes. Lending these kits provides valuable carry-over into the customers home environment.	Developing various Memory Activity Kits around interesting themes to support the skills and abilities of people living with early, mid and late-stage dementia, containing a variety of materials that are designed to provide recreation and cognitive stimulation. The items have been specifically chosen to help start conversations, encourage social engagement, trigger memories, and be cognitively stimulating.	This initiative is ongoing and is expected to finish in April 2023	2022	2023
Ottawa Public Library	Sensory Toolkits	Reducing isolation for children with ASD and their families Targeted programming to these children and their families will provide the opportunity for increased social, emotional health outcomes as well as access to the literacy benefits and the social connection library programming can offer.	Offering sensory storytimes specifically designed for children with ASD and their families, followed by free-play time with access to ASD-friendly educational toys, equipment, and service providers from Mothercraft (partner agency)	This initiative is ongoing and is expected to finished in June 2023	2022	2023
Ottawa Public Library	Purchase of 26 Victor Readers - Devices that play DAISY books (special books on CD that contain up to 30 hours of content on 1 disc) as well as regular CDS and MP3 CDs)	Increase availability of Victor Readers for OPL customers across Ottawa, as well as increase staff familiarity with these devices and their uses.	In the past, Victor Readers were kept at the Homebound Services offices, and then sent to customers as holds. Branch staff did not have the opportunity to familiarize themselves with the Victor readers, and did not have a reader available when they were spontaneously approached by a customer. One or more Victor Readers will be distributed to all OPL branches that have a DAISY book collection.	This initiative is ongoing and is expected to finished in the Spring of 2023	2022	2023
Ottawa Public Library	Wellness Fridays (Aging Well Together)	Offered by OPL in partnership with the City of Ottawa, these programs are delivered online and feature activities designed to enhance the physical and mental well-being of Older Adults. This will allow Older Adults who are unable to leave home or have difficulty doing so experience the mental and physical benefits of these activities.	Offering weekly programs in English (and bi-weekly programs in French)featuring activities (yoga, painting) adapting to the needs of seniors	There are no new updates in 2022.	2021	2022
Infrastructure & Water Services Department	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-Consulting Engineers of Ontario (CEO)/CAO liaison, Standards Unit will continue to raise awareness of accessibility requirements as per Accessibility Design Standards.	The City of Ottawa partnered with the National Capital Heavy Construction Association (NCHCA) and the Association of Consulting Engineering Companies (ACEC-Ontario) to offer a virtual version of the annual Education Series. There were four virtual sessions scheduled between January 25 and March 8, addressing issues of mutual interest to the City and industry partners. The session on February 25 included a presentation on universal accessibility of urban spaces and public ROW provided by Accessibility Simplified.  The focus was on universal design of public spaces.  On March 8, City staff presented on accessibility features at protected intersections including delineation between cycle tracks and sidewalks as well as application of directional TWSIs.  All sessions included time allotted for Q&A and recordings were made available for post event viewing.	2017	2024
Planning, Real Estate and Economic Development  Infrastructure & Water Services Department (Standards Unit)	Accessibility for Ot	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.	This initiative is ongoing. Requests from private businesses are received through various methods.	2016	2024



Public Works	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.	The department has and will continue to develop specific incident responses for emergency management. Each of these plans prioritizes either maintaining effective service delivery or restoring it as quickly as possible. Recognizing accessibility needs of vulnerable citizens has and will continue to be prioritized in these plans.	2020	2024
Public Works	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.	This continues to be a priority for staff while balancing operational responsibilities.	2020	2024
Recreation, Cultural and Facility Services	Accessible Programming	Open access and provide quality, safe Recreation, Cultural and Facility Services (RCFS) programming to individuals with disabilities.	Continue to assess and revise Parks Recreation and Cultural Services programming options, to increase participation in recreational programs that accommodate individuals with disabilities.	Launched two new programs for individuals with disabilities. The new LINK program works with Acquired Brain Injury and Post-Stroke clients to identify and connect them with community recreation and leisure opportunities that are person-centered, meaningful and contribute to overall well-being and quality of life. Launched a new pilot program called Timeless Originals Art and Social Club for older adults with developmental or physical disabilities. Consulted with Ottawa Public Health, Legal and funding partners regarding the interpretation of provincial and municipal guidelines impacting Inclusive Recreation (IR) programs in order to adapt programming to prevent and limit the spread of COVID-19. Returned to near pre-covid Inclusive Recreation offerings. Surveyed families of medically-fragile and technologically-dependent children and youth regarding their satisfaction with Summer Spirit and Rock Rattle and Roll Camp and suggestions for improvement. Hosted the first Virtual Camp Fair highlighting local Inclusive Camps options for Summer 2022 with 13 local agencies in attendance.	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, and the therapeutic recreation day program. Inclusive Recreation will ensure feedback from the consultations is incorporated into program offerings beginning Fall 2020.	RCFS offers 4 weeks of Summer Plus programming in July at 6 locations across the city for adults with developmental disabilities. In addition, 8 weeks of Summer Camp Adventure/Experiences is offered to youth and adults with disabilities. Camp Travel Adventures is offered for 1 week in the summer for adults with disabilities to teach them how to use Ottawa public transit independently. Shared Care 1:1 integration support is offered to children with disabilities/exceptionalities so that they can successfully integrate into a summer camp of their choice. Mentor support is offered to all camps to provide support, resources and tools to camps staff to better support children with exceptionalities in summer camp. 6 weeks of Summer Camp is offered to children who are medically-fragile and/or technologically dependent (Spirit and Rock Rattle and Roll Camp.)	2016	2024
Recreation, Cultural and Facility Services	Accessible Sport Instructional Programming		These programs are funded through Canadian Tire Jump Start (CTJS) charities and make sport accessible to children and youth with developmental and physical challenges:  I Love to Ski program, a cross-country ski program for children and youth with Autism (ASD).  I Love to Play Multi-Sport – Racquet Sport program for children with physical and developmental challenges.	I Love to Para Ski funding: \$3,706. I Love to Ski is offered in partnership with Ausome Ottawa to provide children with ambulatory autism a chance to learn how to cross-country ski at Terry Fox Athletic Facility. The program also includes adult support persons as participants, so the children participants can continue to pursue the sport beyond the end of the program with assistance from a capable adult skier.	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 (IR) programming in an accessible manner.	Update the Inclusive Recreation webpage to include relevant information for parents, guardians and service providers.	The Inclusive Recreation (IR) Website is continuously updated to reflect programs offered by season. There is a plan to update the Inclusive Recreation Webpage in 2023 to provide better communication outlining the public services offered within Inclusive Recreation.	2019	2024
Recreation, Cultural and Facility Services	Registration Assistance	Improve access to registration services for recreation clients who require alternative services.	Individuals can meet with a Portfolio coordinator to determine the best fit for programming.  Inclusive Recreation continues to complete individual assessments as needed for new participants with medical conditions or disabilities (physical, mental health or developmental) to support integration into programs.  Recreation, Cultural and Facility Services (RCFS) is in the process of acquiring a new registration, booking and payment system.	RCFS implemented a new registration, booking and payment system in 2022, that improves the overall user experience. All existing Inclusive Recreation Day Program participants, as well as any individual who receives Ottawa Hand in Hand financial assistance, had their online profiles transferred over to the new system by City staff. Email communications outlining detailed instructions of how to use the new system and who to reach out to for support, was sent out to all Inclusive Recreation clients. Any parents/caregivers or individuals with a disability can reach out to a Inclusive Recreation Portfolio Coordinator for support and information re: programming and registration.	2016	2024

Customer Service

Transit Services	Community Outreach and Engagement on Public Transit	Foster partnerships and open communication through direct and ongoing engagement with a variety of community groups and stakeholders.	Conduct community outreach sessions and engagement throughout the city, in partnership with various community agencies.	<p>OC Transpo resumed in-person community outreach sessions in 2022 on the public transportation options available to seniors and persons with disabilities. In June 2022, the department's Accessibility Specialist met with about 20 residents of The Bradley Gracious Retirement Living complex in Kanata to provide them with information on OC Transpo services, programs and facilities. Outreach also continued virtually and by telephone and email with a wide range of individuals and stakeholders.</p> <p>As well, the Accessibility Specialist arranged four in-person training sessions for customers or groups who were concerned about boarding conventional or Para buses using their mobility devices or service animals. These customers, accompanied by their occupational therapist or travel trainer, were given access to a bus so that they could practice boarding and positioning in the cooperative seating area at their own pace.</p>	2020	2024
Transit Services	NEW - Community Outreach and Engagement on Public Transit - CNIB Guide Dogs	Foster partnerships and open communication through direct and ongoing engagement with a variety of community groups and stakeholders.		Partnered with CNIB Guide Dogs in 2022 to provide a decommissioned 40-foot OC Transpo bus to the CNIB's Canine Campus in Carleton Place. The Canine Campus is a state-of-the-art national training centre, where guide dogs learn the skills they need to become partners in mobility for people who are blind or partially sighted. The bus, which was formally handed over to CNIB Guide Dogs on January 31, 2023, will enable future guide dogs to learn the procedures for boarding, travelling, and exiting public transit.	2022	2023
Transit Services	Replica Bus Stop Initiative	Establish replica bus stops in long-term care facilities as a valuable tool in dementia care.	Partner with long-term care facilities in the creation of replica bus stops.	No OC Transpo replica bus stops were installed in 2022. In 2023, we will continue our partnership with long-term care facilities in the creation of replica bus stops on an as-requested basis. Best practice research recognizes replica bus stops as a valuable tool in memory 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.	2020	2024
Transit 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.	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>Partnered with 90 community agencies, groups and organizations in the delivery of the Travel Training program. More than 3,300 travel training passes were distributed by OC Transpo in 2022; however, due to the COVID-19 pandemic, many partner agencies only fully resumed their travel-training programs in the fall of 2022.</p> <p>Also, replaced previous version of Travel Training cards with new tappable smartcards, which do not have an expiry date sticker and are individually registered in a database. This allowed OC Transpo to assist our partners with card control and program auditing. The new Travel Training cards are tappable at station fare gates and will soon be tappable on buses.</p> <p>Continue partnerships in the delivery of travel training to persons with disabilities and seniors in 2023.</p>	2020	2024
Transit Services	NEW - Travel Training - Promotion	Promote OC Transpo's Travel Training program for persons with disabilities and seniors.	Identify opportunities to promote the Travel Training program.	OC Transpo promoted the Travel Training program and received some international exposure in 2022 by partnering with BBC StoryWorks Commercial Productions who produced a four-and-a-half-minute video. The video, produced for the online series The Way We Move, focused on the program's impact on one of its past participants, Daniel. As a graduate of the travel training program, Daniel now uses public transit daily and independently for both work and leisure.	2022	2022
Transit Services	Service Animal Cards	Simplify identification requirements for customers using service animals on OC Transpo.	Stop issuing OC Transpo Service Animal Cards, for the identification of service animals, to better align OC Transpo with transit agencies across the province and the Accessibility for Ontarians with Disabilities Act.	Completed.	2021	2021
Transit Services	Video Relay Service	Promote video relay service for customers with hearing or speech disabilities.	Inform customers of another way to connect with OC Transpo through Canada Video Relay Service (VRS).	Completed.	2021	2021

Transportation

Lead Department	Initiative Subject	Objective	Actions	2022 Updates	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 Private Taxi Companies (PTC) to increase the surcharge.	Continue to use funds to improve and expand accessible transportation, expand the taxi-coupon program, and support not-for-profit agencies that provide transportation services to older adults and people with disabilities. Entered into renegotiations with PTCs to increase the voluntary per trip surcharge.	There were no increases to the voluntary per-trip surcharge in 2022. Further, there were no changes in 2022 to legislation which would permit municipalities to impose an accessibility levy.	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.	BLRS continues to support Transportation Services with these initiatives. EPS/BLRS can confirm fund distribution in 2022 (Jan-Nov. incl.) as follows: taxi coupons - \$90,124; discounted taxi coupons - \$56,064; rural transportation funding - \$150,000	2016	2024
Emergency and Protective Services	Accessible Taxi service study	Conduct a study and recommend improvements for on demand accessible taxi services in Ottawa.	As directed by Council, 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.	Due to a variety of constraining factors, the On-Demand Accessible Taxicab Service Study and recommendations have been rescheduled to go forward to Committee and Council in 2023.	2020	2024
Transit Services	Stage 2 O-Train Lines Accessibility	Expand Ottawa's rapid transit network through the construction of extensions to O-Train Line 1 and Line 2, and the addition of O-Train Lines 3 and 4.	Complete the final design review and construction of the Stage 2 O-Train extensions.	Continued construction at new and existing stations along all three Stage 2 O-Train extensions in 2022. All stations will be equipped with similar accessibility features to Stage 1 stations.  On the Line 2 and Line 4 south extensions to Limebank and the airport, construction continued at all 13 stations, and will continue through to its anticipated opening in late 2023. On the Line 1 east extension, construction was underway at all five stations and will continue through to the end of 2024. On the Line 1 and Line 3 west extensions, construction progressed at all 12 stations and will continue to late 2026.  Open the 13 stations on O-Train Line 2 to Limebank Station and O-Train Line 4 to the Ottawa International Airport in late 2023. When Stage 2 is complete in 2026, the O-Train system will include 64 kilometres of track and 41 light rail transit stations, and 77% of Ottawa residents will live within five kilometres of the light rail system.	2019	2026
Transit Services	O-Train Customer Outreach and Familiarization - Station Attendant Program	Launch OC Transpo's Station Service Attendant program, which will provide customers with another point-of-contact at O-Train stations for information, assistance and inquiries.	Implemented the temporary O-Train Ambassador program in 2019. O-Train Ambassadors or "red vests" were on-site at all train stations from September 14, 2019 to the end of 2020. This contingent of about 170 individuals 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.  Transitioned the temporary O-Train Ambassador program to the permanent Station Service Attendant program in 2021.	Completed.	2019	2021
Transit Services	O-Train Customer Outreach and Familiarization	Develop customer outreach and familiarization plans for customers and community stakeholders who may need additional time to be introduced to the new O-Train stations and assistance in using these facilities.	Develop strategies for the delivery of familiarization sessions for accessibility stakeholders, customers with disabilities and older adults before and after the opening of the new O-Train Line extensions.	Continued to develop a strategy in 2022 for the delivery of familiarization sessions to accessibility stakeholders, customers with disabilities and older adults for the opening of the new O-Train Line extensions. These sessions, modelled on those delivered in 2019 for O-Train Line 1, will introduce customers to the new stations and vehicles, as well as highlight their accessibility features.  In 2023, co-ordinate and deliver familiarization sessions for accessibility stakeholders, customers with disabilities, older adults and others in conjunction with the opening of the City's new O-Train line extensions. O-Train Line 2, from Bayview Station to Limebank Station, and O-Train Line 4, from South Keys Station to Airport Station, are scheduled to open to customers in September 2023.	2022	2026
Transit Services	Stage 2 O-Train Lines Outreach and Public Engagement	Continue to engage and inform accessibility stakeholders throughout the Stage 2 O-Train design and construction phases.	Update and engage the Accessibility Advisory Committee and other accessibility stakeholders regarding Stage 2 O-Train stations, vehicles and accessibility.	In 2022, engaged CNIB, Alliance for the Equality of Blind Canadians and the Canadian Council of the Blind representatives in a quality assurance review of tactile signage samples for the Stage 2 stations. Issued 146 construction notices in 2022, all of which included the following statement regarding accessibility during construction: "Accessibility is an important consideration for the Stage 2 LRT project. The Stage 2 team makes every effort to provide access through and around construction sites. If you require special accommodation, please contact stage2@ottawa.ca." As well, provided three presentations on Stage 2, each of which included information on station and vehicle accessibility. These included: the Future Youth presentation on July 22, which introduced the project to Ottawa youth; the construction update at FEDCO on November 1; and the Councillor Orientation on November 22, which introduced the Stage 2 O-Train program to new Councillors.  In 2023, the Stage 2 communications team will continue to engage stakeholders regarding the accessibility of proposed stations and vehicles. Presentations and consultations will be provided at the community's request, and feedback will be considered and implemented where possible.	2020	2026



Transportation

Transit Services	Stage 2 O-Train Lines Pedestrian Connections	Expand and enhance pedestrian connections to Stage 2 O-Train stations and facilities.	Maintain pedestrian connections during construction of Stage 2 O-Train infrastructure, consistent with the City of Ottawa's Accessibility Design Standards.  Work with the public, stakeholders and Councillors on Stage 2 O-Train pedestrian connectivity issues.	Continued to work with the public, stakeholders and Councillors on Stage 2 O-Train pedestrian connectivity issues. In 2022, more than 10 public information sessions were held, including one with east-end residents to review changes required in the vicinity of Jeanne d'Arc and Convent Glen Stations, and another for residents between Richmond Road and Connaught Avenue. Seven of 11 pedestrian connections were installed in 2022, providing access to future Stage 2 stations consistent with the City's Accessibility Design Standards. This includes pedestrian bridges at Trim Road, Place d'Orléans, Greens Creek, Rideau River, Hunt Club, Algonquin and Woodroffe.  Install the following pedestrian connectivity projects in 2023: - Algonquin Station pedestrian bridge - Queensview Station pedestrian bridge - Woodroffe High School pedestrian bridge - Bayview Station pedestrian bridge - Roosevelt Avenue temporary pedestrian bridge  Once completed, the Stage 2 program will add 25 km of new multi-use pathways, cycle tracks and pedestrian bridges.	2020	2026
Transit 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.	Conduct a best-practice review of OC Transpo's cooperative seating signage.  Review the findings of the best practices review, as well as existing signage, with internal and external stakeholders for their feedback and recommendations on next steps.	Finalized and shared a best-practice review of cooperative seating signage with OC Transpo internal stakeholders in 2022. Internal stakeholders reviewed OC Transpo's current cooperative-seating signage, as well as similar signage installed in the trains of five comparator transit agencies: Massachusetts Bay Transportation Authority, TransLink, Société de transport de Montréal, TTC and Calgary Transit.  Obtain feedback from external stakeholders in 2023 on the existing cooperative seating signage, which was initially developed back in 2009, and determine whether any enhancements are needed to improve its effectiveness and relevance to the present day.	2020	2023
Transit Services	Navigation for Customers at Transit Stations	Investigate additional wayfinding to improve navigation inside and around transit stations for persons who are blind or partially sighted.	Develop text 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.	Compiled feedback received from vision-loss stakeholders in 2022, including the CNIB, Alliance for Equality of Blind Canadians and Canadian Council of the Blind, on common elements and themes that should be incorporated into station text descriptions. Also, developed a sample for one O-Train Line 1 station that reflected stakeholder feedback.  Refine sample O-Train Line 1 station text description and review it with stakeholders in 2023. Following that review, we will start working on the development of additional station descriptions. Station text descriptions will be posted on OC Transpo's web site once they are completed.	2020	2024
Transit Services	OC Transpo Bus Replacement	Replace OC Transpo conventional transit buses that reach the end of their life cycle.	Enter new conventional transit buses into service. Engage and monitor feedback from customers with disabilities and accessibility stakeholders.	Entered four 40-foot battery-electric buses into service in early 2022. Buses were equipped with sound-emission technology to help ensure pedestrians and cyclists could hear the vehicle. Two orientation sessions were held in March and May 2022 to familiarize stakeholders with the buses' sound-emission technology and other accessibility features. Representatives of the Accessibility Advisory Committee, CNIB, Alliance for the Equality of Blind Canadians, Canadian Council of the Blind, Vision Loss Rehabilitation Canada and CNIB Guide Dogs participated in the sessions. Based on the feedback received from accessibility stakeholders, OC Transpo will continue to equip all future battery-electric buses with the equivalent sound-emission technology, and the same on-board accessibility features.  In 2023, initiate procurement process to acquire additional 40-foot battery-electric buses. These buses will feature the same on-board accessibility features as the pilot buses previously purchased, including sound emission technology to assist pedestrians and cyclists hear the vehicles. These buses are scheduled to be entered into service in 2024 and 2025.	2020	2024
Transit Services	Next Stop Interior Bus Announcement - Monitoring	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.	Continued compliance monitoring of the audible and visual next stop interior bus announcements system in 2022. This was accomplished by tracking the feedback provided by both customers and Operators. As well, on-board compliance monitoring by OC Transpo staff, which had been suspended in March 2020 due to the COVID-19 pandemic, resumed in July 2022.  Continue regular compliance monitoring of the next stop interior bus announcements system in 2023.	2020	2024
Transit Services	Para Transpo Support Processes	Continuing refinement of Para Transpo customer support, including eligibility criteria, trip cancellation, booking and customer service	Finalize customer-support processes and procedures for Para Transpo customers.	Continued work in 2022 on several measures intended to enhance Para Transpo service and procedures, including: - Establishing the eligibility appeals process and independent eligibility appeals panel for applicants who have been denied eligibility and wish to have the decision reviewed. - 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.  Finalize the procedures for and membership of the independent appeals panel in 2023. Continue to implement and apply the renewal and cancellation processes.	2016	2023
Transit Services	Funding Partnership with Rural Community Support Service Agencies	Partner with community support service (CSS) agencies in the provision of transportation services to older adults and persons with disabilities in the rural area.	Provide funding to CSS agencies for the delivery of transportation services to rural seniors and persons with disabilities.	Provided \$856,000 funding to CSS agencies in 2022 for the delivery of transportation services to rural seniors and persons with disabilities. \$200,000 of the overall funding envelope was provided by the Vehicle-for-Hire Accessibility Fund, which is generated through an accessibility surcharge paid by ride-sharing services like Uber and Lyft. Demand for the CSS agencies' services increased in 2022. They provided 6,713 one-way trips in 2022, an increase of about 11 percent compared to 2021. The CSS agencies were able to meet about 93 per cent of all trip requests.  Continue to provide funding to CSS agencies as part of the Council-approved 2023 budget.	2020	2024

Transportation

Transit 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.	Continue to make improvements to on-street bus stops through regular OC Transpo programs and initiatives, and by coordinating work with other City projects, including: <ul style="list-style-type: none"> <li>• Modernizing older on-street bus stops to meet the City's Accessibility Design Standards.</li> <li>• Installing new accessible exterior benches at on-street stops and upgrading existing benches to the current standards.</li> <li>• Prioritizing additional stops for rehabilitation, focusing on locations with the greatest need, using data gathered as part of OC Transpo's on-street bus stop accessibility review.</li> </ul>	OC Transpo's construction and rehabilitation of 77 on-street bus stops was completed in Q4 2022. These improvements were originally scheduled for 2021 but were delayed due to procurement and supply-chain issues related to the COVID-19 pandemic. In addition to these improvements, OC Transpo completed: <ul style="list-style-type: none"> <li>- 15 new bus stop upgrades as part of the Montréal Road Revitalization Project, between North River Road and St-Laurent Boulevard. Improvements in 2022 included the addition of 12 new bus shelters and six electronic passenger information displays.</li> <li>- Rehabilitation of 14 bus stops on Heatherington Road, as part of a Complete Streets project, to enhance accessibility and customer experience.</li> <li>- Upgrades to 10 bus stops along Scott Street to meet current accessibility design standards and to enhance pedestrian access to Stage 2 O-Train stations.</li> <li>- Installation of 26 accessible exterior benches at on-street bus stops, including 13 on Heatherington Road, between Albion and Walkley, as well as at stops near several community facilities, including the Lowertown Community Resource Centre, Wellington West Retirement Community, and Eva James Community Centre.</li> </ul> Work with Infrastructure Services on the project charter and tendering process for the 2022 Bus Stop Improvement Program. The program was delayed because of supply chain constraints and will resume in 2023. This will include the addition of 22 new bus shelters, 44 accessible bus stop landing pads, 12 new exterior bench pads and the proposed installation of 31 new accessible exterior benches. As well, identify additional on-street bus stops for improvement in 2023, through regular OC Transpo programs and initiatives, and by co-ordinating work with other City projects.	2020	2024
Transit 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 and Rides for the benefit of customers of all abilities.	Improved universal access to transit stations and Park & Rides in 2022: <ul style="list-style-type: none"> <li>- Finalized the design of two new elevators in Blair Station's north tower. This project will ensure customers have the choice of two elevators, providing improved access to the station's bus and O-Train platforms.</li> <li>- Started construction of a new accessible exterior ramp at Billings Bridge Station. This ramp will provide customers with an alternate accessible route from the local bus platform to southbound Transitway platform 1A in the event of an elevator outage.</li> <li>- Made an additional 19 ticket machines available to customers at seven stations along the Southeast Transitway and several other locations. These units have accessible customer interfaces and permit customers to connect directly with Customer Service staff.</li> </ul> Continue to make accessibility improvements to bus stations, train stations and Park & Rides in 2023: <ul style="list-style-type: none"> <li>- Start the construction of the two new elevators in Blair Station's north tower. The project is expected to be completed in 2024.</li> <li>- Complete the new accessible exterior ramp at Billings Bridge Station.</li> <li>- Finish planned improvements to the bus platforms at St-Laurent Station.</li> <li>- Install two new accessible parking spaces on the east side of Millennium Park &amp; Ride. This will ensure an accessible exterior route between the parking lot and the adjacent Millennium Park.</li> <li>- Improve the four stairways at the Transitway part of Walkley Station, including the installation of tactile walking surface indicators at the top landings and new stair nosings with high-colour contrast nosing strips</li> </ul>	2020	2024
Transit 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. The program enables customers to book their own trip from participating Ottawa taxi companies and save off the regular fare.	Continue promotion of and improvements to the Taxi Coupon Program through the provision of online services.	In 2022, 1,159 Para Transpo customers purchased 15,884 taxi coupon books. These numbers have been significantly lower in 2020, 2021 and 2022 due to the impact of the COVID-19 pandemic.  In 2023, review options that would permit taxi-coupon customers to purchase discounted taxi fares online. OC Transpo will be working with Finance staff to review a solution submitted by the taxi service contractor. This proposal would include a new product allowing the replacement of printed taxi coupons with a smart card and/or app.	2022	2024
Transit Services	Emergency Procedures on Public Transit	Enhance the information provided on emergency procedures for all public transit customers.	Enhance information available to customers of all abilities about the existing procedures in place to safely evacuate stations, trains and buses during an emergency.	Continued to work in 2022 on enhancing information available to customers about the procedures in place to safely evacuate stations, trains and buses during an emergency. Web content, which includes details relevant to persons with disabilities, has been developed for octranspo.com, and was reviewed by internal stakeholders.  In 2023, finalize and update web content on emergency evacuation procedures for trains, buses and stations on octranspo.com. This information will also be communicated to customers through other channels, such as through social media.	2020	2023
Transit Services	O-Train Evacuation Review	Review the access and evacuation procedures from the O-Train.	Continue to review O-Train evacuation plans and procedures.	Reviewed evacuation procedures for tunnels in 2022 to ensure adequate provisions are in place to accommodate persons with disabilities. Also, conducted a tabletop exercise on rail evacuations for customers of all abilities.  In 2023, we will conduct an O-Train evacuation exercise that simulates a full-scale emergency. This simulation will include a component for customers with disabilities to validate the effectiveness of our evacuation plans and staff readiness to manage this type of event. This exercise will help prepare our front-line staff as well as first responders, such as fire and other emergency personnel, in the event of an actual emergency.	2021	2026
Transit 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.	Launch My Para Transpo online services to all Para Transpo customers in 2022-2023, including online trip booking and cancellation, ride tracking and trip-reminder notifications.	Launched My Para Transpo online services to all Para Transpo customers in April 2022. This initial set of services, which were WCAG 2.0 Level AA compliant, included online Para Transpo trip booking and cancellation, and ride tracking. Continued working on the next release of My Para Transpo services.  Introduce the next phase of My Para Transpo services in 2023, which will include functionality that permits designated support persons and institutions to book or cancel trips on behalf of their clients, as well as trip reminder notifications and WCAG 2.1 compliance.	2019	2023



Transportation

Transit Services	Para Transpo Fare Payment Improvements	Streamline the use of Presto passes and e-purse on Para Transpo.	Continue to work with OC Transpo's fare system supplier on a future improvement that will allow customers to tap Presto cards to pay for fares on Para Transpo minibuses and taxis, using both monthly passes and e-Purse funds.	Continued to work in 2022 with OC Transpo's fare system supplier on a future improvement that will allow customers to use Presto and credit cards to pay for fares on Para Transpo buses and in contracted taxis, using their Presto card with monthly pass or e-Purse or by paying an adult fare with their credit card. New tablets, which process the payments using a smartcard reader, were installed on three Para Transpo buses and tested by Operators in late 2022.  Deploy new fare solution in early 2023 enabling customers to use Presto cards on Para Transpo buses and in contracted taxis. The first phase of the deployment will also enable Para Transpo customers to pay for an adult fare using a credit card, Apple Pay or Google Wallet. The second phase of the deployment, scheduled for mid-2023, will permit customers to pay for an adult fare using a debit card.	2018	2023
Transit Services	NEW - Transit Fare Changes	Implement transit fare changes for customers.	Maintain the fare price freeze at 2019 levels on: Community Pass, for Ontario Disability Support Program recipients; EquiPass, for people with low incomes, and Access Pass, for Para Transpo customers who also use conventional bus and train service.	Continued the fare price freeze in 2022 on: Community Pass, for Ontario Disability Support Program recipients; EquiPass, for people with low incomes, and Access Pass, for Para Transpo customers who also use conventional bus and train service. This was the third consecutive year these fares had been maintained at 2019 levels.  Eliminated the need for customers to reapply for their Community Pass in 2022. Customers who are already approved now have their pass automatically renewed every two years. Community passes will only expire when a customer reaches the age of 65 or when they are no longer eligible for the Ontario Disability Support Program (ODSP). Customer Service staff will contact customers before their 65th birthday to advise them that they will need to switch to a pass set with a senior-fare discount.  OC Transpo has brought forward a 2023 budget, as directed by City Council, that will include no increase in transit fares for 2023, including those for Community Pass, EquiPass and Access Pass.	2022	2023
Transit Services	Para Transpo Ride Guide Review	Enhance information provided to Para Transpo customers by completing a review of the Para Transpo Ride Guide and providing updated content to reflect changes to service and new services.	Complete a review of the Para Transpo Ride Guide in 2021-2023.	Completed the redesign Para Transpo Ride Guide with updated content in 2022, as well as the compilation of internal stakeholder feedback on it contents. Began circulation of the revised Ride Guide to management for final approval.  Following approval of the Para Transpo Ride Guide in early 2023, OC Transpo staff will: - Distribute the guide through existing channels (OC Transpo Customer Service, octranspo.com, Lifemark, etc.) - With the goal of continuous improvement, share the revised Ride Guide with the Para Transpo Customer Service Working Group to get their feedback and suggestions for future versions of the guide. - Conduct an annual review of the guide's content to ensure it reflects the most up-to-date information about Para Transpo service relevant to customers.	2021	2023
Transit Services	On-Street Bus Stops and Cycling Facilities: Interaction Zone Design Guidelines	Develop guidelines to address the design and development of on-street bus stops along corridors where cycle tracks or multi-use pathways (MUPs) are present or have been planned.	Develop guidelines, with the engagement of internal and external stakeholders, to address circumstances where on-street bus stops are located adjacent to cycle tracks or MUPs.	Finalized the proposed Interaction Zone Design Guidelines in 2022 based on the feedback from the external design and accessibility consultants. Staff continue to review each bus stop to ensure compliance with best practices for cyclist-pedestrian interactions.  Review the Interaction Zone Design Guidelines and a real-world design example with an internal City working group in 2023. The Guidelines will then be reviewed with members of the Accessibility Advisory Committee and other accessibility stakeholders prior to their completion. Finalize the guidelines and implement them for all newly constructed on-street bus stops.	2020	2023
Transit Services	Para Transpo Customer Service Working Group	Establish a working group of Para Transpo customers to collaborate with, engage and provide feedback regarding Para Transpo.	Establish and continue to engage a Para Transpo Customer Service Working Group.	Engaged the Para Transpo Customer Service Working Group on a variety of issues relevant to Para Transpo customers in 2022. The working group consists of individuals who are or represent registered Para Transpo customers and includes a representative of the City of Ottawa's Accessibility Advisory Committee. OC Transpo staff met with working group members eight times in 2022.	2021	2022
Transit Services	Transitway Design Guidelines	Develop updated design guidelines for Ottawa's integrated Bus Rapid Transit (BRT) and Light Rail Transit (LRT) network.	Establish an internal multi-disciplinary City staff working group, and engage internal and external stakeholders, in updating OC Transpo's Transitway and Stations Design Guidelines.	Established an internal multi-disciplinary City staff working group to provide updates to OC Transpo's Transitway and Stations Design Guidelines, which were first developed in June 2013. These updates will be rolled out through the release of new standalone documents on Transitway (Book 1), on-street facilities (Book 2), temporary conditions (Book 3), multi-modal transportation (Book 4), fleet guidelines and specifications (Book 5) and O-Train (Book 6). Completed an internal stakeholder review of Book 1 on Transitway.  In 2023, conduct internal stakeholder reviews and workshops for Books 2 to 6; complete site visits at existing transit facilities to review the current conditions relevant to each document; develop draft documents; consult and vet with internal stakeholders; engage external stakeholders as needed; and complete the six new documents.	2021	2023
Transit Services	NEW - Para Transpo Service Enhancements	Enhance the delivery of services to Para Transpo customers.	Study the feasibility of additional service enhancements for Para Transpo customers, including the delivery of 24/7 service and advance booking.	Enabled a new live text feature for Para Transpo customers in fall 2022. Customers are now able to text 57272 (or 5PARA) to connect with OC Transpo customer service representatives to find out the estimated arrival time of their Para Transpo vehicle, cancel an upcoming trip, or ask a general question about Para Transpo services.  In 2023, staff will be conducting a feasibility study on offering 24/7 service to customers. Currently, Para Transpo trips can only be scheduled between 6 a.m. and midnight. If the study determines overnight service would be feasible, a report would be brought to Transit Commission and Council to recommend the policy change.  Staff will also be looking at the implementation of advance booking. The current policy is one day in advance, but customers would benefit from being able to schedule trips in advance, particularly for medical appointments. If the study determines advance booking would bring an overall benefit to customers, a report would be brought to Transit Commission and Council to recommend a policy change.	2022	2023



Transportation

Transit Services	NEW - Para Transpo Minibus Replacement	Replace life-expired Para Transpo minibuses.	Initiate project aimed at replacing Para Transpo's minibuses with a new fleet of accessible vehicles; with the engagement of Para Transpo customers and stakeholders.	Start project in 2023 to replace the current Para Transpo minibus fleet, which has reached the end of its life cycle. Staff have recommended to Council in the 2023 budget capital funding for this program. As well, they will be assessing the potential to pilot available battery-electric Para Transpo minibuses. Prior to vehicle procurement, OC Transpo will engage Para Transpo customers, stakeholders, persons with disabilities and the Accessibility Advisory Committee, consistent with the City's Public Engagement Strategy.	2023	2024
Transit Services	NEW - Bird-Friendly Pattern Bus Shelter Pilot	Assess impact of the application of bird-friendly patterns to on-street bus shelters on persons with disabilities.	Update Transitway Design Guidelines regarding on-street shelters to ensure bird-friendly designs are implemented where feasible, while incorporating the feedback received from our accessibility stakeholders.	<p>Concluded a bird-friendly bus shelter pilot with Safe Wings Ottawa in 2022. This pilot project equipped three on-street shelters with glass with a dense pattern of small white 5-mm dots. At the pilot's completion, OC Transpo engaged several stakeholders to assess the bird-friendly patterns' impact on persons with disabilities, including members of the CNIB, Alliance for the Equality of Blind Canadians, Canadian Council of the Blind, Ottawa-Carleton Association for Persons with Developmental Disabilities, and The Ottawa Hospital Rehabilitation Centre. The accessibility stakeholders' consensus was that OCTranspo not include any bird-friendly pattern on the front and upstream glass panels of bus shelters, since these were the areas through which customers required a clear and unimpeded line of sight to view oncoming traffic and their arriving bus. As a result, should OC Transpo decide to expand the pilot to include other shelters throughout the city, no bird-friendly pattern will be applied to the front and upstream glass panels of bus shelters.</p> <p>Update Transitway Design Guidelines Book 2 in 2023 regarding on-street shelters to ensure bird-friendly designs are implemented where feasible, while incorporating the feedback received from our accessibility stakeholders.</p>	2022	2023

Lead Department	Initiative Subject	Objective	Actions	2022 Updates	Start	End
Community and Social Services	Outreach and Recruitment	Accessibility Awareness for hiring Managers	In addition to the Accessibility for Ontarians with Disabilities Act (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. Additional training such as bias awareness and mandatory Equity and Inclusion (E&I) lens training for new staff will positively impact the experiences of jobseekers/employees with disabilities.	Due to COVID-19 response requirements, "Leading a Diverse Workforce" training was not offered on a regular basis in 2022. In 2022, this training continued to be available in a virtual format. New sessions were added by the Learning Centre in 2022, along with in-tact training offerings with the intention of increasing the amount of registrants.	2020	2024
Community and Social Services	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.	Persons with disabilities represented the largest increase from 7.7% in Dec 2021 to 15.3% in Dec 2022.	2016	2024
Community and Social Services	Outreach and Recruitment	Enable the City to connect with people with disabilities and promote employment opportunities.	Continue outreach to external organizations, educational institutions and Employment Accessibility Resource Network (EARN) to encourage applications from people with disabilities.	A current employee represents the City of Ottawa on the Employment Accessibility Resource Network (EARN) in the role of Leadership Group Co-Chair and another current employee sits on the Steering Committee. In this capacity, these employees play a leadership role in supporting a number of activities, including the annual EARN conference for employers and program evaluation. Additionally, the current Outreach and Engagement Specialist participates in monthly job match calls to promote current competitions and establish relationships with service providers.	2016	2024
Community and Social Services	Accessibility Awareness for Managers	Increase accessibility knowledge for Managers.	In addition to the Accessibility for Ontarians with Disabilities Act (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.	A comprehensive review of Equity, Diversity and Inclusion (EDI) training began in late 2022 with the goal of developing an overarching corporate EDI Training Strategy as a priority in 2023. "Leading a Diverse Workforce" and other management and leadership training modalities will be developed as part of this strategy.	2017	2024
Community and Social Services	Inclusive Workforce	Develop and implement a plan that will foster an inclusive, thriving workforce.	This includes: <ul style="list-style-type: none"> <li>• Increase the diversity of the workforce to more closely reflect the diversity of the community; including persons with a disability</li> <li>• Pilot modern and innovative hiring practices/ opportunities for diverse candidates to enter the department</li> <li>• Understand and respond to the needs of the workforce of the future; including physical space, tools and work environment</li> <li>• Increased mental health supports/training for employees</li> <li>• Influence the culture to be inclusive, accepting, welcoming and supporting of our people</li> </ul>	For the first time, the City of Ottawa launched a MentorAbility virtual mentoring event from October to November 2022 to help recognize National Disability Employment Awareness Month in partnership with Performance Plus Rehabilitative Care Inc. PPRC provides bilingual job coaching services to Ottawa job seekers with visible and nonvisible disabilities and does other outreach work through the Employment Accessibility Research Network. City of Ottawa volunteer mentors, which included managers, supervisors and staff, to have a one-time, one-hour mentoring session to gain knowledge about their career options in their field of interest. Job protégés asked their mentors questions about daily tasks, responsibilities and challenges in a safe and confidential space. The top areas of interest were customer service, administration, technology and finance.  Phase 1 of LEAD IT implementation is underway in Planning Real Estate and Economic Development and Community and Social Services. Hiring Manager Orientation for these two departments has begun and the first postings that will use the LEAD IT Strategic Hiring processes have been identified in both departments.  The Employees with Disabilities Affinity Group has been active providing support to employees with disabilities including an article entitled, "Disability pride and the International Day of Persons with Disabilities." This article on the City's internal blogsite captured quotations from Affinity Group members as they came together to reflect on what disability means to them. For example, "It's wonderful to belong to a community where I am accepted and don't feel required to explain why my disability ranges from being invisible to visible on any particular day."	2020	2022
Community and Social Services	Outreach and Recruitment	Promote the City of Ottawa as an inclusive employer to people with disabilities.	Through the 2019-2024 Corporate Diversity and Inclusion Plan, a number of tactics have been identified to increase representation and inclusion of persons with disabilities in the workforce. This 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. Human Resources is collaborating with Community and Social Services Department (CSSD) on procedure documents to support strategic hiring processes. Continue outreach to external organizations, educational institutions and Employment Accessibility Resource Network (EARN) to encourage applications from people with disabilities.	LEAD IT Implementation Project launched in May and cross-departmental project team consisting of managers and employees from Community and Social Services and Innovative Client Services. Phased implementation in Planning Real Estate and Economic Development and Community and Social Services has begun, including presentations to Department Leadership Teams and Hiring Manager Orientation. Both departments either have competitions underway, or on the horizon. An evaluation will be completed after Phase 1 in preparation for Phase 2, which is enterprise-wide 'testing' throughout 2023.	2018	2024

Employment

Emergency and Protective Services	Recruiting	Promote the City of Ottawa/Emergency and Protective Services (EPS) as an inclusive employer.	Participate in the City's Job Fair event. Attend the "Employment Accessibility Resource Network (EARN) Job Fair" at Carleton University.	Ottawa Fire Services (OFS) has reviewed and developed improvements to the recruitment process and framework to ensure the highest quality of recruits, with consideration for diversity and inclusion. OFS's improved recruitment and hiring strategy includes benchmarking, identifying current challenges and possible solutions to the most efficient and cost-effective approaches to attract the highest quality of recruits with consideration for a diverse workforce. In 2022, OFS revised job requirements and detailed recruitment processes (Information has been updated on Ottawa.ca/Fire) and launched the finalized recruitment process. In 2022, the Ottawa Paramedic Service participated in and hosted various recruitment events as follows: <ul style="list-style-type: none"> <li>- Delivered several presentations and participated as a guest speaker at High Schools and community events in Ottawa.</li> <li>- Participated in the Algonquin College and La Cité Career Fair</li> <li>- Participated in the Explorator Career Fair organized by the Youth Employment and Skills Strategy (YESS) program the Inuuqatigiit Centre for Inuit Youth, Children and Families</li> <li>- Participated in ConnexionsFrancophones, virtual job fair</li> <li>- Participated in a Paramedic Bootcamp with eight other paramedic services across Ontario, the University of Ottawa, and students from Algonquin College and St. Lawrence College to promote recruitment</li> <li>- The Ottawa Paramedic Service accepted several college students from across Eastern Ontario with a wide diversity of backgrounds into the Preceptorship Program.</li> <li>- The Ottawa Paramedic Service's Diversity Champion Program (DCP) continues to identify new opportunities for improving diversity through recruitment.</li> <li>- Held annual Paramedic Awareness Week (P.A.W.) Camp, a free day camp for youth between the ages of 13 and 17. In 2022, 20 youth participated in various activities over the course of the week. As a group, youth spoke 10 different languages, which provided an opportunity to learn about different cultures from other youth in their community.</li> </ul>	2020	2024
Emergency and Protective Services	Education on Accessible Collaboration Tools	Promote the available accessibility features on new technology; educate staff on proper use of supports and tools.	Continue to roll out Office 365 including use of accessibility tools; Educate service area contacts on Accessible tools/supports.	The EPS Digital services coordinator continues to work with service area contacts to expand knowledge base of accessible supports (including "Creating Accessible WORD training", web posting training and Accessible social media resources). The BTSS DSC led Ottawa.ca Drupal 9 migration efforts in 2022 and ensured all EPS web pages migrated were accessible.	2019	2024
Finance Services	Accessibility Awareness for hiring Managers	Increase knowledge of accessible hiring practices.	Promote the use of interviewing materials, tips and rating guide via manager newsletters.	The departmental leadership team participated in a session on Inclusive Hiring Practices. Revenue Services will also be piloting the "Lead-It" program. Additionally there will be an article featured in Q1 2023 of the Leadership Express with further updates/reminders for managers.	2020	2024
Finance Services	Recruiting	Promote the City of Ottawa/Financial Services Department (FSD) as an inclusive employer.	Participate in the City's Job Fair event. Attend the "Employment Accessibility Resource Network (EARN) Job Fair" at Carleton University.	The City did not offer a corporate career fair in 2023, although FSD did participate in career fairs with external partners. The departmental leadership team participated in a session on Inclusive Hiring Practices.	2020	2024
Innovative Client Services	Collaboration Tools	Enable staff to communicate with each other in accessible formats.	Continue to implement SharePoint and support the adoption of Office 365 including use of accessibility tools. A guide on how to make accessible SharePoint content was circulated in Q1 2021.	ITS continues to promote on how to create accessible content for this platform.	2019	2024
Innovative Client Services	Recruiting	Promote the City of Ottawa/Innovative Client Services Department as an inclusive employer.	Participate in various job fairs such as Employment Accessibility Resource Network (EARN) at Carleton. Continue to participate in various events to promote our department and attract applicants.	In 2022, HR's focus was on enhancing City programs to attract a diverse and talented workforce. We worked closely with several community partners, attending job fairs and providing information sessions to promote job opportunities and attract diverse talent. This included events targeting post secondary and high school students. We engaged and partnered with post-secondary institutions to strengthen the City's co-op program. The City of Ottawa received the Best Performance Co-Op award at the Best Ottawa Business Awards in November 2022 for its work and collaboration with the four post secondary institutions in Ottawa in promoting co-op placements at the City. We supported a networking event for Workforce Readiness Program graduates in collaboration with the Integrated Neighbourhood Services Team (INST), to promote, inform, and prepare candidates from priority neighbourhoods for employment opportunities at the City. We held a corporate Take Our Kids to Work Day to showcase different roles and opportunities available at the City of Ottawa. Approximately 85 grade nine students and their parents/guardians attended, and was City's highest attended corporate Take Our Kids to Work Day event in history.	2019	2024
Innovative Client Services	Access to tools and information	Enable staff to access their City email, online training, e-newsletters, HR tools, forms and guidelines	Add more staff to the network. Information Technology Services (ITS) accelerated plans to provide network access, email accounts and online Microsoft Office 365 to almost 5,000 employees within five departments who were previously non-networked. Among a host of other benefits, this enablement will provide employees with the ability to access up-to-date departmental and Corporate information and online services, communicate via the new tools, and set the foundation to implement future employee-focused technology services.	Ongoing	2020	2024
Innovative Client Services	Accessible formats	Enable staff to have access to an accessible format for online external facing courses on OLearn	Provide an alternative format for participants to view eLearning modules in the form of a transcript.	100% of HR developed courses have an accessible version and an accessible transcript. Two mandatory courses (vendor developed) are currently being remediated. Accessible transcripts are being developed for 4 other courses.	2021	2024



Employment

Innovative Client Services	Inclusive employment	Promote the City of Ottawa/Innovative Client Services Department as an inclusive employer.	Recruitment campaign to target employment equity seeking groups for MPE positions using LEAD IT (Leverage Equity and Achieve Diversity and Inclusion Targets)	Community and Social Services and Innovative Client Services have worked in partnership over the last year to bring LEAD IT to implementation through the creation of key guidelines, training, tools, and resources designed to ensure the City of Ottawa incorporates a comprehensive approach to an equitable staffing process. Phased implementation started in Q4 2022 with two departments. An evaluation framework is in development to measure both quantitative and qualitative processes and outcomes of the implementation.	2021	2024
Innovative Client Services	Training offerings (New)	Introduced bias Awareness training for leaders and employees: These are ongoing offerings available to all staff to enroll in through the Learning Centre.	The Learning Centre has negotiated a contract with Harvard Manage Mentor to create a single focus and allow licenses for Managers, Directors and General Manager's.	Staff in Community and Social Services ran intact sessions in 2022 for staff within their department. The Learning Centre ran 27 sessions of Bias Awareness Training for Employees, and 11 sessions of Bias Awareness for Leaders.	2022	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.	This work is ongoing. Reminders regarding employee Individualized Workplace Emergency Response Information (IWERI) plans were published in editions of In the Loop and Management Bulletin. Information is also shared through the AODA Management Module training.	2016	2024
Ottawa Public Health	Diversity and Inclusion Plan	Incorporate a Health Equity lens in Ottawa Public Health (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 immunization 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.	OPH Diversity Audit completed. Resulted in 8 recommendation areas for systemic change. Audit results led to the creation of the Health Equity Diversity & Inclusion service area, hiring a new racialized manager that reports directly to the MOH and sits on the SLT. Audit results were discussed with leadership. Supervisors were mandated and given the necessary resources to facilitate conversations with their teams regarding the audit results. Creation of Indigenous, Black, and racialized staff check-ins, which provide a space for racialized employees to unpack their experiences of racism at OPH and within the community and to receive peer support. Anti-racism, anti-Indigenous learning sessions were developed and delivered to leadership and staff across all service areas. Development of Anti-Racism, Anti-Oppression Intranet page which lists training opportunities and resources for staff. A review of hiring practices and advancement opportunities is scheduled in included in the 2023 workplan.	2016	2024
Public Works Department	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.	Approximately ninety-eight percent of managers/supervisors have completed the Respectful Workplace training. PW continues to encourage training to increase staff awareness about diversity and inclusion. In 2022 Traffic Services staff began developing a service area Equity, Diversity and Inclusion action plan through a consultative process where all staff were engaged to develop the plan.	2016	2024
Transit Services	Work Experience Program for Persons with Disabilities	Partner with community agencies and organizations in the delivery of real-life work experience and professional development to persons with disabilities.	Provide work experience and professional development for persons with disabilities in partnership with community agencies and organizations.	OC Transpo's work experience program for students and adults with disabilities – done in partnership with community agencies and organizations – resumed in fall 2022 after being suspended during the COVID-19 pandemic. By the end of 2022, 22 persons with disabilities from Ottawa Life Skills and the Ottawa-Carleton District School Board were engaged in the program, which provides supervised job placements in a variety of OC Transpo workspaces. OC Transpo will continue its partnership in 2023 with community agencies and organizations in the delivery of real-life work experience and professional development to persons with disabilities.	2020	2024
Transit Services	Accessibility Training for OC Transpo Operators and Staff	Provide accessibility training for Transit Services staff consistent with the AODA and other applicable legislation, standards and policies.	Ensure staff receive accessibility training that supports their responsibilities.	In 2022, OC Transpo provided accessibility training to all 161 new Operators, including: 150 conventional transit Operators through the New Bus Operator Training program; and 11 Para Transpo Operators through the New Para Transpo Operator Training program. Their curriculum included 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. As well, all Transit Services staff are required to be trained on accessibility standards and requirements, with management completing the AODA management compliance module.  In 2023, OC Transpo will continue to train our new bus and Para Transpo Operators, as well as employees requiring refresher training (for example, those returning to work). As well, continue to update training curriculum to reflect ongoing changes to OC Transpo operations and relevant legislation, regulations and standards.	2020	2024
Transit Services	NEW - Accessibility Training for OC Transpo Operators and Staff - Web Accessibility Training	Provide accessibility training for Transit Services staff consistent with the AODA and other applicable legislation, standards and policies.	Ensure staff receive Web accessibility training that supports their responsibilities.	In 2022, OC Transpo added the Introduction to Web Accessibility online training to the onboarding program for new Web team employees. This five-module course was created by the W3C Web Accessibility Initiative (WAI) in cooperation with the United Nations Educational, Scientific and Cultural Organization (UNESCO) Institute for Information Technology in Education (IITE). The training provides an overview of Web accessibility, standards, and guidelines. In addition, it proposes resources, tools, techniques, and approaches for implementing and maintaining a high level of accessibility. Four team members received this training so far.  Continue the provision of Web Accessibility online training in 2023 to all new OC Transpo Web team employees and identify additional opportunities to enhance the team's knowledge of Web accessibility.	2022	2022
Transit Services	Dementia Awareness Training	Provide dementia awareness training to customer-facing employees, in collaboration with the Alzheimer Society of Ontario.	Ensure staff receive Dementia Awareness training that supports their responsibilities.	Provided dementia awareness training to all new Para Transpo Operators and Station Service Attendants hired in 2022. Dementia awareness training is provided virtually in collaboration with the Alzheimer Society of Ontario. It addresses how staff should interact with people with dementia and can help keep them safe.  In 2023, continue to provide dementia awareness training to all new Station Service Attendants, as well as other front-line Transit Services staff as required.	2020	2024