

2020-2024 City of Ottawa Municipal Accessibility Plan Initiatives

Built Environment

Lead Department	Initiative Subject	Objective	Actions	2023 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. Additionally, the AO organized an educational webinar in October 2023 called "Accessibility in Engineering Design" featuring Alan Perks and Tracy McDonald, for internal staff, which was very well attended.	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	Early in 2022, the AO met with Accessibility Working Group members and the Standards and Quality Management Branch to discuss the varying departmental processes for reporting and documenting exceptions and non-compliances with both the Accessibility Design Standards and the Provincial Design of Public Spaces Standard (DOPS). At this time, all in attendance voiced concern with the current inconsistent processes, and asked the AO take a stronger role in supporting departments through the development and implementation of an updated Corporate procedure. Stakeholders supported a comprehensive review of all deviations recorded since January 1, 2016, when the DOPS came into effect, and as required by the 2023 AODA Provincial Compliance Report. Based on this review, the need for a Corporate standard was re-established to document issues moving forward. This is discussed further in the report.	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. Work continues to advance the plans for the Foster Farm Child Care Centre playground revitalization project and construction, with completion in 2024.	2020	2024
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 2023/2024 the Ontario Renovates program continued to provide funding to social housing providers as part of the Year 5 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 5 Canada Ontario Community Housing Initiative (COCHI) and the 2023 funding streams. In addition, in 2023/2024 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 5 Ontario Priorities Housing Initiative (OPHI) funding stream.	2020	2024
Community and Social Services	Affordable and accessible housing	The goal of "visible" 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 2023 have ensured mandatory accessibility design with a minimum of 10 per cent barrier-free units, with all units being either visible 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 2023 Housing and Homelessness Plan (HHIP) and Year 5 Canada Ontario Housing Initiative (COCHI) capital funding programs.	2020	2024
Recreation, Cultural and Facility 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. RCFS received a total of \$80 thousand from the Older Adult Program Grant and installed 17 contactless door buttons to increase accessibility in facilities.	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.	There were no scheduled projects in 2023, however, the generator at Carling was installed during 2023. PRED is responsible for ensuring accessibility requirements are met.	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 for both summer students and regular duty officers.	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; 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 January 2023, the Ottawa Paramedic Service Public Education Team relocated to a new training space at 2430 Don Reid Drive following completion of renovations that incorporated Accessibility Design standards. In 2023, the Ottawa Fire Service has worked with Facility Services and PRED to plan and manage renovation projects and incorporate Accessibility Design Standards. The most recent new construction of Fire Station 45 also incorporates these Accessibility Design standards.	2016	2024
Infrastructure and Water Services	Ádisöke 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.	Construction on Ádisöke is progressing very well. In 2023, the team celebrated several construction milestones, including the completion of the foundation of the facility and of the two underground parking levels. In October 2023, the team celebrated a significant milestone with the completion of concrete and reinforcing steel work for all five floors of the new facility. The project remains on schedule and is planned to open to the public in the summer of 2026.	2019	2024

Built Environment

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.	Following the initial success of a single hydrant fountain, the Infrastructure and Water Services Department purchased an additional five (5) fountains providing them with six (6) fountains for the 2023 season. The second year of the pilot project saw some short-term installation to accommodate some festivals and events, such as the Orleans Ribfest & Poutine, Canada Day in Barrhaven, and the 2023 Army Run. With the additional fountains, longer term installations were also possible and very successful. Some of our longer-term installations included a fountain by St. Luke's Anglican Church, 70 Clarence St in the ByWard Market and an installation beside the Sheppard's of Good Hope, all of which provided a clean and accessible source of water to some of our most vulnerable populations.	2021	2022
Recreation, Culture and Facility 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 pending the review of alternate technology 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.	The goal of the Accessibility Requirements in Construction (ARC) project was to provide City staff with all mandatory accessibility requirements to incorporate into current City construction programs, as well as how to enhance accessibility and accessible features to the greatest extent possible in development, redevelopment, and maintenance construction activities. Collaboration and relationship building remained a key component of ARC and have been key factors in the project's ongoing success. The ARC project team consisted of staff from across all applicable departments that manage construction programs. Additionally, staff in Legal Services contributed to its success by providing clarified definitions to support staff in discerning the difference between when a project is considered a redevelopment activity versus a maintenance activity, as well as the legislative application and accessibility requirements under each. This works continues in 2024.	2022	2024
Office of the City Clerk	Partnership with External Organizations on Built Environment Best Practices	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	The 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 2024. 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.	OPH remains committed to ensuring that our programs, services and spaces are safe and inclusive for all. A departmental Accessibility Lead has been established to guide and support staff through knowledge sharing and decision making at any stage in planning, implementation or evaluation to improve accessibility where possible. Accessibility is also a key part of our continuous, and wide ranging work to advance Health Equity. Actions including site visits and receiving/reviewing feedback are ongoing and serve as opportunities for continuous improvement and positive impact.	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.	This initiative has concluded.	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 Ottawa Public Library services and resources, and the ability to promote literacy and learning through programming.	This initiative has concluded.	2019	2021
Ottawa Public Library	New Central Library	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.	Reporting and planning for past and future Accessibility Conversation Circles with diverse representation of community members and organizations representing accessibility interests. Feedback reports have helped to inform the design and planning of the new Central library to ensure accessible access.	The design phase is finished and has incorporated significant community engagement regarding accessibility.	2019	2025
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 the annual Education Series at the Centurion Conference and Event as well as Ben Franklin Centre. There were four sessions of the annual Education Series between January 26 and March 8, addressing issues of mutual interest to the City and industry partners. On March 8, City staff presented on new standards for accessibility features at protected intersections including delineation between cycle tracks and sidewalks as well as directional Tactile Walking Surface Indicators. All sessions included time allotted for Questions and Answers and presentations were made available at https://www.nchca.ca/education-series-presentations/#1643039236442-be0c8ae8-f512	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 on annual spec updates began in October 2022 with 2023 updates published on March 1, 2023. 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. Work to address gaps in guidance and develop required specifications and standard details as per the Protected Intersection Design Guide (PIDG) was completed in early 2023 and as a result a number of new detail drawings and revised specifications were published with the 2023 Standard Tender Documents for Unit Price Contracts. In August 2023, the Standards Unit initiated work to develop a pedestrian facilities design guide, which includes a comprehensive review of existing design practices and standards for sidewalk at vehicle accesses. Consultations with residents and community groups (e.g., Accessibility Advisory Committee, Pedestrian Safety and Walkability Committee etc.) as part of that work are planned in 2024. Work continued on the pilot project where an alternative product for delineation between cycle tracks and sidewalks was installed on the McKenzie Bridge in November as part of the renewal project. The pilot also included implementation of black concrete used for cycle tracks to enhance the contrast between pedestrian and cycling facilities.	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.	In April 2023, Standards Unit staff presented sidewalk standards to Pedestrian Safety and Walkability Committee of the Council of Aging with the focus on walkability and accessibility. During the Transportation Association of Canada annual conference in September in Ottawa, Standards Unit staff in collaboration with Transportation Planning presented at the workshop titled "Universal Accessibility and Active Transportation". The focus was on accessibility considerations during design of active transportation facilities as well as key accessibility features and City requirements.	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 completed assessments of accessibility during construction at two project sites during the 2023 construction season. 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.	During the 2023 construction season, all watermain and sewer replacement on Albert and Slater between Empress Avenue and Bay Street and on Bronson Avenue between Laurier Avenue and Queen Street were completed. Surface works were advanced in this area and included new curbs, sidewalks, cycle tracks, bus stops and roadway paving. In 2024, the project will focus on completing all surface and landscaping work in the area as well as the replacement of sewers and road reconstruction on Queen Street between Bronson Avenue and Bay Street.	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 has undergone the first of an expected three years of construction. Major construction completed to date includes: <ul style="list-style-type: none"> Echo Drive / Colonel By Drive - Immaculata High School to Hawthorne Avenue - underground and road work Hawthorne Avenue - Colonel By Drive to Main Street sewer and watermain completed, roadway temporarily reinstated. Greenfield Avenue - Old Greenfield to King Edward Avenue / Lees Avenue - Sewer, water and road work. For the 2024 Construction season, work is expected to start in March with sewers and watermains, beginning on Main Street (Hawthorne to Greenfield), and Greenfield Avenue (Main to Concord), and progressing to Concord St. and Montcalm St. In the Spring / summer of 2024 Hydro undergrounding utility work on Hawthorne is expected to be conducted along with landscaping and roadway reinstatement on work areas impacted in 2023. Work is expected to extend through the 2025 construction season, on Harvey Street (Main Street to Echo Drive), Echo Street (Hwy 417 to Main Street), hydro burial on Main Street (Harvey St to Greenfield Avenue) along with landscaping and roadway reinstatement for 2024 construction areas.	2018	2024
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
Infrastructure and Water Services	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 2023 budgetary value for the Accessibility Barrier Removal Program was 2.59 million. This budget is used to conduct retrofit work by removing barriers identified through audits of existing City facilities. A total of 21 accessibility audits for City facilities were completed in 2023. Many projects were completed with accessible upgrades such as universal washrooms, accessible change rooms, power door operators, accessible viewing platforms, ramps, and handrails. Through the City's park renewal program, barriers continue to be removed from City parks and play structures.	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: <ul style="list-style-type: none"> Belfast Road (Coventry to Tremblay) Cyrville Station MUP (Cyrville Station to Ogilvie/Aviation) 	Final projects under the Community Connectivity program are in planning and design, completion expected in 2024 for final works on Ogilvie Road and at the intersection of Belfast Road and Trainyards Avenue.	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: <ul style="list-style-type: none"> Ahearn Avenue (Farrow to Scrivens) Castlefrank Road (Sheldrake north to Sheldrake south) Connaught Avenue / Roman Avenue (Carling to Hindley) Leacock Drive (Beaverbrook to The Parkway) Varley Drive (Beaverbrook to Milne) 	Halton Terrace sidewalk was completed in 2023. Several pedestrian projects are in detailed design, with completion expected in 2024 or 2025: <ul style="list-style-type: none"> Ahearn Connaught Westbury/Parkway/Fellows sidewalks Varley/Leacock sidewalks Navaho sidewalk Clarenda sidewalk Cobden sidewalk Johnwoods St Pathway Albion Sidewalks Gil O Julien Pathway Field Sidewalk Presland-Hardy Sidewalk Delmar Dr and Playfair Dr Sidewalks Notre-Dame St Sidewalk Belfast Sidewalks 	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: <ul style="list-style-type: none"> Akerson Road MUP (through the Hydro corridor to Pony Park) Booth Street MUP (Pimisi Station to Ottawa River pathway) Laurier Avenue (Nicholas to Waller) O'Connor Street (Laurier to Wellington) 	Projects completed or under construction in 2023 include: <ul style="list-style-type: none"> Henley Avenue sidewalk Mackenzie ramp cycling connection Chief William Commanda Bridge Belcourt to Frank Bender cycling connection Dovercourt bike lanes Montreal Road bike track (North River to Montgomery) Scott Street cycling facilities and protected intersections, Bayview to Holland Lees Avenue bike lanes (east of Chestnut) Fitzgerald bike lanes 	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	Construct sidewalk at the following location a) Cecil Avenue from Bank Street to 80 m westerly / dead end	2020	2022
Infrastructure and Water Services	Integrated Full Road Renewal - Multiple Locations	Identify transportation design requirements for upcoming road renewals throughout the city. The replacement of underground infrastructure (water and sewer) will result in full road reconstruction (by Planning, Infrastructure and Economic Development) with the opportunity to redesign these streets, including adding new sidewalks in locations where sidewalks currently do not exist.	Completed preliminary and/or detailed design in 2019 of many local streets scheduled for full road reconstruction in the next two years. New sidewalks have been recommended at the following locations, subject to detailed design: • Winona Avenue • City Centre Avenue • Lebrun Street Ongoing review and design of future full road reconstruction projects to identify opportunities to provide additional sidewalks, controlled crossings and other pedestrian and accessibility enhancements. Major road scoping ongoing in 2020 includes the following locations: • Catherine Street • Chamberlain Avenue • Isabella Street • Byron Avenue • Alta Vista Drive Major road scoping starting in 2020 includes the following location: • Woodroffe Avenue (Saville Row to Richmond)	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 Infrastructure Services, with Transportation Engineering Services direction/review of geometric design and transportation requests. Other Transportation Planning staff are consulted as needed. Construction status of each project is monitored by Infrastructure Services. Major road scoping ongoing in 2024 includes, but is not limited to the following locations, which are in the preliminary or detailed design phase: - Hilda and Manchester - Kitchissippi Neighbourhood - Melbourne and Ravenhill - Montfort Alfred Granville - Anna Ave & Crown Cres - Jeffery Arundel Franham - Athlone Edgewood Lincoln - Longpre Lebrun Marquette - Summit Ave - Ferndale & Beechgrove - Viscount Ave - Drouin Ave - James St and Kent St - Highland Ave - Ella and Ralph St - Clare Dovercourt - Breezehill Ave - Arnhem & Apeldoorn	2020	2024
Planning, Real Estate and Economic Development	Transportation-related Environmental Assessment and Functional Design Studies	Complete environmental assessment (EA) and functional design studies in support of transportation projects throughout the city. Functional designs include a variety of accessible features, consistent with the City of Ottawa's Accessibility Design Standards, such as bus stops and platforms, sidewalks, exterior paths, curb ramps and accessible parking.	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) 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) Public Infrastructure and Economic Development (PIED) will lead the detailed design and construction of these projects, except for the Light Rail Transit (LRT) program.	Work will initiate on the following projects in 2024: -Coventry Road Widening Environmental Assessment (St. Laurent to Belfast) The Planning Real Estate and Economic Development will lead this study through the Environmental Assessment Process	2022	2024
Planning, Real Estate and Economic Development	Transportation Master Plan (TMP)	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.	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.	The Transportation Master Plan (TMP) policies and active transportation projects were approved by Council in 2023. This includes policies to support accessibility of the built environment, and new "standalone" active transportation projects that will involve construction / reconstruction of sidewalks, pathways, cycling facilities and intersections to meet accessibility standards. The Origin-Destination (OD) Travel Survey, a key supporting element of the TMP, was successfully completed in the Fall of 2022; it included 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 shared in Q1 2024 and used to develop the TMP Capital Infrastructure Plan (completion expected in 2025). 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.	2019	2023
Planning, Real Estate and Economic Development	Accessibility Measures at Intersections with Cycle Tracks	Provide guidance and direction on the design and installation of accessibility measures where a cycle track or multi-use pathway approaches an intersection.	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.	This project ended in 2021.	2019	2021

Public Works (Traffic Services)	Pedestrian Accessibility – Intersection and Ramping Enhancements	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</i> (AODA) and City of Ottawa Accessibility Design Standards.	In 2020, implement pedestrian accessibility enhancements at the following intersections, subject to detailed design: <ul style="list-style-type: none"> • Beauséjour Drive and Country Walk Drive • Beauséjour Drive and Des Sapins Gardens • Donald B. Munro Drive and Carp Road • Eagleson Park 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 	In 2023, the following locations were selected for implementation of pedestrian accessibility enhancements. A project charter has been submitted to Infrastructure Services for anticipated construction in 2024: <ul style="list-style-type: none"> • Charlevoix Street & Laval Street • Bellman Drive & Glencoe Street • Hartsmere Drive & Arrowwood Drive • Hartsmere Drive & Dalmatian Way 	2020	2024
Public Works	Winter Maintenance Quality Standards (WMQS) Review and Development of Maintenance Quality Standards (MQS) for Specialty Spaces and Streets	Ensure an accessibility lens is applied to the WMQS review and development of MQS.	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.	An accessibility lens is being applied to the ongoing development of new Maintenance Quality Standards (MQS) for Specialty Spaces and Streets. The lens is applied to the Winter Maintenance Quality Standards review and development of MQS. On going awareness campaigns for front line staff are supported by resources in the Accessibility Office.	2019	2023
Public Works	Identifying Winter Maintenance Issues at Bus Stops	Transportation Services to identify ‘hot spot’ bus stops where accessibility is an issue as a result of winter maintenance.	Roads and OC Transpo continue to work together on this initiative. A process has been implemented to update this list each year.	This work is ongoing to increase awareness of accessibility through staff training. Winter Maintenance Quality Standards is applied to bus stops.	2017	2024
Public Works	Integrated Street Furniture	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. 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.	An Accessibility Lens was applied while installing new benches, waste/recycling containers on street sides. 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.	In 2023, the Integrated Street Furniture (ISF) Program continued to focus on life-cycle repairs, warranty repairs and replacing damaged accessible benches and accessible three-stream waste bins. The third party contract (COA) for accessible bins and benches outside the Restricted Advertising Area was renewed until December 31, 2029. Approximately 40 new bins and benches were installed.	2019	2024
Public Works	Maintenance of Sidewalks	Maintenance activities are scheduled based on the extent of the hazard in accordance with the maintenance quality standard. Public Works and Environmental Services (Public WorksES) performs annual sidewalk surveys to identify issues including the maintenance of accessible elements.	The sidewalk surveys continue to be an annual exercise for Roads which assists with prioritizing sidewalk repairs and life-cycling sidewalks.	This work is ongoing to increase awareness of accessibility through staff training. Roads and Parking Services staff participated in Accessibility Awareness training during the Winter 2023/2024 season. This included updated training video on how to recognize barriers residents might face as a result of winter snow clearing operations and address accessibility challenges.	2015	2024
Public Works (Traffic Services)	Accessible Pedestrian Signals (APS)	Install Accessible Pedestrian Signals (APS) that use audible, tactile, vibro-tactile and visual signage to assist all pedestrians, including those who are blind, partially sighted, or deaf-blind. APS let pedestrians know when they have the right-of-way to cross at a signalized intersection and in which direction to cross.	In 2020, continue to install APS on all newly constructed and retrofitted traffic signals.	Installed 31 Accessible Pedestrian Signals (APS) in 2023, bringing the total number of Accessibility for Ontarians with Disabilities Act-compliant APS citywide to 388. Currently, out of 1,206 signalized intersections, 1,044 are equipped with audible signal components, which represents about 87 per cent of the City’s signalized network. In 2024, continue to install APS on all newly constructed and retrofitted traffic signals at the following 31 locations: <ul style="list-style-type: none"> -O’Connor St and Wellington St, Metcalfe St and Wellington St, Russell Rd and Southvale Cres S, Eagleson Rd and Hazeldean Rd / Robertson Rd, Eagleson Rd and Emerald Meadows Dr / Romina St, Highbury Park and Longfields Dr, Augusta St and Rideau St, Parkdale Ave and Wellington St W, Carling Ave and Maitland Ave / Sherbourne Rd, Friel St and Rideau St, Chapel St and Rideau St, Nelson St and Rideau St, Bronson Ave and Carling Ave / Glebe Ave, Elgin St (West Rdwy) and Sparks St, Elgin St (East Rdwy) and Sparks St, Russell Rd and St Laurent Blvd Ext, Knoxdale Rd and Manordale PS / 33m E of Carol, Albert St / Slater St and Empress Ave / Transitway W, Carling Ave and Saigon Crt, Cleary Ave and Richmond Rd, Innes Rd and Jeanne d’Arc Blvd / Mer Bleue Rd, Fairmont Ave and Wellington St W, Innes Rd and Home Depot Ent / 240m E of Tenth Line Rd, Knoxdale Rd and Skipton Rd, Borrisokane Rd / Tartan Dr and Strandherd Dr, Kanata Ave and Lord Byng Wy / Maritime Wy, Eagleson Rd and Hope Side Rd / Terry Fox Dr, Limebank Rd / Riverside Dr and River Rd, Johnston St and 65m W of Allanford Ave, Earl Grey Dr and Walmart / 175 m W of Kanata, Hazeldean Rd and Mantra St / Tillage St 	2020	2024

Public Works (Traffic Services)	Pedestrian Countdown Signals (PCS)	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.	Continue to install PCS on all newly installed and retrofitted APS.	Equipped five traffic signals with Pedestrian Control Signals (PCS) in 2023. Currently, out of 1,206 signalized intersections, 1,094, or about 91 per cent, are equipped with PCS. In 2024, continue to install PCS on all newly installed and retrofitted APS. (Initiative originally started under Transportation Services - now under Public Works - Traffic Services) -O'Connor St and Wellington St -Metcalfe St and Wellington St -Eagleson Rd and Emerald Meadows Dr / Romina St -Highbury Park and Longfields Dr -Bottrill Wy / Gardenway Dr and Charlemagne Blvd N	2020	2024
Public Works (Traffic Services)	Accessible Technologies for Accessible Pedestrian Signals (APS) and Pedestrian Countdown Signals (PCS)	Test and pilot accessible technologies that enable customers with disabilities to activate APS and PCS remotely.	In 2020, continue to facilitate Key2Access's pilot site. Also, install enhanced accessible pedestrian signals, which can be remotely activated. This will be done as part of the final work on the Elgin Street reconstruction from Gloucester Street to Queen Elizabeth Driveway.	The successful vendor is continuing to work to integrate their device into the traffic signals control system. Installations can only occur once they have successfully demonstrated the product and is capable of functioning with the City's traffic signals control system.	2018	2023
Public Works (Traffic Services)	Pedestrian Crossovers	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.	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.	Installation pending completion in 2024 for 4 new Pedestrian Crossovers (PXOs). 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 2024 Budget	2020	2022
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 2023 included: • Implementing enhanced high-visibility pedestrian crosswalk markings at 14 high-priority locations, including: Carling and Pinecrest/Greenview, Carling and Maitland, Carling and Broadview, Carling and Parkdale, Carling and Holland, Bank and Heron, Merivale and 170 m N Huntclub, Merivale and Roydon/Woodfield, Carling and Grenon/Ritchie, Main and Lees/Graham, Kanata and Campeau, Albert and O'Connor, Kanata and Lord Byng/Maritime, Carling and Preston. Continued the implementation of the Council-approved 2020-2024 Road Safety Action Plan (RSAP). In 2024, City Council will review proposed funding for the continued implementation of road safety countermeasures under this program. The 2024 RSAP implementation plan will be presented for City Council approval in Q4 2024.	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 bench donation opportunities continue to be available and requested by residents. The bench locations are added online through the geoOttawa map. 35 benches were added in 2023 through the commemorative bench program. New benches and picnic tables were purchased in 2023 for the Lansdowne urban park; 50 per cent of the benches and 20 per cent of the picnic tables will be accessible and installed in 2024.	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)	Standard operating procedures at all City facilities require notices of service disruption when they impact the accessibility of the facility in any way. Notices always include an explanation of the disruption, as well as alternate accessible service delivery (i.e. if an elevator is out of order, signage is posted to direct residents to an alternate accessible solution).	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 Recreation, Cultural and Facility Services 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. Of the remaining projects listed in the Facilities Operations Services action list to increase accessibility features, the following projects were completed in 2023: 1. Accessible viewing platform in the Yzerman Rink at Sportsplex - 100% complete 2. Front desk improvements at Francois Dupuis - design work was undertaken by the Recreation staff approximately four to five 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. Staff were unable to move forward with this project in 2023, creating an accessible front desk.	2016	2024
Recreation, Cultural and Facility 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 (initiative complete). One accessible portable washroom is placed outside City Hall, along with an additional standard unit. The Parking Garage Access Corridor project provides a barrier free access to the parking garage and elevators outside of normal business hours while providing for the security requirements of the remainder of the building. As Marion Dewar Plaza is a highly used programming space for evening and weekend events, the location of the accessible access corridor will be beneficial to all visitors. This project is in line with the City's accessibility initiatives. Previous access was limited to stairs or using the intercom to contact security to allow them access. The main washrooms outside of City Hall Client Service Centre are being renovated to modern design principles. These washrooms will be completed in 2024 and provide accessible and safe spaces for everyone.	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.	Construction completed in 2023: Renaud which include short sidewalk segment, Craig Henry which include Pedestrian crossovers (PXOs)/short sidewalk segments, Halton Terrace which include sidewalk connections/PXOs. Currently in the design phase and anticipate to initiate construction in 2024 and/or 2025: Bilberry which include PXO/bus platform, Southmore which include short sidewalk segment, White Alder which include PXO, MacFarlane which include a short segment of multiuse pathway/ pedestrian refuges/bus platforms, Sherwood which include bike lanes/new benches/updated pedestrian refuges, Haig which include bike lanes/new landing pads/updated pedestrian refuges, Forest Valley which include new landing pads/updated pedestrian refuges/formal crosswalks/bus stop relocation, Albion which include new bus stops/platforms, Naskapi which include pathway realignment/new landing pads/updated pedestrian refuges. Additional Neighbourhood Traffic Calming (NTC) studies are underway on multiple streets (15 locations) which include various recommendations including PXOs raised crosswalks, bike lanes etc.	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.		The following protected intersections were constructed in 2023; Maple Grove Road and Huntmar Drive, Portobello Boulevard and Valin Street roundabout, Hazeldean and Mantra- addition of fourth leg to support development with protected intersection features Completion of preliminary and/or detailed design for the Intersection Control Measures (ICM) and Network Modification Programs (NMP): •Bank Street and Hunt Club Road - additional lane and protected intersection •Perth Street at Meynell Drive - roundabout •Longfields and Kilspindie - roundabout •Greenbank and Hunt Club - protected intersection and auxiliary lanes •Manotick Main and Bridgeport - roundabout •Cambrian and Borrisokane - roundabout •Innes and Lamarche - protected intersection and auxiliary lanes •Hunt Club and Riverside - auxiliary lane and safety improvement with protected features •Borrisokane and Flagstaff - auxiliary lane	Ongoing	Ongoing

Information and Communication

Lead Department	Initiative Subject	Objective	Actions	2023 Updates	Start
Finance and Corporate Services and Corporate 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 Ontarians with Disabilities Act</i> (AODA) requirements are followed.	Conduct a review of property tax materials to ensure AODA requirements are followed. Update materials where required.	Completed. Print materials and electronic PDF equivalents have been developed AODA compatible, with PDFs tagged for accessibility as well. Tax bills cannot be changed due to legislation guiding bill format. Tax inserts are reviewed annually.	2022
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.	Full funding uptake has occurred by homeowners for essential repairs/accessibility modifications; by not-for-profit landlords for accessibility modifications and major repairs to existing self-contained accessible affordable units, and by private landlords including rooming-house units for accessibility modifications to existing affordable units. Revisions to the relevant webpages is complete and inform better about the Ontario Renovates program and its funding opportunities.	2020
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).	In 2023, City of Ottawa recognized Black, Indigenous and People of Colour (BIPOC) Mental Health month, issuing 3 communications through the internal 'In The Loop' publication during the month of July and culminating in a learning session with internal and external representatives to discuss barriers faced both in the workplace at City of Ottawa and the community at large. In May, the 'Understanding Inclusive Communication' guide was released to all staff at City of Ottawa. The guide includes important and actionable information to help city staff to communicate respectfully and foster an inclusive and welcoming environment for clients and other employees. The guide is used extensively in groups with an external communications focus to ensure that City of Ottawa creates a welcoming space. Internally, the document is regularly reviewed and feedback from staff is taken into account in order to ensure that it meets its intended purpose.	2020
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.	Input from internal stakeholders will be actively sought to gauge the future necessity of the Older Adult Guide via Recreation, Cultural and Facility Services.	2020
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.	The Canadian Radio-television and Telecommunications Commission deadline is March 4, 2025. It is unclear though, if real-time texting and other features such as pictures and video, will be immediately available as of that date. It's more likely that these new services, enabled by Internet Protocol, will lag behind the actual NextGen 9-1-1 go-live date.	2020
Finance and Corporate 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
Finance and Corporate Services	Website	Create fully accessible web budget documentation.	Business Support Services to work in collaboration with the Web Services Branch and Finance and Corporate Services to identify needs and requirements and produce fully accessible web budget documentation.	Completed.	2020
Finance and Corporate 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
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.	Emergency and Protective Service's digital services Coordinator (DSC) and digital services Officer (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. 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. Ottawa Fire Service (OFS) launched a comprehensive contact OFS page which compiles contact information that was previously distributed throughout the site. OFS transitioned a static PDF document to accessible online fillable application form for Camp FFIT. Improved the recruitment web content and added an accessible online fillable form for volunteer firefighter application. Implementing a fireworks and pyrotechnic request online form and payment solution as well as an address look-up tool to find the closest fire station. Community and Social Services Department (CSSD) formalized the roles of two Digital Services Coordinators within the business support services (BSS) in 2023. The Digital Services team aims for continuous improvements to ottawa.ca, and other departmental digital assets. There is one web asset, the Child Care Registry and Waitlist (CCRAW), that is outstanding. These web assets have been documented in the Attestation.	2016
Finance and Corporate 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
Finance and Corporate 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.	Service Ottawa continues to support staff with tools and training so they are able to produce accessible PDFs.	2016

Finance and Corporate 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 assessable 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	The declaration form has been revised with usability enhancements, AODA fixes remain and will be fixed in Q1 2024.	2022
Finance and Corporate 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.	The Sustainable Procurement guideline was updated in 2023. The updated guidelines includes tools to assist Departments in: identifying opportunities to improve sustainability during business case, project planning, and overall procurement strategy development; engaging current or prospective vendors to gauge sustainability efforts and priorities of the supply chain and guide strategy in embedding sustainable procurement into day-to-day procurement activities; and building and selecting questions and evaluation criteria. There is no end date for the sustainable procurement initiative.	2020
Finance and Corporate 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
Finance and Corporate 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 2022, Supply Services awarded 1,100 new contracts (including optional extensions) valued above \$25 thousand under delegated authority totaling approximately \$688 million. In terms of dollar value, accessibility requirements were included in 99 per cent of all new procurements after adjusting for those where it is not applicable. It should be noted that there is a lag in the City's ability to provide this information that does not align with the timing of this report, therefore this information will always be reported one year behind.	2018
Finance and Corporate Services and Corporate 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
City Manager's Office	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. 39 bilingual datasets were released in 2023.	2016
Finance and Corporate Services	geoOttawa Interactive Map	Upgrade the geoOttawa interactive map.	The Finance and Corporate Services Department is making upgrades to the geoOttawa interactive map application which including new accessibility tools.	Completed in 2021.	2019
Public Information & Media Relations	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 continues to support accessible communications by creating and sharing resource documents to content creators within Public Information and Media Relations. These documents, including a social media specific accessibility guide and content guide, ensure that all elements of social media content such as text, visuals, links, hashtags, ect. are accessible and follow the <i>Accessibility for Ontarians with Disabilities Act</i> , utilizing all available features.	2015
Public Information & Media Relations	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.	Two updates. One, identifying accessibility resources and processes for staff conducting digital engagement to ensure their external documents fit AODA compliance. And two, developing a resource document for virtual and in-person consultations/events for staff to follow when developing their plans for engagement.	2016
Public Information & Media Relations	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.	Developing a resource document for virtual and in-person consultations/events for staff to follow when developing their plans for engagement.	2020
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
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 Accessibility Office (AO) releases a monthly e-newsletter called, "Accessibility Spotlight." The newsletter includes accessibility articles related to City services, events, programs, initiatives from all departments across the City, and other related topics in order to keep residents and subscribers informed. In 2023 the AO sent out 15 editions of the newsletter featuring a total of 39 articles, which were distributed in both English and French. In December of 2023, the English edition was sent to 4965 subscribers (increase of 332) and the French edition was sent to 251 subscribers (increase of 36). The AO is committed to sharing updates and information with the public and will continue to work to find ways to increase the newsletter's subscribers. In 2023, 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 (AEBBC) 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. The City has a strong relationship with representatives from these organizations and engagement will continue to occur in 2024. 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

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 2023. Celebrating its 20th year, AccessAbility Day returned to the City of Ottawa as part of National AccessAbility Week (NAAW). The virtual Canada-wide event took place on May 31, in collaboration with the Canadian Accessibility Network (CAN) and the Institute of Public Administration of Canada - National Capital Region (IPAC-NCR). The event began with Mayor Mark Sutcliffe, who officially proclaimed May 31, 2023, as AccessAbility Day in Ottawa. The keynote speaker was Stephanie Cadieux, Canada's first Chief Accessibility Officer. For the panel discussion, she was joined by Meenu Sikand, Assistant Deputy Minister from the Province's Ministry of Seniors and Accessibility, and Lucille Berlinguette-Saumure, Program Manager of Accessibility from the City. Each speaker offered unique and valuable perspectives on the developments in accessibility policies and legislation at the federal, provincial, and municipal levels. On Thursday, November 30, 2023 the City of Ottawa also held its annual International Day of Persons with Disabilities (IDPD) event to discuss the advancements made in accessibility and the ongoing efforts within the organization to promote the inclusion of persons with disabilities across the city. Among the notable attendees and speakers at this event, Mayor Mark Sutcliffe emphasized the significance of the day and proclaimed December 3, 2023, as International Day of Persons with Disabilities in Ottawa. Councillor Liaison to the Accessibility Advisory Committee (AAC), Marty Carr, highlighted some of the notable projects the City's AAC has consulted on, including the on-demand transit demonstration pilot project and the affordable housing capital plan overview. Both the Chair and Vice Chair of the AAC, Vania Karam and Dr. Holly Ellingwood, also spoke to the Committee's dedication and commitment to furthering accessibility across the city. The keynote speaker for this event was Dr. Jay Dolmage, Professor and Chair of the English department at the University of Waterloo, renowned author, and the founding editor of the Canadian Journal of Disability Studies. He presented on "Institutional Ableism and its Alternatives" and included thoughtful remarks regarding the concept of universal design.	2020
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 (AO) continued to update its News and Events section on ottawa.ca with articles about the City's accessibility events, and other relevant information. Staff in the AO are now trained to publish information and articles directly to ottawa.ca, increasing the team's efficiency and work load. Additionally, the AO continued to coordinate with staff in PIMR to arrange for ASL and LSQ interpretations for all emergency-related media availabilities, including those related to the tornadoes that touched down in Barrhaven in July and the updates concerning the LRT outage in August 2023.	2016
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.	To support staff across the Corporation to write meaningful Accessibility Impacts statements in their Committee/Council reports, the AO developed a new workshop in 2022 intended for report writers, project managers and any staff that work in policy development and the legislative agenda. In 2023, three sessions were facilitated with staff across the organization and one intact session for staff in Community and Social Services. All sessions were full at capacity, with a total of 43 staff trained, and participants provided receptive and positive feedback about the subject matter. They also indicated they had a better understand and ability to produce accurate and meaningful statements on future reports.	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 2023. This included updates and resources available to employees returning to the office, as well as the City's continued commitment to its legislative responsibilities. In 2023, the AO published 14 articles in the internal In the Loop employee newsletter, as well as 9 articles in Management Bulletins.	2016
Ottawa Public Health	Ottawa Public Health (OPH) Client Engagement Strategy	Engage clients with disabilities, as part of OPH Client Engagement Strategy, on development of OPH services and spaces.	<ul style="list-style-type: none"> • Conduct evaluations of programs actively seeking feedback on OPH service delivery related to accessibility; • Include pictures of persons with disabilities on communications products; • Provide multiple feedback options with client engagement and consultations so that individuals with disabilities can provide feedback. • Use clear/plain language on communications, including stigma reduction language 	As part of Ottawa Public Health's (OPH) 2024-2027 Departmental Strategic Plan, we are working to develop a Partner Engagement Strategy that focuses on increasing the diversity of the partners we engage. This work will include a review of how equity-denied groups, including people with disabilities, are represented in our formal and informal engagement work. OPH's Immunization Unit, in particular, continuously engages with the public and/or partners. The team receives, reviews and acts on feedback related to disability accommodations received through its various channels including its immunization service locations and the feedback form on the OPH website. The Immunization Unit also collaborates with its partners to ensure that individual clinic locations are accessible to all, and able to meet any disability-related accommodations (made upon request).	2020
Ottawa Public Health	Ottawa Public Health (OPH) Emergency Management	Conduct review of relevant OPH emergency management documents and processes to consider the needs of persons with disabilities and other priority populations.	<ul style="list-style-type: none"> • Examine current practices and identify gaps • Update documents and processes as applicable • Pilot approaches as needed • Communicate changes to employees and clients 	As the need for emergency situations become increasingly more common, OPH's Emergency Management Team continues to engage and collaborate with internal and external partners with a focus on emergency preparedness as it relates to Persons living with Disabilities. OPH is creating external emergency management web pages using a population health approach, including persons with disabilities. OPH continues to collaborate with the City's Corporate Accessibility Office and Office of Emergency Management in the development of an inclusive emergency preparedness virtual workshop - in February 2024. It is an opportunity for staff and members of the disability community to come together to both share resources, as well as to provide feedback to support more inclusive approaches to preparedness and future incident response work.	2021
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
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.	This project has closed.	2017
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.	Land Management System (LMS) is replacing components of Municipal Application Partnership (MAP) Software functionality for the Planning, Real Estate and Economic Development Department and the Committee of Adjustment with an objective to provide enhanced service to citizens and access to building and development applications, permits and licenses. As of the November 8th, 2022, LMS 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 and is estimated to go-live by Q2 2024.	2020
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. For public-facing Web-based tools provided by third-party vendors, Public Works has ensured accessibility expectations continue to be met.	2016

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.	Ben Franklin Place and Constellation have functionality for public address. City Hall feasibility still underway.	2020
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.	All programming is available for viewing on register.ottawa.ca. register.ottawa.ca is an accessible compliant website. It is fully searchable by age category, facility, season, activity name and by keywords. register.ottawa.ca can be accessed via any computer or mobile device, including at the Ottawa Public Library. Guides were published throughout 2023 for Inclusive Recreation offerings.	2020
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 commemorative benches continue to be available and requested by residents. The bench locations are added online through the geoOttawa map.	2019
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. Accessible features such as benches and park amenities continue to be updated on geoOttawa.	2019

Transportation

Lead Department	Initiative Subject	Objective	Actions	2023 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 2023 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 2023 (Jan-Nov. incl.) as follows: taxi coupons - \$115,624; discounted taxi coupons - \$71,994; 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.	This item is complete. The On-Demand Accessible Taxicab Service Study and recommendations were shared with Council and Committee in June 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 2023. 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 spring 2024. On the Line 1 east extension, construction was underway at all five stations and will continue through to 2025. On the Line 1 and Line 3 west extensions, construction progressed at all 12 stations and will continue to 2026. Open the 13 stations on O-Train Line 2 to Limebank Station and O-Train Line 4 to the Ottawa International Airport in spring 2024. Seven new Stadler FLIRT trains will provide service on Line 2, while LINT trains will provide service to the Airport on Line 2. The new FLIRT trains will feature: - Eight co operative seating areas, which are more spacious than those on our Alstom trains and can accommodate at least two people using mobility devices, side by side; - 16 doors (eight on each side) for quick level entry boarding at all stations; - Synchronized, bilingual audio and visual announcements of next stops and public service announcements; and, - Improved on-board passenger information screens. 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.	This initiative was completed in 2021.	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.	In 2023, a strategy was developed for the delivery of familiarization sessions to accessibility stakeholders, customers with disabilities and older adults for the opening of O-Train Line 2 and 4. These sessions, which will be modelled on those delivered for O-Train Line 1 in 2019, will introduce customers to the new stations and vehicles, and their accessibility features. Deliver familiarization sessions for accessibility stakeholders, customers with disabilities, older adults and others in conjunction with the opening of O-Train Line 2 and 4 in mid-2024. O-Train Line 2 will run from Bayview to Limebank Station, and O-Train Line 4 will run from South Keys to Airport Station.	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.	Issued about 600 construction notices and bulletins to over 9,000 subscribers in 2023, providing information on impacts due to Stage 2 O-Train construction. Each of these publications included a statement underlining the critical importance of maintaining accessibility during construction, and requesting persons with disabilities contact stage2@ottawa.ca if they required disability-related accommodation. In addition, dozens of Stage 2 presentations were made to community stakeholders and groups, each of which included information on pedestrian connectivity, parking, station and vehicle accessibility features, and construction impacts. In 2024, the Stage 2 O-Train 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
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.	Completed the installation of pedestrian connections in 2023, providing access to Stage 2 stations consistent with the City's Accessibility Design Standards, including: - Algonquin Station pedestrian bridge over Woodroffe Avenue - Bayview Station pedestrian bridge - Place d'Orléans and Trim Stations pedestrian bridges over Highway 174 - Queensview Station pedestrian bridge over Highway 417 - Rideau River Bridge at Carleton Station - Roosevelt Avenue temporary pedestrian bridge - Woodroffe High School pedestrian bridge, which is now open to the public Transit Services will open the following pedestrian connections in 2024 in conjunction with the opening of O-Train Lines 2 and 4: - Hunt Club Road MUP bridge - Sawmill Pathway connection to South Keys station - University Rd Pedestrian Bridge over the Rideau River - Stonedust MUP, from south of Hunt Club Road to Bowesville Road - MUP at Earl Armstrong Road, from Bowesville Road to Bowesville Station - MUP at Main Street, from Earl Armstrong Road to Limebank Station 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 a best-practice review of cooperative seating signage with OC Transpo internal stakeholders in late 2022. However, work on this action item was put on hold in 2023 due to a lack of internal resources and competing departmental priorities. In 2024, re-evaluate the status of the initiative in collaboration with internal stakeholders and determine next steps. If internal resources and capacity are available, OC Transpo plans to engage external stakeholders on the existing cooperative seating signage and to determine whether any enhancements are needed to improve its effectiveness.	2020	2025

Transportation

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.	Developed a sample O-Train Line 1 station text description for posting on octranspo.com in 2022. However, work on this action item was put on hold in 2023 due to a lack of internal resources and competing departmental priorities. Re-evaluate the status of the navigation initiative in 2024, in collaboration with internal staff and accessibility stakeholders, and determine next steps. Also in 2024, as part of the Rail Operational Readiness Customer information campaign, OC Transpo will be introducing 360-degree tours of new O-Train stations. These digital tours will be fully WCAG 2.0 Level AA compliant and will include the prescribed text-alternatives of visuals.	2020	2024	
Transit Services	OC Transpo Conventional 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.	TS initiated the procurement process to acquire 194 additional 40-foot zero-emission buses. These vehicles will include the same on-board accessibility features as the four pilot zero-emission buses previously purchased; including sound emission technology to help pedestrians and cyclists hear them approaching. The buses are scheduled to enter service between 2024 and 2026. Onboarding of the initial 26 zero-emission buses will occur in Q4 2024, followed by 76 buses in 2025 and 92 buses in 2026.	2020	2026	
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 2023. This was accomplished through on-board monitoring by OC Transpo staff doing regular in-service checks, as well as through feedback provided by both customers and Operators. These in-service checks also monitor the function of the exterior bus announcements system. Developed a standard operating procedure that documents the roles and responsibilities of OC Transpo staff members involved in compliance monitoring of the next stop announcement system. This standard operating procedure is scheduled to be finalized in early 2024. Continue regular compliance monitoring of the next stop interior bus announcements system in 2024.	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 on several measures intended to enhance Para Transpo service and procedures in 2023, 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. In 2024, finalize the procedures for and membership of the independent appeals panel. Continue to implement and apply the renewal and cancellation processes.	2016	2024	
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 in funding to CSS agencies in 2023 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 2023. They provided 8,650 one-way trips in 2023, an increase of about 29 percent compared to 2022. The CSS agencies were able to meet about 92 per cent of all trip requests. Continue to provide funding of \$856,000 to CSS agencies as part of the Council-approved 2024 budget.	2020	2024	
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: • Modernizing older on-street bus stops to meet the City's Accessibility Design Standards. • Installing new accessible exterior benches at on-street stops and upgrading existing benches to the current standards. • Prioritizing additional stops for rehabilitation, focusing on locations with the greatest need, using data gathered as part of OC Transpo's on-street bus stop accessibility review.	Completed the construction and rehabilitation of eight on-street bus stops in 2023. This included the addition of two upgraded bus shelter pads, four accessible bus stop landing pads and four new accessible exterior benches. In addition to these improvements, OC Transpo also: - Installed three new accessible exterior benches at stop 2474 at the entrance to Westgate Shopping Centre, stop 6050 at Kanata and Huntsville, and stop 8724 at St-Laurent and Hemlock. - Lowered the height of the Route Destination boxes on all newly installed bus flags to ensure the information is more accessible to customers of smaller stature and those using mobility devices. Transit Services will identify on-street bus stops for improvement in 2024, through regular OC Transpo initiatives and the forthcoming network realignment, and by coordinating 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 public transit stations and Park & Rides in 2023: - Opened a new accessible exterior ramp at Billings Bridge Station. This ramp provides customers with an alternate accessible route from the local bus platform to the southbound Transitway platform in the event of an elevator outage. - Rehabilitated the bus platform on the upper level of St-Laurent Station, removing trip hazards and levelling the concrete surface. - Installed two new accessible parking spaces on the east side of Millennium Park & Ride, enhancing access to the adjacent Millennium Park. - Started work on improvements to the stairs at Walkley Transitway Station. When completed, this will include the installation of tactile walking surface indicators at the top landings, as well as the addition of new flooring and stair nosing strips. Continue to make accessibility improvements to bus stations, train stations and Park & Rides in 2024, including: - Construction of two new elevators in Blair Station's north tower. Once completed in 2025, this project will provide customers with the choice of two elevators to access the station's bus and O-Train platforms. - Stair rehabilitations. - Path of travel improvements. - Bench installations.	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 55 percent off the regular fare.	Continue promotion of and improvements to the Taxi Coupon Program through the provision of online services.	In 2023, 1,362 Para Transpo customers purchased 20,269 taxi coupon books. This represented an 18 percent increase in customers and 28 percent increase in coupon books purchased, compared to 2022. Throughout 2023, OC Transpo has been working with the City's Finance and Legal teams to review a solution submitted by the taxi-service contractor for an improved taxi-coupon program. This proposal would include a new product allowing the replacement of printed taxi coupons with a smart card and/or app. Moving from paper to digital coupons will eliminate the need for Para Transpo customers to wait for the coupons to be delivered, and to carry and fill out the coupons for each cab ride. In 2024, OC Transpo plans to finalize details of the modified taxi-coupon program. Those details will be communicated to Para Transpo customers through a variety of information channels.	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.	Posted web content in February 2023 on OC Transpo's emergency evacuation procedures. This updated information provides guidance to customers on what to expect in the event of an emergency, and on OC Transpo's standard procedures for bus, O-Train or transit-station evacuation. Links to this content on octranspo.com have been promoted through social media, as well as on transit information panels in train station Transecure areas.	2020	2023	

Transportation

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.	Engaged OC Transpo and emergency service personnel in a number of O-Train safety and evacuation exercises in 2023, including: - Line 1 exercise in April 2023 that simulated a full-scale on-board emergency on the tracks between St. Laurent and Tremblay Stations. - Line 4 exercise in September 2023 that simulated an on-board train emergency on the elevated guideway north of Airport Station. These exercises tested our O-Train emergency procedures and response with respect to simulated groups of customers, including those with disabilities and those who were unable to self-evacuate. Procured three new emergency evacuation carts for O-Train Lines 2 and 4, in collaboration with the Ottawa Fire Service. These carts enable first responders to transfer customers with mobility devices from the train to the nearest station platform or safe location along the rail guideway. Additional exercises will be conducted in 2024 as part of the OC Transpo's integrated exercises program in preparation for the O-Train network expansion, including the following: - Disabled train evacuation exercise in the Greenbelt between Leitrim and Bowesville Stations. - Train-human-contact exercise in the Dow's Lake tunnel, which will include a passenger-evacuation component. These exercises will include persons with disabilities, and will help prepare OC Transpo staff and first responders, like police, fire and paramedics, 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.	Continued working on the next phase of My Para Transpo online services in 2023. My Para Transpo enables Para Transpo customers to book and cancel trips online and track their rides. Planned introduction of the next phase of enhanced My Para Transpo online services to customers in early 2024. Improvements will include trip reminder notifications for customers and will permit designated support persons and agencies to book or cancel their clients' trips. In addition, by the end of 2024, all My Para Transpo services will be upgraded to comply with WCAG 2.1 web accessibility guidelines and will be available through both Android- and iOS-compatible devices. Para Transpo customers, as well as Para Transpo Customer Service Working Group members, will be engaged in assessing these new services and products before their public release.	2019	2024	
Transit Services	NEW - 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.	Installed smartcard readers in all Para Transpo minibuses and all Para-Transpo-contracted taxis in April 2023. This enabled Para customers to pay their fare using a Presto card. For more flexible payment options, customers were also able to pay a regular adult fare with a credit card, debit card, or with Apple Pay or Google Wallet. These specific readers are different from those on conventional buses and require customers to pass their card or device to the operator, so it may be tapped. In December 2023, Para Transpo equipped 10 of its minibuses with the same OV-41 smartcard readers that are used on conventional buses. This pilot, which is being done in conjunction with the On-Demand-Transit project, will enable testing of the devices in the Para Transpo environment, and permit customers, who are able, to tap their card and pay their fare independently, without having to hand their card or device to the operator. In 2024, Para Transpo will gather feedback from internal and external stakeholders regarding the initial pilot of OV-41 smartcard readers in 10 minibuses. Following that, staff will consider whether to install the machines in all Para Transpo vehicles.	2018	2024	
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 2023 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 fourth consecutive year these fares were maintained at 2019 levels. OC Transpo's 2024 budget, which was approved by City Council in December 2023, includes no increase to Community Pass, EquiPass and Access Pass fare prices in 2024.	2023	2024	
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.	Finalized an updated edition of the Para Transpo Ride Guide in early 2023. The Ride Guide was distributed to customers through existing channels, including octranspo.com, OC Transpo Customer Service, and Lifemark. With the goal of continuous improvement, the revised Ride Guide was circulated to the Para Transpo Customer Service Working Group to get their feedback and suggestions for future versions. In 2024 and beyond, the Para Transpo Ride Guide will be reviewed and updated annually 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.	Reviewed the Interaction Zone Design Guidelines with internal City stakeholders in 2023 to discuss delineation treatments between bus pads and cycling facilities, as well as winter maintenance requirements. In 2024, the Guidelines will be finalized with internal stakeholders and reviewed with members of the Accessibility Advisory Committee and other accessibility stakeholders. Finalize the guidelines and implement them for all newly constructed on-street bus stops.	2020	2024	
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, including minibus procurement, Operator training, external communications, emergency procedures and feedback processes. 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 seven times in 2023.	2021	2024	
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.	Began a review of OC Transpo's Transitway and Stations Design Guidelines in 2022. The objective was the creation of six new standalone policy 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). However, work on this action item was put on hold in 2023 due to a lack of internal resources and competing departmental priorities. If internal resources and capacity are available, OC Transpo will re-start this initiative in 2024. All Transitway and Stations Design Guideline documents will be developed with universal design principles and accessibility at their foundation, and the process will include the engagement of both internal and external stakeholders.	2021	2025	

Transportation

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.	Started planning in 2023 for the implementation of 14-day advance booking for Para Transpo customers. The current policy requires customers to book their trip one day in advance. The new policy will permit customers to book up to two weeks before – either online through My Para Transpo or over the phone with a Customer Service representative. Testing of both the staff- and customer-facing components of the 14-day advance booking will begin in early 2024. Para Transpo customers, including the members of the Para Transpo Customer Service Working Group, will be engaged in this testing and will be able to provide feedback and input before the public release. The 14-day-advance-booking system is expected to be available to customers before the end of 2024.	2022	2024	
Transit Services	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.	Ordered 82 new Para Transpo minibuses in 2023 through a cooperative procurement program led by Metrolinx, an Ontario Crown agency. The new fleet will include 76 seven-metre and 6 six-metre minibuses, both manufactured by Creative Carriage. The smaller minibuses will assist with customer pick-ups and drop-offs in tighter urban environments and give Para Transpo and its customers the chance to assess their effectiveness in the delivery of specialized transit service. OC Transpo staff engaged the members of the Para Transpo Customer Service Working Group in an in-person review of the Creative Carriage vehicles in May 2023. In addition, staff met with the working group on a couple of other occasions to solicit their feedback, input and perspectives before ordering the new vehicles. OC Transpo staff will continue to engage the Para Transpo Customer Service Working Group in 2024 before finalizing the interior layouts and options for both the seven- and six-metre minibuses. The first vehicles are expected to arrive in 2024.	2023	2025	
Transit Services	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.	Updated the draft of Transitway Design Guidelines Book 2 (on-street facilities) in 2023 to ensure bird-friendly bus shelter designs are implemented where feasible. Consistent with the feedback received from our accessibility stakeholders, including the CNIB, Alliance for the Equality of Blind Canadians, and Canadian Council of the Blind, bird friendly patterns will not be included 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.	2022	2023	
Transit Services	NEW - On-Demand Conventional Transit	Initiate a pilot project for on-demand transit.	Initiate a pilot project that will bring on-demand conventional transit service to Blackburn Hamlet. The project's objective will be to improve customer experience by reducing waiting and travel times.	Began planning in fall 2023 for a pilot project that will bring on-demand conventional transit service to Blackburn Hamlet. The project's objective will be to improve customer experience by reducing waiting and travel times. The on-demand service will operate on weekends in place of route 28, connecting customers within the community and to Blair Station. The on-demand transit service is a conventional transit service but will use accessible minibuses for the pilot. Each minibus will have two allocated spaces for customers using mobility devices. As the pilot will run on weekends only, there will be no impact on the availability of vehicles to deliver Para Transpo service, which has fewer booked trips and less demand on weekends. Presentations on the on-demand pilot were made to the City's Accessibility Advisory Committee and Para Transpo Customer Service Working Group to solicit their feedback and perspectives in November 2023. Launch the on-demand pilot project in early 2024. The assessment of and feedback from the pilot will be used to inform possible expansions of on-demand service across Ottawa. Vehicles procured to deliver on-demand conventional transit will be designed to meet or exceed all relevant vehicle accessibility standards.	2023	2024	
Transit Services	NEW - Kids Go Free on Para Transpo	Improve transit equity by implementing no fare transit for kids aged 12 and under on Para Transpo and conventional services.	Improve transit equity by implementing no fare transit for kids aged 12 and under on Para Transpo and conventional services.	Implemented no fare transit for children aged 12 and under as of July 1, 2023. When taking a bus, O-Train or Para Transpo, "kids go free," making public transit more convenient, equitable and accessible to more individuals and families.	2023	2023	
Transit Services	NEW - O-Train Extension Web Site	Introduce new O-Train X website.	Provide a one-stop shop for information about upcoming O-Train network expansion that complies with WCAG 2.1 Level AA standards.	Introduced the new O-Train X ("Extension") website in 2023. This is a one-stop shop for information about upcoming O-Train network expansions. It offers details on individual station layouts and designs, as well as information on key destinations, wayfinding elements, and accessibility features. This new site fully complies with WCAG 2.1 Level AA standards (exceeding current AODA requirements) and adheres to the highest web accessibility best practices for an inclusive and user-friendly experience.	2023	2023	

Employment

Lead Department	Initiative Subject	Objective	Actions	2023 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.	In 2023, the City of Ottawa piloted a Diversity, Inclusion, and Belonging training for leaders on the Harvard Manage Mentor platform. Topics covered included: 1. What Diversity Is – and Why It Matters 2. Understand and Counter Bias 3. Lead Inclusively 4. Become a Diversity Advocate 5. Advance your Organization's Diversity Efforts The training was shared with all supervisors and managers. Participants reviewed up-to-date materials on equality, diversity, inclusion, and belonging (EDIB), engaged in self-reflection on their role in supporting EDIB work, and created an action plan to better address EDIB in the workplace. As part of the Leverage Equity and Achieve Diversity and Inclusion Targets (LEAD IT) strategic hiring process, hiring managers and interview panelists participating in LEAD IT competitions completed additional training related to equity in the hiring practice as well as a targeted Bias Awareness e-learning module.	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.	The Corporate Diversity and Inclusion Plan's initiatives support accessibility and inclusion efforts. Departments report on completion of Bias Awareness training for employees and leaders, aimed at reducing or eliminating the biases that can contribute to less accessible or inclusive workplaces. This and other trainings support a thriving workforce and welcoming workplace for all. Initiatives like Leverage Equity and Achieve Diversity and Inclusion Targets, LEAD IT, which include a bias awareness training for hiring managers, help to remove barriers in hiring and promotion for qualified candidates. Progress on self-identification continued throughout 2023, where persons with disabilities and other members of equity denied groups have opted to share their self-identification information in the digital tool. As of December 2023, 85 per cent of continuous staff have completed the Count Me In! questionnaire, providing a clearer picture of the workforce at City of Ottawa.	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.	The City of Ottawa employs an Outreach and Engagement Specialist and an Outreach and Recruitment Specialist. These two roles support building collaborative relationships with community organizations representing diverse residents to share employment opportunities and collaborate to better serve all residents. Outreach efforts have built connections with the Employment Accessibility Resource Network (EARN), where a member of the Workplace Equity, Inclusion, and Belonging team represents the City of Ottawa at regular meetings.	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.	In 2023, the City of Ottawa piloted a Diversity, Inclusion, and Belonging training for leaders on the Harvard Manage Mentor platform. Topics covered included: 1. What Diversity Is – and Why It Matters 2. Understand and Counter Bias 3. Lead Inclusively 4. Become a Diversity Advocate 5. Advance your Organization's Diversity Efforts The training was shared with all supervisors and managers. Participants reviewed up-to-date materials on equality, diversity, inclusion, and belonging (EDIB), engaged in self-reflection on their role in supporting EDIB work, and created an action plan to better address EDIB in the workplace. As part of the Leverage Equity and Achieve Diversity and Inclusion Targets (LEAD IT) strategic hiring process, hiring managers and interview panelists participating in LEAD IT competitions completed additional training related to equity in the hiring practice as well as a targeted Bias Awareness e-learning module.	2017	2024
Community and Social Services	Inclusive Workforce	Develop and implement a plan that will foster an inclusive, thriving workforce.	This includes: • Increase the diversity of the workforce to more closely reflect the diversity of the community; including persons with a disability • Pilot modern and innovative hiring practices/ opportunities for diverse candidates to enter the department • Understand and respond to the needs of the workforce of the future; including physical space, tools and work environment • Increased mental health supports/training for employees • Influence the culture to be inclusive, accepting, welcoming and supporting of our people	The Corporate Diversity and Inclusion Plan highlights actions to build and foster an inclusive, thriving workforce, with the goal to meet representation targets established in line with federal reporting efforts. Ongoing efforts are taken to increase the recruitment of members of employment equity groups, including persons with disabilities. Community partnerships help to connect opportunities at the City with historically underrepresented community members. New and innovative learning opportunities, including an increase in virtual and self-paced offerings, help to build greater awareness in the current workforce. Focus on internal policies and procedures, including an in-progress update of the Equity and Diversity Policy, help to ensure a psychologically safe, inclusive workplace for employees and environment for residents.	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.	Two departments (Community and Social Services and Planning, Real Estate, and Economic Development) participated in the first broad-based launch of the Leverage Equity and Achieve Diversity and Inclusion Targets (LEAD IT) program in 2023. An evaluation in Q3 2023 identified further opportunities for refinement and are being actioned prior to further departmental on-boarding. Representation among individuals who self-identify as having a disability exceed the targets set in 2019 for all staff; however, gaps remain in leadership. The City of Ottawa remains an active participant with the Employment Accessibility Resource Network (EARN) and promotes employment opportunities to community partners.	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.	In 2023, the Ottawa Paramedic Service participated in and hosted various recruitment events and promoted the Service as an inclusive employer. Examples included: Expo Prehospitalier 2023, Career/job fairs at: Algonquin College, La Cité, Collège Saint-Joseph, Vanier Community Services Centre, and Ottawa World Skills' 5th Annual Job Fair. They also held the annual Paramedic Awareness Week (P.A.W.) Camp from July 17-20, a free educational and fun day camp for youth between the ages of 13 and 17. In 2023, 20 youth participated in various activities over the course of the week. They completed their Standard First Aid and CPR – C level certification, were introduced to the job of a dispatcher, emergency services technician, learned patient assessment and triage skills, became proficient in the use of Automated External Defibrillators (AED), participated in leadership challenges and learned about different cultures from other young people in their community. Additionally in 2023, the Paramedic Service produced two new, bilingual recruitment videos for paramedics and Ambulance Communications Officers which were promoted widely across social media platforms and ottawa.ca and two Ambulance Communications Officers were featured on the Sam Laprade Show. Ottawa Fire Services (OFS) continues to review and improve their recruitment process and framework to ensure the highest quality of recruits, with consideration for diversity and inclusion. OFS has improved the recruitment and hiring process with better benchmarking and solutions to efficiently and cost-effectively attract quality recruits. In 2023 OFS revised the rural application process to collect data through a voluntary self-identification questionnaire. The questionnaire, like the City's corporate survey and the OFS urban recruitment questionnaire, is voluntary and encouraged. Completing this questionnaire will help create an accurate picture of the OFS efforts to recruit a diverse workforce that is reflective of our community in accordance with the City's Equity and Diversity Policy.	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 and Digital Services Officer (DSO) continue to work with service area contacts to expand their knowledge base of accessible supports (including "Creating Accessible Word training", accessible remediation contacts, web posting training and Accessible social media resources and training). The EPS DSO team has adopted this objective as part of regular operations.	2019	2024
Finance and Corporate 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.	Completed.	2020	2024
Finance and Corporate 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.	To support the recruitment process, Hiring Managers have access to staffing and recruitment guides and information that focus on inclusive hiring. There are several resources available on the Hiring Manager page. Resources on the Staffing and Recruitment Process SharePoint page include: <ul style="list-style-type: none"> • Protocols for Accommodation - Assessment Process for Job Candidates with Disabilities (sharepoint.com) • Hiring Manager Staffing Checklist (sharepoint.com) • Asking the right interview questions: A guide for hiring managers (sharepoint.com) The City's Recruitment and Staffing Policy (sharepoint.com) also references equitable Staffing practices that afford equal access to employment opportunities and are barrier-free and inclusive.	2020	2024
Finance and Corporate 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 per cent of courses owned by the Learning Centre are WCAG compliant. Four non-compliant EPS courses are not owned by the Learning Centre and are grandfathered. These would need to be compliant if the content is updated or by request. Two additional Health & Safety courses are not compliant, and again the Learning Centre does not own the content. One is a provincial Occupational Health & Safety course and the second is WHMIS, which was purchased from a vendor. These two courses have accessible transcripts.	2021	2024
Finance and Corporate 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.	Completed.	2019	2024
Finance and Corporate 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).	In 2023, a phased implementation/pilot of the Leverage Equity and Achieve Diversity and Inclusion Targets (LEAD IT) program continued with two participating departments (CSSD and PRED). In Q2 and Q3 2023 an evaluation of the pilot was conducted and work remains underway to implement improvements based on results. As a next step, the project team is planning for corporate wide implementation in 2024, that is likely to involve a phased implementation approach.	2021	2024
Finance and Corporate 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.	HR represented the City or supported the participation of Departments at 19 outreach events and career fairs, initiatives in 2023. These events are an opportunity to showcase the City as an employer of choice and to highlight specific opportunities e.g. summer student employment, co-op student employment. These events included showcasing various roles and opportunities at the Ottawa Board of Trade Best Places to Work Career and Training Expo in November. Job seekers learned about different roles, the hiring process and setting up their online profile. The Corporate Take Our Kids to Work Day was hosted at City Hall where more than 100 Grade 9 students were invited to learn about different career options with the City. HR promoted student programs at the four local post secondary institutions. HR attended other events targeting youth and professionals from diverse background including a Youth Career Event organized by CSSD, career fairs hosted by Worldskills, the YMCA and Welcoming Ottawa Week with a series of events targeting newcomers.	2020	2024
Finance and Corporate 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.	HR represented the City at 19 outreach events and career fairs in 2023.	2019	2024
Finance and Corporate 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 Managers.	In 2023, the Learning Centre ran 20 sessions of Bias Awareness Training for Employees, and 12 sessions of Bias Awareness for Leaders. We also launched the e-learning Diversity, Inclusion and Belonging Harvard Mentor Management (HMM) course and had 225 employees complete it, with another 104 employees having spent more than one hour in the course.	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. The Individualized Workplace Emergency Response Information (IWERI) form was also recently converted into an accessible fillable PDF to make the process of creating an IWERI plan even easier for employees. Reminders regarding employee 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

Employment

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.	In Q4 Ottawa's Board of Health approved OPH's 2023-2027 Departmental Strategic Plan which identifies specific commitments, actions and outcomes being prioritized. Two of the five strategic goals focus specifically on promoting, and advancing, Health Equity over the next four years in our communities, partnerships, spaces and services, as well as for current and future OPH staff, learners and volunteers. 1. Equity-Driven: In working to improve population health outcomes and opportunities, we collaborate to eliminate health inequities, systemic racism, discrimination and oppression. 2. Enrich our Workplaces: Foster a diverse, inclusive, equitable and healthy workforce grounded in a culture of learning and growth. We will support and develop employees and optimize and innovate our processes to better serve the community.	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.	PW has developed and implemented departmental Equity, Diversity and Inclusion (EDI) training: - EDI Foundations - 385 staff completed - Exploring Microaggressions in the Workplace - 62 Supervisors and Managers complete Additionally: - Relevant hiring Supervisors and Managers have completed Inclusive Hiring training - EDI Learning bites have been undertaken at 3 quarterly Extended Department Leadership Team meetings with Supervisors and Managers - A learning event was held to mark the International Day of Tolerance in November	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 – continued in 2023. In total, 19 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. In 2024, continue partnership with community agencies and organizations in the delivery of 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 2023, OC Transpo provided accessibility training to all 235 new Operators, including: 211 conventional transit Operators through the New Bus Operator Training program; and 24 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. In addition, all new Transit Services staff onboarded in 2023 were required to be trained on the AODA standards and requirements, and all new managers were required to complete the AODA management compliance module. In 2024, 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	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 2023, three new OC Transpo Web-team employees completed the Introduction to Web Accessibility online training. This five-module course was created by the W3C Web Accessibility Initiative and 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 online accessibility. Continue the provision of Web Accessibility online training in 2024 to all new Web team employees and identify additional opportunities to enhance the team's knowledge of web accessibility.	2022	2024
Transit Services	Dementia Awareness Training	Provide dementia awareness training to customer-facing employees, in collaboration with The Dementia Society.	Ensure staff receive dementia awareness training that supports their responsibilities.	Provided dementia awareness training to all new Para Transpo Operators hired in 2023. Dementia awareness training is provided virtually in collaboration with The Dementia Society. It addresses how staff should interact with people with dementia and can help keep them safe. Continue to provide dementia awareness training to front-line Transit Services staff as needed. In 2024, the training will be expanded to include Rail Supervisors, Rail Superintendents and Transit Supervisors.	2020	2024

Customer Service

Lead Department	Initiative Subject	Objective	Actions	2023 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. In 2023, Children's Services provided special needs funding to help support approximately 1,356 children in licensed child care in Ottawa. On March 28, 2022, the Province and federal government reached an agreement to include Ontario in a National Child Care Plan, called the Canada-Wide Early Learning and Child Care (CWELCC) system. The new CWELCC system aims to support improved affordability, responsiveness, access and inclusion for families of children aged 0 to 6 years of age. As part of this transformational sector change, initiated in 2023, the Province created an Access and Inclusion Framework. It aims to support service system managers in developing and implementing local service system plans with an increased focus on access as it relates to inclusion so that all children in licensed child care can participate/ collaborate in meaningful ways and form authentic, caring relationships. 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 update, which will be presented to Council in late 2024.	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.	Employment and Social Services (ESS) encourages and supports residents receiving Ontario Works to use and register for the Province's MyBenefits tool. In 2023, 39% 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 2023, 95% 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. Technology enhancements, such as eSignature, benefits residents 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.	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.	This training is being transformed to reflect emerging priorities and needs being identified through evaluations of the Corporate Diversity and Inclusion Plan, the Anti-Racism Strategy, and the Women and Gender Equity Strategy. A draft of the e-learning course, with an aim to make this training available to all staff, was shared in December 2023 and revisions will be incorporated in early 2024 before a corporate launch.	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.	The latest iteration of the City's OAP ended in December 2022 and staff are currently evaluating the progress achieved and consulting with members, partners and community stakeholders to determine the future direction for an age-friendly Ottawa. The initiatives and funding amounts approved in the 2022 OAP allocation process were renewed for 2023. 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 \$145,568 to nine agencies for the Snow Go and Snow Go Assist Programs in 2023. Snow Go programs responded to 1388 requests from older adults and people with disabilities in the 2022-23 winter season. 596 subsidies were issued to Ottawa households for help with snow removal.	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.	In 2023, City of Ottawa piloted a Diversity, Inclusion, and Belonging (EDIB) training for leaders on the Harvard Manage Mentor platform. Topics covered included: 1. What Diversity Is – and Why It Matters 2. Understand and Counter Bias 3. Lead Inclusively 4. Become a Diversity Advocate 5. Advance your Organization's Diversity Efforts The training was shared with all supervisors and managers. Participants reviewed up-to-date materials on equality, diversity, inclusion, and belonging (EDIB), engaged in self-reflection on their role in supporting EDIB work, and created an action plan to better address EDIB in the workplace. As part of the Leverage Equity and Achieve Diversity and Inclusion Targets (LEAD IT) strategic hiring process, hiring managers and interview panelists participating in LEAD IT competitions completed additional training related to equity in the hiring practice as well as a targeted Bias Awareness elearning module.	2017	2024
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.	City of Ottawa employs an Outreach and Engagement Specialist and Outreach and Recruitment Specialist. These two roles support building collaborative relationships with community organizations representing diverse residents to share employment opportunities and collaborate to better serve all residents. Outreach efforts have built connections with the Employment Accessibility Resource Network (EARN), where a member of the Workplace Equity, Inclusion, and Belonging team represents the City of Ottawa at regular meetings.	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. In addition to this, CSSD provided de-escalation training to Members of Council and their staff as part of the new Council orientation process (2023). De-escalation is a key component of the prevention of violence and harassment in the workplace, especially for front-line staff. The training included programming information for clients with disabilities.	2016	2024
Community and Social Services	Human Needs Task Force	Mask Distribution	Ensure vulnerable populations have access to masks during COVID-19.	This initiative has been completed.	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.	This initiative has been completed.	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.	This initiative has been completed.	2020	2021
Community and Social Services	Human Needs Task Force	Physical Distancing/Isolation Centres (PDCs)	Offer physical distancing/isolation centres for women experiencing homelessness during COVID-19.	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 (HS) will continue to operate physical distancing centres (PDCs) overflow shelters over the winter months. HS continues to operate three PDCs in order to manage capacity within the shelter system.	2020	2023
Community and Social Services	Human Needs Task Force	Portable Toilets	Maintain portable toilets in the urban core for use during COVID-19.	This initiative has been completed.	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.	This initiative has been completed.	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 2023 BLRS issued 2 Part 1s and 2803 Part 2 tickets for parking in an accessible space without permit.	2020	2024
Emergency and Protective Services	Public Communications	Develop a communications strategy to highlight Ottawa Paramedic Service policy 1.8 (Transporting Passengers in Emergency Vehicles) and the inclusion of support persons and service animals.	Share information with residents once strategy is completed.	In 2023, the Ottawa Paramedic Service worked with Public Information and Media Relations to highlight Service Policy 1.8, Transporting Passengers in Emergency Vehicles, and the inclusion of support persons and animals as follows: • In April and July 2023, the Paramedic Service hosted a training event at Paramedic HQ in partnership with Sit 'n Stay, an Ottawa-based organization that provides service dog training, providing an opportunity for the service dogs in training to become familiar with loud noises, paramedic equipment, and bright lights from emergency response vehicles. As well, the events provided the Service with learnings on how to better integrate service animals into patient care plans. The events were promoted via both organizations' social media accounts including Facebook and Twitter. One of the events was promoted via a YouTube video shared internally across the corporation and another received media from Radio-Canada.	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.	In 2023, Public Policy Development Services (PPD) conducted virtual consultations with members of the public and stakeholders on several files, which supported attendance for participants who would not have been able to attend in person. In addition, PPD supplied written materials and reports to residents who requested paper copies, and assisted residents over the phone by reading materials out loud. All of PPD's reports, supporting materials, and other information (e.g. By-law Review Web Page) posted on ottawa.ca or communicated through other platforms were remedied to meet the City's accessibility requirements	2020	2024
Emergency and Protective Services	Public Engagement: Fire accreditation	Develop a public communications strategy to engage with residents about the mission, vision, values, programs and services offered by the Ottawa Fire Service.	Share information with residents once strategy is completed.	NEW 2023: Ottawa Fire Services developed a process to communicate and engage with the public about their interactions with the Ottawa Fire Service. This communications strategy engages with the general public and residents who have interacted with OFS.	2023	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 in 2023 and are available on ottawa.ca for the public and organizers. This is now considered part of regular operations.	2020	2024
Finance and Corporate 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.	The Canada Video Relay Service continues to be available. In addition, the 3-1-1 team is working with IT to implement a new live chat solution option and expect to launch in Q1 2024.	2020	2024
Finance and Corporate Services	Accessible Customer Service	Increase methods of accessing City of Ottawa information.	The establishment of a City's Mobile App in both official languages.	This work is ongoing.	2019	2024
Finance and Corporate 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
Finance and Corporate 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.	Completed.	2022	2022
Finance and Corporate 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
Finance and Corporate 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.	Phase one is delayed with the new expected completion timeline of Q2 2024 and phase two of Q2 2025. Accessibility is being considered throughout the duration of the rollout.	2020	2024
Finance and Corporate 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.	No updates for 2023. Departments are responsible for any reminders or communication related to the policy.	2016	2024
Finance and Corporate Services	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.	This initiative is complete.	2020	2021

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 the annual Education Series at the Centurion Conference and Event as well as Ben Franklin Centre. There were four sessions of the annual Education Series scheduled between January 26 and March 8, addressing issues of mutual interest to the City and industry partners. On March 8, City staff presented on new standards for accessibility features at protected intersections including delineation between cycle tracks and sidewalks as well as directional Tactile Walking Surface Indicators. All sessions included time allotted for questions and answers and presentations were made available at https://www.nchca.ca/education-series-presentations/#1643039236442-be0c8ae8-f512 . In April 2023, Standards Unit staff presented sidewalk standards to the Pedestrian Safety and Walkability Committee of the Council of Aging with the focus on walkability and accessibility. During the Transportation Association of Canada (TAC) annual conference in September in Ottawa, Standards Unit staff, in collaboration with Transportation Planning, presented at the workshop titled "Universal Accessibility and Active Transportation". The focus was on accessibility considerations during the design of active transportation facilities, as well as key accessibility features and City requirements. Also, Standards Unit staff facilitated a panel discussion titled: First-Person Lessons on Accessibility in Transportation. Discussion with panelists from Accessibility Simplified, SignAbleVI5ion Inc. and CNIB will help inform the City's design guidelines and accessibility standards.	2017	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 now offer an Accessibility Impacts training workshop to staff across the organization. This course was offered throughout 2023 and will continue in 2024.	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 2023. This will be discussed in the report. All departments support responding to accessibility-related feedback. The AO has also developed a new Corporate-wide procedure that outlines the Corporate process of documenting, responding to and tracking accessibility-related feedback.	2019	2024
Office of the City Clerk	Accessible Customer Service	Improve accessibility at the Mayor's events.	Increase courtesy and directional signage for people with disabilities. Increase reserved seating and/or tables for people with disabilities. Reduce barriers at City Hall and Aberdeen by creating dedicated entrances for people with disabilities.	On October 28, 2023, the City of Ottawa hosted the annual Trick or Treat with the Mayor event in person at City Hall. Again 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 continued with several features to make the event more accessible, including distributing non-edible treats (pencils, bubbles 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.	Following implementation of hybrid meetings through the 2022-2026 Governance Review, the hybrid meeting procedures including virtual public participation and in-person meeting rooms will be assessed for accessibility in consultation with the Accessibility Office and Facilities Operations Services.	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.	There were no municipal elections or by-elections in 2023.	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 AO releases a monthly e-newsletter called, "Accessibility Spotlight". The newsletter includes articles related to the accessibility of City services, events, programs, initiatives from all departments, and other related topics in order to keep residents and subscribers informed. In 2023, the AO sent out 15 editions of the newsletter featuring a total of 39 articles, which were distributed in both English and French. In December of 2023, the English edition was sent to 4965 subscribers (an increase of 332 from 2022) and the French edition was sent to 251 subscribers (an increase of 36 from 2022). The AO is committed to sharing updates and information with the 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"> Examine best practice and examples of active offers used at the City and elsewhere Develop tag line Determine contact person for inquiries and method of communications available Used phased approach to include tag line on promotional materials Address and monitor accommodation requests 	OPH's Immunization Unit continues to help ensure disability related accommodations can be requested and met through each of its service locations. Accommodation requests are promoted on the OPH website. The Immunization Unit also launched the Inclusion Clinic in 2023, which helps support children and youth with severe needle phobia or other needs in receiving their immunizations. The clinic is promoted through the OPH contact centre, and through OPH's immunization service locations.	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"> Train employees on importance for Social Determinant (SD) data collection; and address concerns Imbed SD data collection in Electronic Public Health Record (EPHR) development Train employees on SD data collection in EPHR Identify and monitor differences in access, care and health outcomes for persons with disabilities to other service users; Modify services to address unique individual, as well as population, needs by offering tailored and culturally sensitive programs and services 	OPH, in partnership with Peel Public Health and the Upstream Lab, were successful in their application for funding from Public Health Ontario's Locally Driven Collaborative Project (LDCP) program. The research project titled, Lessons learned from the collection of sociodemographic data (SDD) during the COVID-19 pandemic, aimed to document the experiences of public health units in the collection of SDD during the pandemic, and to identify a set of recommendations for scaling SDD collection beyond COVID-19. A report of findings is available here: https://www.publichealthontario.ca/-/media/Documents/L/2023/ldcp-sociodemographic-data-covid-19.pdf?sc_lang=en&rev=1557148eed8f4f818e74391bf81b8fe9&hash=405D36F164AB12E890936D1B45F84123 An OPH Policy for the collection, use and disclosure of SDD, developed over the course of 2022, was endorsed by senior leadership. An online education session (part of the OPH "Learning Loft" series) was held on October 27 to mark the official launch of the policy; approximately 90 staff participated in the session and feedback was positive. A MyOPH SDD Resource Page was also created to house the policy and all supporting resources. Several OPH teams initiated or continued their efforts to collect and use SDD, including Healthy Babies Healthy Children (Home Visiting Program), Immunization, and Infectious Diseases. Work continues in 2024 to improve data collection practices, analyze data collected to date and engage with community partners.	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 in 2023.	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 in 2023. This initiative is ongoing.	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.	We are expanding this initiative to a number of branches across the Ottawa Public Library.	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)	We are expanding this initiative to a number of branches across the Ottawa Public Library.	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 complete.	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 2023.	2021	2022
Ottawa Public Library	Library Accessibility	Ensure funds are readily available to replace/repair equipment, spaces, etc. that enhance accessibility at OPL. This may include a wide assortment of planned or un-planned / emergency work, such as: installation of ramps, elevators, power door operators, signage, handrails, removal of barriers in exterior and interior paths of travels, and remedial work in washrooms and kitchens.	\$505K has been earmarked for this purpose.	There are no new updates in 2023.	2023	2024
Ottawa Public Library	Facilities and Branch Improvements	These funds will be used re-configure internal spaces at library facilities to improve things such as wayfinding, sightlines and client flow.	\$450K has been earmarked for this purpose.	There are no new updates in 2023.	2023	2024
Planning, Real Estate and Economic Development Infrastructure & Water Services Department (Standards Unit) Accessibility Office	Accessibility for Ottawa Businesses	Share best practices and provide accessibility-related resources and information to the local business community.	Part of regular ongoing business and will be expanded in 2020-2024.	This initiative is ongoing. Requests from private businesses are received through various methods.	2016	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

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.	A temporary unit was established in the Public Works Department (PWD), called Emergency Planning and Response, which included an area manager dedicated to planning operations and providing response support where required. PWD is continuing to identify additional leaders willing to support future operations and will be expanding emergency awareness training through 2024. The 2023 summer tornadoes and windstorm allowed for the exercising and early establishment of PWD's structured response with, and independent of, the Office of Emergency Management (OEM) involvement. Progress included the completion of PWD's operational debriefs for freshet and recent severe wind events. Incident response plans are being updated regarding freshet, and are being developed for severe wind events. The terms of reference are being finalized to establish PWD as the lead on annual freshet operations up until escalation when OEM is required. 2024 freshet response planning is underway.	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.	First full year of pre-pandemic program offerings. Expansion of ABI LINK program to 2 days a week for adults with Acquired Brain Injury. The Timeless Originals Art and Social Club for older adults with disabilities pilot-project was successful and was delivered again this year. RCFS increased Inclusive Mentor support by 80% for summer camps, which allowed additional training and resources to be provided to front-line summer staff and increased capacity to integrate children with disabilities into camps, ensuring all our camps are inclusive. Surveyed families of our Variety Day Program, Shared Care program and Spirit Program regarding their satisfaction and suggestions for improvement. Hosted the first virtual camp fair highlighting local Inclusive summer camp options for Summer 2023 with 14 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.	Based on consultations, we continued to offer 4 week of Summer Plus Therapeutic Rec programming in July, in addition to 8 weeks of Social Recreation camps offered for adults with disabilities. We increased our Shared Care 1:1 integration support for children with exceptionalities so they can integrate into summer camps. We also trained 8 Inclusive Mentors to support all summer camps to be inclusive. Six weeks of Summer Camp was also 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: \$4349. 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 the 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 webpage has been updated to include all current inclusive and specialized program and service offerings, as well as updated contact information.	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
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.	OC Transpo provided several in-person community outreach sessions in 2023 on the public transportation options available to seniors and persons with disabilities. Within the past year, familiarization sessions have been arranged for agencies that train service animals including Canadian Guide Dogs and Ability Dogs. Outreach also continued virtually and by telephone and email with a wide range of individuals and stakeholders. The Transit Accessibility Specialist also arranged five 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.	2020	2024
Transit Services	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 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 was formally handed over to CNIB Guide Dogs on January 31, 2023, and enables guide dogs to learn the procedures for boarding, travelling, and exiting public transit.	2022	2023
Transit Services	Replica Bus Stop Initiative	Partner with long-term care facilities and retirement residences in the provision of replica bus stops for those living with memory care concerns.	Partner with long-term care facilities in the creation of replica bus stops.	No OC Transpo replica bus stops were installed in 2023. There is one installation that is in development, although various factors have delayed implementation in 2023. Continue partnership in 2024 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.	Partnered with more than 60 community agencies, groups and organizations in the delivery of the Travel Training program. More than 3,000 travel training passes were in use in 2023. Continue partnerships in the delivery of travel training to persons with disabilities and seniors in 2024.	2020	2024
Transit Services	Travel Training - Promotion	Promote OC Transpo's Travel Training program for persons with disabilities and seniors.	Identify opportunities to promote the Travel Training program.	Completed.	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

Customer Service

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
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