



# **CITY OF OTTAWA ACCESSIBILITY CONSULTATION REPORT**

In preparation for the 2025-2029 City of Ottawa  
Municipal Accessibility Plan

November 2024



# Contents

Persons with disabilities in Canada .....	2
City of Ottawa Municipal Accessibility Plan.....	2
How we engaged and consulted with people with disabilities in Ottawa.....	3
Outreach.....	5
Diversity in consultations .....	5
Persons with Disabilities .....	5
Francophones .....	6
Newcomers .....	6
Indigenous Peoples.....	6
2SLGBTQQA+ .....	7
People living in poverty .....	7
Racialized people.....	7
Rural .....	7
Older Adults.....	8
Women.....	8
Youth.....	8
Accommodations .....	9
Feedback.....	9
Customer Service.....	10
Information and Communication .....	11
Employment.....	12
Design of Public Spaces .....	14
Transportation .....	14
Evaluation.....	15
Conclusion.....	16
Appendix A .....	17

Question 1.....	17
Question 2.....	17
Question 3.....	17
Question 4.....	18
Question 5.....	18

## Persons with disabilities in Canada

According to the most recent [Canadian Survey on Disability](#), published by Statistics Canada in 2023, nearly one in three Canadians, or approximately 8.0 million people aged 15 years and over, had one or more disabilities that limited them in their daily activities. This represents 27 per cent of the Canadian population.

The rate of disability in Canada has increased by five per cent since 2017, when 6.2 million people identified as having one or more disabilities. This increase could be partially attributed to both the aging population as well as the large increase in mental health-related disabilities among youth and working-age adults. In 2022, the rate of disability was also higher among women, representing approximately 30 per cent, compared to men, representing approximately 24 per cent.

Youth (15 to 24 years), the working-age population (25 to 64 years) and older adults (65 years and older) all experienced an increase in the rate of disability from 2017 to 2022. In 2022, 20 per cent of youth had a disability, an increase of seven per cent compared to 2017. Nearly one-quarter (24 per cent) of working-age adults had a disability in 2022, an increase of 4 per cent compared to 2017. And the disability rate for seniors was 41 per cent, an increase of 3 per cent from 2017.

## City of Ottawa Municipal Accessibility Plan

As outlined in its [Accessibility Policy](#), the City of Ottawa is committed to providing equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods, facilities and information. In keeping with the obligations of the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005 and the *Integrated Accessibility Standards Regulation (IASR)*, in the Spring and Summer of 2024, City staff consulted with people with disabilities to support the development of the 2025-2029 City of Ottawa Municipal Accessibility Plan (COMAP).

This plan serves as a multi-year strategy of initiatives that contribute to the accessibility of City programs, facilities and services. People with disabilities, agencies that support people with disabilities, their caregivers, friends, family members and the general public were invited to provide disability-related feedback. The purpose of these consultations was:

- To record experiences with City programs, services and facilities, and
- To inform the City about gaps and barriers that currently exist for people with disabilities and provide ideas on how to reduce and/or eliminate them.

(Note: A barrier to accessibility is anything that limits or prevents a person from being able to receive and access information, services and goods, and access space or activities.)

## How we engaged and consulted with people with disabilities in Ottawa

A [consultation plan](#) was received by Council in May 2024. This included four methods to provide feedback for the COMAP consultations. These methods included:

- In-person consultations
- Virtual consultations
- An online survey through Engage Ottawa, and
- A community toolkit, for groups/organizations wishing to host their own consultation without City staff present. This included a proposed process for hosting the consultation discussion, the consultation questions and a method for submitting feedback.

Consultations began at the City's celebration of AccessAbility Day on May 30, which took place in-person at Ottawa City Hall. Over 115 participants registered to attend these consultations, which were supported by City staff from across the organization. The consultation questions can be found in **Appendix A**.

An additional three in-person consultations were held across the city, including Central, West and East locations, and three virtual consultations were held over Zoom. They were held at various times of the day, including afternoon and evening, to increase the opportunity for participation.

Information was shared with the City's Accessibility Advisory Committee, to encourage participation in any of the public consultations and/or to complete the online survey.

Information packages were also prepared for over 300 clients of the Ottawa Public Library's Homebound Services program. These clients were provided the option to attend a public consultation session, complete the online survey, or submit their feedback in writing.

Additionally, the AO also hosted three other virtual consultations with specific groups, including persons who are blind or have low vision, the d/Deaf, deafened and hard of hearing community, and the Ottawa Disability Coalition. Those that attended the session for the blind and low vision community included representatives from the Canadian National Institute for the Blind (CNIB), the Canadian Council for the Blind (CCB), and the Alliance for Equality of Blind Canadians (AEBC). Those that attended the session for the d/Deaf, deafened and hard of hearing community, or submitted feedback, included representatives from the Canadian Association of the Deaf (CAD), the National Capital Association of the Deaf (NCAD) and DeafBlind Services Ontario. The Ottawa Disability Coalition includes 19 organizations and individual advocates.

Finally, the French Language Services Advisory Committee provided feedback following a presentation regarding the consultations.

Approximately 170 residents attended the in-person and virtual consultations, including those held during AccessAbility Day, and other in-person and virtual consultations. Eight hard-copy surveys were received from Homebound Services clients.

Though demographic information was not formally collected at any of the in-person or virtual consultations, a wide variety of ages participated, and a diverse range of disability was represented through the facilitated conversations, including physical/mobility, sensory, learning/developmental, and non-visible. A total of 81 residents participated in the online survey.

Nearly 1,900 visits to the consultation webpages on the Engage Ottawa platform were recorded, on both the English and French pages. Participants that provided feedback through the online survey were asked to register with the platform, though this was not mandatory and most completed the survey anonymously. As such, we do not have enough specific data to indicate how many completed the survey who identified as members of various diversity groups. However, of those that did register through the platform and indicate their diversity and demographic information, participants included: Indigenous Peoples, Francophones, members of the 2SLGBTQIA+ community, persons living in poverty, youth under 29 years old, and persons with disabilities. It should also be noted that participants had the option to select more than one category under the diversity field.

Two community toolkits were sent to community organizations upon request, with both groups submitting feedback.

The consultations were also widely promoted to staff through internal communications. To ensure diversity of respondents, the consultation information was also shared with all the City's Affinity Groups, including but not limited to the Employees with Disabilities Affinity Group, women.net, the Rainbow Employees Network, the First Nations, Inuit, Metis (FNIM) Affinity Group, and the Asian Heritage Affinity Group.

Ultimately, a total of 259 residents participated in the consultations and over 1,800 lines of recorded feedback were collected and shared with departments ahead of the creation of new initiatives.

## Outreach

A communication plan was developed to ensure wide promotion of the consultation. Posters and communications materials were sent to all City facilities, including libraries, recreation and community centres and long-term care homes. Organizations that support persons with disabilities in Ottawa also received information. The consultations were also advertised through the City's Public Information and Media Relations (PIMR) team via social media and the newly created "Engage Ottawa" e-newsletter, which was sent to over 29,900 subscribers in both English and French. The AO also promoted consultation opportunities through its own "Accessibility Spotlight" e-newsletter, which was sent to over 5,300 residents in both English and French. Various members of Council also shared consultation opportunities through their own networks and social media channels.

## Diversity in consultations

The consultation process to develop the 2025-2029 COMAP included considerations for outreach to groups that may be at risk for exclusion, using the City's Equity and Inclusion Lens. A rationale for each group follows:

### **Persons with Disabilities**

The Accessibility Office (AO) maintains a contact list of local disability organizations, and information about upcoming consultations was shared with these groups. This includes organizations and individuals who have and/or work with persons with various disabilities including physical/mobility, learning/developmental, sensory, and non-visible. As mentioned previously, the AO also held targeted consultations with persons who are

blind or have low vision, the d/Deaf, deafened and hard of hearing community, and the Ottawa Disability Coalition.

The AO also received feedback via a community consultation toolkit from “Our Voices Matter,” a group of self-advocates with developmental disabilities who receive services from Karis Disability Services.

## **Francophones**

Supported by French Language Services, the Accessibility Office presented to the French Language Services Advisory Committee (FLSAC) to solicit feedback from the Francophone community. This diverse committee includes representation from (self-identified) Francophone and French-speaking men and women, youth, members from the 2SLGBTQI+ community, rural residents, immigrants and racialized people, and people with disabilities. The FLSAC provided feedback and recommendations directly to Accessibility Office staff at a Committee meeting.

Additionally, dedicated tables at the AccessAbility Day event held consultations facilitated in French. Several participants from the Francophone community also participated in virtual consultations and were welcome to provide their feedback in the language of their choice.

Finally, the AO reached out to many Francophone organizations that work with clients with disabilities to promote upcoming consultation opportunities, including but not limited to: Centre des services communautaires Vanier, Centre Pauline-Charron, Centre de ressources communautaires de la Basse-Ville, and Montfort Renaissance.

## **Newcomers**

With support from staff in the Gender and Race Equity, Inclusion, Indigenous Relations and Social Development group in Community and Social Services, information was sent to various organizations that support newcomers who may have disabilities for feedback. These included the Ontario Council of Agencies Serving Immigrants (OCASI) - Accessibility Initiative, Immigrant Women’s Services Ottawa, and the Ottawa Community Immigrant Services Organization.

## **Indigenous Peoples**

The AO worked with staff in the Indigenous Relations branch, as well as consulted with the Chief of Protocol to identify organizations and promote consultation opportunities to obtain feedback from both community organizations and Indigenous community

members. These included Minwaashin Lodge, the Odawa Native Friendship Centre, the Centre for Inuit Children, Youth and Families, Larga Baffin, Tungasuvvingat Inuit, the Wabano Centre, and Makonsag Aboriginal Head Start, among others.

To promote sharing information and communications with Indigenous organizations, the AO has also sought specific advice from staff in the City's Indigenous Relations branch on how to develop relationships with organizations and communities that support Indigenous persons with disabilities. The AO will work to develop a stronger relationship with the Indigenous community and explore opportunities to connect with community members and attend events.

## **2SLGBTQQIA+**

The AO sent information to organizations that support members of the 2SLGBTQQIA+ community for their feedback and participation in our consultations. These included the Canadian Mental Health Association, Bruce House, and the Ottawa Rainbow Services Network.

## **People living in poverty**

The AO sent information to many organizations that work with people living in poverty to promote participation in the consultations, including the Association of Community Organizations for Reform Now (ACORN), the Ottawa Salus Corporation, Options Bytown, and many others. Promotion materials were also sent to Ottawa Community Housing.

The AO also reached out to all Community Health and Resource Centres, who work with many low-income communities, to promote participation in the consultations.

## **Racialized people**

The Accessibility Office reached out to organizations who support many racialized groups, including but not limited to the African Canadian Association of Ottawa, the Centre for Resilience and Social Development, Jaku Konbit, the Ottawa Black Mental Health Coalition, the Somali Centre for Family Services and the Ottawa Chinese Community Service Centre.

## **Rural**

All Councillors representing rural communities were provided information on the upcoming COMAP consultation. Additionally, providing opportunities to consult virtually



brought new opportunities to engage in a convenient and accessible way with residents across the City.

## **Older Adults**

The AO shared consultation information with the City's seniors centres and long-term care centres to promote the consultations, in addition to the Council on Aging and other community organizations supporting older adults.

The AO also received a community consultation toolkit request from the Centretown Community Association – Seniors Committee.

Finally, the AO is also working and coordinating with staff leading the development of the City's new Older Adult Plan to identify any initiatives that should be included in each respective plan.

## **Women**

The AO shared consultation information with various women-led and supported community organizations, including the City for All Women Initiative (CAWI), the Ottawa Coalition to End Violence Against Women, EcoEquitable Inc., and the Elizabeth Fry Society of Ottawa to promote the participation of diverse groups of women with disabilities.

Additionally, the AO and staff from Public Works attended a meeting with a sub-group of CAWI called the Making Voices Count Civic Engagement Table, many of whom were also persons with disabilities, to discuss winter maintenance standards in coordination with Ottawa Community Housing. Comments were recorded as part of the COMAP consultation feedback process.

## **Youth**

Promotional information was sent to several agencies that work with children and youth with disabilities including, but not limited to, the Door Opportunities for Youth, Youth Ottawa, and the Youth Services Bureau of Ottawa. Many of the disability organizations that received promotion for the consultations support a wide range of ages, including children, youth, adults and parents/caregivers of persons with disabilities.

Many people participating in the consultations could identify with more than one group, which results in unique perspectives and interactions with the City as a result of this intersectionality. Based on observations at all consultations, the Accessibility Office is

confident that a diverse group of people with disabilities provided feedback and ideas as part of the consultation process.

## Accommodations

Accommodations were actively offered through the registration page for all consultations on Engage Ottawa, as well as advertised through our various promotional channels. Accommodations that were actively offered included:

- American Sign Language (ASL)
- Langue des Signes Québécois (LSQ)
- Captioning
- Braille
- Portable FM Loop Listening Device
- Personal Support Worker
- Other (to be specified by participant)

ASL, LSQ and captioning were all utilized during the consultation with the d/Deaf, deafened and hard of hearing community to facilitate discussion. While staff facilitators at this consultation were bilingual, feedback was received that simultaneous French translation would have also supported the discussion. This has been noted for future consultations. Additional ASL interpreters supported two public in-person consultations, both during AccessAbility Day as well as during an in-person session, upon the request of participants. Captioning was also provided upon request from a participant at a public virtual consultation. Other requests included providing materials ahead of time, ensuring access for wheelchairs and other mobility devices, and ensuring the consultation meeting space was scent free for those with environmental sensitivities. All requests for accommodations and supports were met.

## Feedback

The following sections provide an overview of what we heard from the community throughout all consultation and survey feedback. Some of the feedback received relates to accessibility initiatives that are currently planned or underway, confirming that these priorities are responsive to the priorities of the community. As such, these will be incorporated into the new plan. Some feedback fell outside of the City's scope, and this feedback was shared with the appropriate organizations/authorities, including the Federal government, the Provincial Government, and the National Capital Commission.

To inform the development of the 2025-2029 City of Ottawa Municipal Accessibility Plan, the following will be included:

- Feedback received through the consultation process
- An analysis of disability and accessibility-related feedback from the public collected on an ongoing basis at the City
- Best practice research (including feedback from the Ontario Network of Accessibility Professionals) and,
- An analysis of the Fourth Legislated Review of the AODA (Rich Donovan, 2023).

The consultation data was grouped together by AODA Standard: Customer Service, Information and Communications, Employment, Design of Public Spaces, and Transportation. The data below does not represent all individualized feedback received, but rather demonstrates many of the recurrent themes that emerged throughout the consultations.

## **Customer Service**

This includes, but is not limited to, recreation and culture programs and services, health and library services, local client service centres, and 311.

Feedback:

- Participants shared many positive experiences they had when interacting with City staff, either in person or on the phone. Examples of excellent customer service were shared when interacting with staff from 3-1-1, Ottawa Public Health, Inclusive Recreation, the Accessibility Office, Para Transpo, and Ottawa Public Library.
- There was consistent feedback regarding the desire for City staff to accommodate and support residents when they disclose barriers.
- Although customer service was often positive when a resident was interacting with a member of City staff, it was reported that it is difficult to navigate numerous City departments and that residents may be directed to voicemails or online forms, which creates additional barriers.
- There is a need for staff to receive more training to meet the needs of persons with disabilities. Examples provided included supporting those with sight or hearing loss, especially related to emergency response.
- There is a need for better enforcement and adherence to the City's scent-free policy as those with environmental sensitivities may attend locations where

scented products have been used. This includes City of Ottawa facilities, as well as Para Transpo buses and taxis.

- There is a need for better communication regarding resolution of a complaint or inquiry, as residents reported being unaware if their issue was actioned or addressed.

## **Information and Communication**

This includes, but is not limited to, technology and signage, websites, printed materials and other City correspondence, water and property tax billing, charts and maps, and public meetings, consultations and events.

Feedback:

- Residents expressed appreciation of the availability of accessible formats and communication supports, upon request. Examples included documentation available in Braille or large print, as well as sharing presentation materials in advance in an accessible Word format.
- Newsletters are a way to receive important information related to City Services.
- Barriers exist related to the complexity of creating a 3-1-1 service request online. Residents reported stopping part way through due to frustration, rather than completing the process. This leads to additional barriers and, ultimately, no resolution of the original service request.
- Reliance on online platforms creates barriers for those who are not comfortable with or do not have access to technology, may not have access to reliable internet, or have a disability which makes the use of technology difficult. Residents provided examples which included forms that could only be completed online, the use of QR codes, and finding relevant information on ottawa.ca.
- Residents are not always aware of the beneficial services available at the City, such as the Homebound program through Ottawa Public Library. Suggestions including better marketing through broader channels such as printed materials, radio, television, social media, and newsletters.
- Residents also suggested providing increased availability of documents in plain language, especially by-laws, the inclusion of live captioning at events, and broader availability of documents in large print.
- Residents also requested better communication regarding the outcome of various public consultations, and their resulting actions.

## Employment

This includes obtaining employment with the City of Ottawa, accommodations for both interested candidates and current employees, as well as volunteer opportunities.

Feedback:

- Overall, the application process is complicated and lacks transparency. There was a desire for follow-up communication after applying, even if the applicant was not selected for an interview. The application platform is challenging to navigate and not accessible.
- While job postings encouraging people with disabilities to apply is positive, online and internal-only job postings create barriers, especially if this is not made transparent in the job posting. Residents would like more opportunities for networking, such as career fairs where jobs currently available are advertised, trying a job in advance, and learning new skills.
- Physically inaccessible workplaces create barriers for people with disabilities. This includes not providing an alternative to sound alarms and being unable to get to work due to unreliable transportation.
- Attitudinal barriers still exist. While not limited to the City, these ranged from employers perceiving people with disabilities as a “problem,” to people with disabilities being overqualified for work while being underemployed, to people with disabilities being capable of getting a job done but using a different method to do so and feeling discounted. In some cases, people with invisible disabilities are not always believed by their employers, and this can create barriers to having their needs accommodated. Further, some people with disabilities feel they cannot reveal their disability or ask for accommodations in workplace settings.
- Members of the Deaf community, specifically, identified biases such as employers believing that accommodating interested candidates who are Deaf is too expensive.
- Residents also stated that reducing barriers to receive accommodations by providing them at all stages of the job hiring process, reconsidering rigid job qualifications, such as strict language and education requirements, and balancing teams to account for each member’s strengths and weaknesses would all be welcome in the workplace.
- People with disabilities are experts of their own experience. Interested staff should be consulted to update policies, procedures, and other Corporate

documentation to incorporate their feedback and create a more accessible workplace.

- Inclusive hiring strategies should be incorporated to challenge stereotypes about people with disabilities. Initiatives could include having diverse disability representation on hiring panels, public awareness campaigns promoting the benefits of hiring people with disabilities, and consulting with people with disabilities when hiring programs are changed.
- More information and training about accessibility and disability needs to be provided to all staff who interact directly with members of the public, Human Resources and others responsible for hiring, as well as those responsible for creating and providing accessible documents.
- Managers need more training to address the lack of awareness of disability and accommodations in the workplace, and to offer consistent accommodations across each department.
- Residents encouraged hiring people with disabilities who understand existing barriers in the workplace in order to advocate for people with disabilities, and who can act as mentors for them during the hiring process and beyond. There are specific considerations for members of the Deaf community, such as staff understanding Deaf culture and having cultural sensitivity.
- The opportunity for advancement is important. Individuals should not have to remain in an entry-level position if they desire to advance simply because they may have a disability.
- Some people had positive experiences with volunteering, citing the sense of accomplishment and giving back to the community. They also identified some of the barriers that have been removed to volunteer at the City, such as free police records checks, as well as the City's physically accessible facilities where volunteering. However, better support is needed for volunteers, including providing online lists of where opportunities exist, and ensuring volunteers' well-being is considered to prevent burnout.
- There is also a design for increased awareness for Francophone managers and employees who may have visible and/or invisible disabilities, ensuring that they feel empowered to request accommodations and access training in their preferred official language.

## Design of Public Spaces

This includes, but is not limited to, City facilities, sidewalks, pathways and roads, and City-operated social housing, long term care and emergency shelters.

Feedback:

- Residents reported positive experiences with the accessibility of City of Ottawa facilities. Recreation facilities, libraries, and newly developed or renovated sidewalks were reported to be accessible based on the experiences of many users.
- Intersection design was reported as an area of improvement, including the addition of audible crossing signals and the layout of cross walks.
- Accessibility during construction continues to be a barrier faced by many residents who reported that signage is not clear on available accessible paths, and wayfinding for those with vision loss remains a challenge.
- Consistent feedback was received related to the barriers created by snow removal. It was shared that bus stops are not always cleared, snowbanks prevent OC Transpo and Para Transpo bus operators to stop at the designated pick-up locations, and that pedestrian crossing signals are often unreachable due to snow accumulation around the poles.
- Residents also identified the need for more accessible public washrooms, especially in parks, more accessible benches in public spaces, more accessible parking spaces (especially on-street), providing Mobi Mats at all City beaches, and ensuring emergency shelters are fully accessible.

## Transportation

This includes, but is not limited to, Para Transpo specialized transit, OC Transpo conventional transit (bus and O-Train), accessible parking, City-licensed taxis and Private Transportation Companies.

Feedback:

- Many residents provided positive feedback regarding the migration to online booking services for Para Transpo, and the associated app. The ability to monitor the estimated time of arrival was a major benefit to persons with disabilities allowing them the time needed to make their way to a pick-up location.
- Many residents with disabilities also provided positive feedback about the LRT due to the smoothness of the ride, compared to conventional bus transit, which can cause pain when going over bumps in the road.
- The relatively low cost of Para Transpo and the support to customers provided by its operators, as well as the availability of ramps on conventional buses,

were also all mentioned as positive feedback on the City's public transportation.

- Barriers were identified related to a lack of public education about priority seating on OC Transpo buses and trains. It was noted that residents are often unwilling to move from these seats, and increased enforcement from operators is needed.
- Residents also discussed the lack of flexibility in booking Para Transpo as a barrier. They noted that they are unable to book more than 24 hours ahead of time, and that same day bookings are not always accommodated. Additionally, Para Transpo does not run at night. Residents provided examples related to being discharged from a hospital after hours, or having an event that ends later in the evening and then being unable to return home. Additionally, in emergency situations, individuals who use mobility devices are unable to accompany loved ones to the hospital.
- Lack of accessible taxis was also identified as a barrier, leaving users unable to obtain this necessary mode of transportation when needed. It was also discussed that there needs to be enforcement of the requirement to allow service animals in taxis, as persons with sight loss reported being denied rides due to having a guide dog.
- Some residents also encountered a lack of French-speaking Para Transpo drivers who were unable to serve them in the official language of their choice.
- Suggestions to improve Para Transpo bus service included allowing operators to have their customer's contact information, as persons with sight loss may be able to see the vehicle waiting or if they are waiting in the wrong place. This will result in the operator indicating the customer was a no-show, resulting in a fare charge.
- Suggestions to improve OC Transpo bus service included the addition or improvement of the audible system to announce which bus is arriving at a bus stop, as well as announcements on the vehicles related to which stop they are approaching. Having signs with Braille at bus stops would additionally be a benefit, as users with sign loss often accidentally wait at an incorrect location such as a light post, resulting in the bus not stopping for them.

## Evaluation

An evaluation was sent to participants following each in-person and virtual consultation session. The feedback received was positive based on the three following questions:

- I was able to voice my opinions today
- I feel that my feedback was valued
- I am confident the City will consider my recommendations



All participants who completed the survey indicated that they were either satisfied or very satisfied in these three areas. One participant noted “I felt as though our feedback was being heard and appreciated” and “Great consultation where all participants were able to voice their opinion.” Many indicated that they would like the City to continue consulting with the public regarding accessibility on a more regular basis. Anecdotal feedback received further demonstrated that participants felt the consultations provided an opportunity to provide feedback and engage with City staff in a meaningful way. The AO will continue to look for ways to improve its engagement with persons with disabilities.

## Conclusion

Findings from these community consultations play an important role in the development of accessibility initiatives in the 2025-2029 City of Ottawa Municipal Accessibility Plan, which aims to reduce barriers for persons with disabilities within City programs, services and facilities. Specific concerns and priorities from equity-denied groups and those with diverse disabilities, as presented in this report, will continue to be included in the development and implementation of the plan.

The Accessibility Office would like to thank all those that participated in or supported these consultations.

For more information on this report or the City of Ottawa Municipal Accessibility Plan, please contact [accessibilityoffice@ottawa.ca](mailto:accessibilityoffice@ottawa.ca) or visit [Ottawa.ca/accessibility](https://ottawa.ca/accessibility).

# Appendix A

## Question 1

Customer Service: This includes recreation and culture programs and services, health and library services, Service Ottawa and 311.

- What is the City doing well in this area?
- What barriers do you (or your clients, family members, friends) face in this area?
- What could be done to improve accessibility in this area?
  - Prompt: What innovative ideas have you seen (in other cities, provinces, countries, businesses) that would make Ottawa the most progressive City in the province for people with disabilities?

## Question 2

Information and Communications: This includes technology and signage, websites, printed materials and other City correspondence, water and property tax billing, information about the vacant unit tax, charts and maps, and public engagement.

- What is the City doing well in this area?
- What barriers do you (or your clients, family members, friends) face in this area?
- What could be done to improve accessibility in this area?
  - Prompt: What innovative ideas have you seen (in other cities, provinces, countries, businesses) that would make Ottawa the most progressive City in the province for people with disabilities?

## Question 3

Employment: This includes obtaining employment with the City of Ottawa, accommodations for interested candidates and current employees, as well as volunteering with the City of Ottawa.

- What is the City doing well in this area?
- What barriers do you (or your clients, family members, friends) face in this area?
- What could be done to improve accessibility in this area?

- Prompt: What innovative ideas have you seen (in other cities, provinces, countries, businesses) that would make Ottawa the most progressive City in the province for people with disabilities?

## Question 4

Built Environment (Design of Public Spaces): This includes City facilities such as recreation and community centres, library branches, and City administrative buildings, as well as sidewalks, multi-use pathways, cycling facilities and roads.

- What is the City doing well in this area?
- What barriers do you (or your clients, family members, friends) face in this area?
- What could be done to improve accessibility in this area?
  - Prompt: What innovative ideas have you seen (in other cities, provinces, countries, businesses) that would make Ottawa the most progressive City in the province for people with disabilities?

## Question 5

Transportation: This includes City-licensed taxis, Private Taxi Companies, City of Ottawa busses, O-Train and Para Transpo and parking.

- What is the City doing well in this area?
- What barriers do you (or your clients, family members, friends) face in this area?
- What could be done to improve accessibility in this area?
  - Prompt: What innovative ideas have you seen (in other cities, provinces, countries, businesses) that would make Ottawa the most progressive City in the province for people with disabilities?