

**2025-2029 City of Ottawa Municipal Accessibility Plan Initiatives**

Built Environment

Lead Department	Initiative Subject	Objective	Actions	Start	End
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.	2025	2029
Community and Social Services	230 Queen Street Transitional Housing	In accordance with the Integrated Transition to Housing Strategy, provide approximately 130 new transitional housing beds.	Housing Services entered into a 10-year lease agreement with the landlord for the space, who is having the space retrofitted to meet operational needs. Retrofits being completed are in accordance with the City's Accessibility Design Standards, or where non-complaint, will be identified through the established process.	2025	2029
Community and Social Services	Corkstown Transitional Housing Program	In order to support families experiencing homelessness and increase overall system capacity, the City entered a 10-year lease for the 170 unit, former retirement residence.	Housing services is working with Facility Services and Design and Construction to install new shared kitchens and laundry facilities. Kitchens and laundry spaces are being designed in accordance with the City of Ottawa's Accessibility Design Standards.	2025	2029
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.	2025	2029
Emergency and Protective Services	Retro Fit: HQ Building	Renovating By-law and Regulatory Services headquarters, ensuring Accessibility Design Standards are met.	Construction Start: February 3, 2025 Substantial Performance: September 15, 2025 Final Completion: October 15, 2025	2025	2025
Infrastructure and Water Services	Ādisōke Facility (New Central Library)	Ensure accessibility in design of new Central Library.	The Ottawa Public Library-Library Archives Canada Joint Facility Project has engaged an accessibility consultant to review accessibility standards and provide reviews throughout the design process.	2025	2026
Infrastructure and Water Services	Lansdowne 2.0 – Event Centre & New North Side Stands	Ensure that the design of the new sports entertainment facilities and the overall site is accessible.	The Lansdowne 2.0 project team has engaged an accessibility consultant as a part of the architectural team to review standards and provide reviews and recommendations throughout the design process.	2025	2029
Infrastructure and Water Services	Annual Education Series with Industry (Contractors, Consultants, Suppliers)	Increase accessibility awareness of both internal staff and industry in the design and construction process.	Half day education sessions will be dedicated to accessibility. Participants include City staff, design consultants and contractors.	2025	2029
Infrastructure and Water Services	Annual Updates to Standard Tender Documents	Continuous improvement of engineering standards results in increased accessibility of the built environment.	Ongoing reviews and revisions to Infrastructure Services Construction Specifications, Material Specifications, and Standard Detail Drawings incorporating accessibility features as part of for continuous improvements and updates.	2025	2029
Infrastructure and Water Services	Accessibility Design Standards – Education	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.	2025	2029
Infrastructure and Water Services	Accessibility Design Standards Updates	To update the ADS and align it with the provincial requirements and City's evolving practices.	The document will be divided into standards and guidance documents to assist staff in applying accessibility requirements as well as best universal design practices.	2025	2029

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Lead Department	Initiative Subject	Objective	Actions	Start	End
Infrastructure and Water Services	Accessibility During Construction	Assess selected projects under construction to ensure accessibility during construction provided based on contract requirements and AODA and provide written report to Project Manager (PM) to be shared with construction team.	Assessment of selected projects ongoing through construction season, using an educational approach.	2025	2029
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, and park amenities.	2025	2029
Infrastructure and Water Services	Park Renewal Program	Through the City's lifecycle renewal program park amenities are replaced. The anticipated useful life of an asset is used as an indicator for investment planning, however actual condition and performance of the asset is primarily considered when coordinating renewal work.	During a park renewal project, all renewed amenities are constructed with accessible features. Play structures renewal is legislated through the Canadian Standards Association through the children's playground equipment and surfacing guidelines (CSA Z614:20). All other amenities outside of play equipment fall within the City's Accessibility Design Guidelines.	2025	2029
Infrastructure and Water Services	Facility Growth/Renewal	Through the City's lifecycle renewal program City facilities are retrofitted or new facilities are built.	Ongoing work to upgrade, refurbish, or replace existing assets or facilities to the most current accessibility design standard.	2025	2029
Infrastructure and Water Services	Linear Growth/Renewal	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.	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.	2025	2029
Infrastructure and Water Services	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.	2025	2029
Office of the City Clerk	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, Design of Public Spaces Standard, the Accessibility Design Standards and the general inclusion of accessibility features in current construction programs.	2025	2029
Office of the City Clerk	Partnership with External Organizations on Built Environment Best Practices	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	The Accessibility Office, collaborating with other departments, seeks information and feedback from community organizations related to specific questions about accessibility in the built environment. This could be project specific or related to broader guidelines and standards.	2025	2029
Office of the City Clerk	Education opportunities for staff working in the built environment	Ensure staff working on projects in the built environment have current information on accessibility standards and best practices.	Accessibility Office to collaborate with departments as required to offer education opportunities, including presentations by external organizations and experts.	2025	2029
Office of the City Clerk and Infrastructure and Water Services	Accessibility audits of City facilities	Act as a resource to both City staff and third party contractors to assess the accessibility of City facilities as part of the asset management audit process.	Meet with staff and attend City facility site visits, as required, to provide expertise regarding accessible design.	2025	2029

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Lead Department	Initiative Subject	Objective	Actions	Start	End
Office of the City Clerk and Planning, Development and Building Services	Build capacity of private businesses through education and resources regarding accessibility in the Right of Way	Improve education and resources available to private businesses regarding both the requirements of the AODA and how to improve overall accessibility for businesses that encroach into the City's Right of Way.	Leverage existing resources regarding accessibility in the City's Right of Way and distribute to applicable businesses as required.	2025	2029
Office of the City Clerk and Public Works	Accessible on-street parking pilot	To provide residents with increased opportunities for accessible on-street parking	Based on feedback from the AAC and the public, the AO in collaboration with Traffic Services, will make changes to the Traffic and Parking By-law to allow for designated on-street accessible parking spaces in Ottawa, which would be available for people using an Accessible Parking Pass. In 2025, locations will be determined and constructed. The pilot will be evaluated in 2026.	2025	2026
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.	The adult change tables are a permanent standard we have put in place at OPL for all future universal washroom renovations and/or new installations.	2025	2029
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.	Funding for accessibility initiatives is provided via the City of Ottawa's Asset Management team through the life cycle budget. The timelines for these projects typically span 3 years from the start of each project's budget cycle, with current estimates covering active projects. Annual project funding is requested through the budget process. Proposed projects for 2025 are currently estimated at \$290K, pending Board and Council approval.	2025	2029
Ottawa Public Library	New Central Library	The design of the facility offers the opportunity to create a building that is accessible, inclusive, welcoming and open to all. Universal accessibility is an important objective in the building design. Through the application of stringent universal design standards, the goal is to be one of the most accessible buildings in the National Capital Region.	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.	2025	2026
Planning, Development, and Building Services	Neighbourhood Traffic Calming (NTC) Program	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 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 environment (such as bike lanes, PXOs, raised crosswalks, etc.)	Implementation of Traffic Calming measures in specified neighbourhoods.	2025	2029
Planning, Development, and Building Services	Intersection Control Measures (ICM) Program	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 into the design wherever possible.	Ensure intersection designs consider pedestrian and cycling needs and meet accessibility standards.	2025	2029

Built Environment

Lead Department	Initiative Subject	Objective	Actions	Start	End
Planning, Development, and Building Services	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 (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 TMP Capital Infrastructure Plan is expected to be completed in 2025 and will be accompanied by an update to the City's Long-Range Financial Plans.	2025	2025
Planning, Development, and Building Services	Community Connectivity Program	Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations.	In 2025-2026, construct new accessible pedestrian and cycling connections at the following locations: -Pimisi Pathway	2025	2026
Planning, Development, and Building Services	Pedestrian Facilities Program	Provide new sidewalks, and connect existing sidewalks and pathways, to improve accessible pedestrian connections to public transit, schools, parks, and other key destinations.	Construct new sidewalks as identified through the annual budget process.	2025	2026
Planning, Development, and Building Services	Cycling Facilities Program / Active Transportation Missing Links Program	Build new cycling facilities and improve existing cycling facilities to address gaps and improve safety. Projects often include the development of multi-use pathways and intersection modifications that involve accessibility features.	Construct accessible cycling connections as identified through the annual budget process.	2025	2026
Public Works	Accessible seating in parks	Provide more rest areas in City parks.	As part of the Integrated Street Furniture Program (ISFP), we will continue 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.	2025	2029
Public Works	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.	Continue retrofitting APS on traffic signals. About 88 % of the City's signalized network are equipped with audible signal components.	2025	2029
Public Works	Road Safety Action Plan (RSAP)	Develop strategies for making the City's roads safer for all users and for continuing to advance toward zero fatal and serious injury collisions.	The third Road Safety Action Plan, for 2020 to 2024, was implemented and is on-going until a new plan is approved by Council. The data accumulated from the third RSAP will be evaluated and used to develop the next Road Safety Action Plan.	2025	2027
Public Works	Reserve on-street parking spaces for Accessible Parking	<b>If approved by Council</b> , have on-street parking reserved solely for the use of Accessible Parking Permit holders	<b>If approved by Council</b> - Staff would hold a one-year pilot project to evaluate whether designated on-street accessible parking spaces to improve services to people with disabilities and older adults. The Accessibility Office, Public Works Department's Traffic Services, and Parking Services would co-lead the project. The outcome would determine if these spaces should supplement existing on-street parking privileges for Accessible Parking Permit holders.	2025	2025

Lead Department	Initiative Subject	Objective	Actions	Start	End
Public Works	Non-compliant all-way-stop-control (AWSC), PXO , and adult school crossing guard locations	Remediation of non-compliant all-way-stop-control (AWSC), PXO , and adult school crossing guard locations	<p>Required accessibility retrofits for all locations currently identified as non-compliant will be completed as part of the Pedestrian Accessibility and Intersection Ramping Program (PAIR) as stand-alone projects submitted to Infrastructure Services Design &amp; Construction, or, where feasible, coordinated through future roadway resurfacing.</p> <p>AODA non-compliance are reported annually to Council and to the Province.</p> <p>Additional funds to address required retrofits will continue to be included in the Road Safety Action Plan until such time that all non-compliant locations have been addressed. Public Works expects that all non-compliant locations will be retrofitted by the end of 2029.</p>	2025	2029
Public Works	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.	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.	2025	2029
Public Works	Pedestrian Crossovers	Install pedestrian crossovers (PXOs), which allow pedestrians, particularly children, older adults and persons with disabilities to cross streets safely in locations where no crossings existed before.	Warranted locations for PXOs are prioritized. New warranted AWSC, PXO and Adult School Crossing Guards (ASCG) locations will only be installed when compliance with the AODA can be achieved.	2025	2029
Public Works	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. About 92 per cent of signalized intersections are equipped with PCS.	2025	2029
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.	2025	2025
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.	2025	2029

Lead Department	Initiative Subject	Objective	Actions	Start	End
Recreation, Cultural and Facility Services	New Parks and Facilities meet and/or exceed AODA standards in development and re-development	Ensure that all new park and recreation facilities meet and/or exceed the AODA standards and City of Ottawa Accessibility Design Guidelines.	<p>Review locations and funding availability to include a sway-swing or variety of accessible equipment in various areas of the City to provide an increase in accessible swing options and accessible equipment in parks.</p> <p>Engage with communities during park design to include accessibility features.</p> <p>Provide more rest areas by continuing to rollout new accessible furniture such as benches.</p>	2025	2029
Recreation, Cultural and Facility Services	Improve accessibility in existing public City facilities	Enhance accessibility in public facilities by retrofitting existing infrastructure to comply with accessibility needs.	<p>Design and installation of barrier-free ground floor base building washrooms at City Hall. Phase one of this project is already complete, phases two and three are being initiated.</p> <p>Facility upgrades, such as grab bars, accessibility buttons, etc.</p> <p>Seek out available grants to enhance accessibility (ex: application submitted fall 2024 for grant to improve accessibility in aquatic facilities)</p> <p>Accessibility project for washrooms and enhancements to concession counter at Meridian Theatres.</p> <p>Create a larger and more user-friendly space for changerooms at Ray Friel Recreation Complex</p> <p>Redesign elevator to meet accessibility standards at Larry Robinson Arena - Metcalfe Community Centre</p> <p>Redesign elevator to meet accessibility standards at Navan Arena</p> <p>Design and install an accessible seating area at Navan Arena</p> <p>Construction of an accessible ramp at City Hall.</p>	2025	2029
Strategic Initiatives	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	2025	2029
Strategic Initiatives	Affordable and accessible housing	The goal of “visitable” housing is to make housing more livable for people with physical disabilities, people who use mobility aids and seniors, enabling community integration for residents.	The City recognizes the importance of providing affordable accessible housing options. Affordable housing projects approved under the City’s Action Ottawa program include mandatory accessibility design criteria in addition to providing a minimum number of barrier-free dwelling units (10 per cent).	2025	2029

Built Environment

Lead Department	Initiative Subject	Objective	Actions	Start	End
Strategic Initiatives	EV Charging	To include accessible design features in EV charger design, software features, and other program elements.	Staff included the Accessibility Office as part of the internal EV working group, and have looked for opportunities to include accessible design features within all new stations that are installed on City property. Ongoing considerations for other accessible features such as software interfaces will be considered as part of any future RFP development.	2025	2029



Employment

Lead Department	Initiative Subject	Objective	Actions	Start	End
Emergency and Protective Services	Recruiting	Promote the City of Ottawa/ Emergency and Protective Services as an inclusive employer.	Participate in the City's job fair events.	2025	2029
Emergency and Protective Services	Recruiting	Ensuring a fair and inclusive recruitment process.	The Management team will ensure that candidates are offered accommodations, including extra time for reviewing interview questions (standardized approach across the Department).	2025	2029
Finance and Corporate Services	Accessibility awareness for hiring managers	Increase knowledge of accessible hiring practices.	Promote the use of interviewing materials, tips and rating guides via manager newsletters.	2025	2029
Finance and Corporate Services	Accessible formats	Enable staff to have access to an accessible format for online external facing courses on Olearn.	Ensure all new e-learning courses are available in an accessible format.	2025	2029
Finance and Corporate Services	Inclusive employment	Promote the City of Ottawa/ Finance and Corporate Services as an inclusive employer.	Recruitment campaign to target employment equity groups for MPE positions using LEAD IT (Leverage Equity and Achieve Diversity and Inclusion Targets).	2025	2029
Finance and Corporate Services	Recruiting	Promote the City of Ottawa/ Finance and Corporate Services as an inclusive employer.	Participate in various job fairs that support job seekers with disabilities and develop partnerships with community organizations to promote employment with the City.	2025	2029
Finance and Corporate Services	Training offerings	Introduce Bias Awareness training for leaders and employees.	Provide in person learning opportunities that promote accessibility awareness, including Bias Awareness and Learning My Way courses. Provide alternative learning options for a wide range of accessibility related topics through LinkedIn Learning.	2025	2029
Finance and Corporate Services	Accessibility, disability, and duty to accommodate training for leaders	Ensure employees returning to work from workplace injuries and non-occupational illnesses are supported. Ensure leaders are aware of the City's duty to accommodate under Provincial and Federal human rights legislation.	Launch as part of the new leaders training program.	2025	2029
Finance and Corporate Services	Careers web page	Review and update careers page on ottawa.ca to improve accessibility and consideration of additional outreach for external candidates (social media, outreach to affinity groups, posters in City facilities with QR codes, etc.)	Partner with IT, communications and accessibility teams to review and implement changes.	2025	2029
Finance and Corporate Services	Streamline application process for candidates who self-declare they have disabilities	Human Resources (HR) to work with selection committee to ensure applicants with disabilities are given fair consideration.	Implement training for HR Staffing Officers and Onboarding Officers	2025	2029
Office of the City Clerk	Accessibility Advisory Committee recruitment	Explore ways to ensure diverse representation on the City's Accessibility Advisory Committee (AAC).	Working with Committee and Council Services, assess processes and potential improvements to ensure diverse representation on the AAC.	2025	2029

Employment

Lead Department	Initiative Subject	Objective	Actions	Start	End
Office of the City Clerk	Internal staff communication on accommodations	Ensure that managers, supervisors and staff are familiar with accommodation plans and individualized workplace emergency response process and provide tools and guidance so everyone understands their responsibilities and rights	Reminders will be sent through internal communications and shared on an annual basis and as required. Information will be updated, as required.	2025	2029
Office of the City Clerk	Manager and supervisor training - internal staff communication	Ensure that managers and supervisors are familiar with the City's Workplace Accommodation Policy, as well as the individualized workplace emergency response information (IWERI) process, and provide the tools and guidance to their employees.	Reminders will be sent through internal communications and information will be updated, as required.	2025	2029
Office of the City Clerk and Finance and Corporate Services	Inclusive hiring practices and accommodations for new and existing candidates	Improve understanding of the Workplace Accommodation Policy and the duty to accommodate new candidates and employees.	The Accessibility Office will work with Human Resources to ensure staff consistently apply the Workplace Accommodation Policy and the duty to accommodate through presentations, the development of resources, and other methods.	2025	2029
Office of the City Clerk, Finance and Corporate Services and Community and Social Services	Inclusive hiring practices and community partnerships	Promote the City of Ottawa as an employer of choice to various community organizations to recruit people with disabilities.	The Accessibility Office will support Human Resources to attend meetings or presentations with community organizations to promote upcoming opportunities at the City, as well as available accommodations to potential candidates.	2025	2029
Ottawa Public Library	Work with LiveWorkPlay	Establish a partnership with LiveWorkPlay.	Meet with LiveWorkPlay (LWP) representatives in advance of job competitions and participate in workplace assessments to identify opportunities for LWP clients. Ensure that LWP applicants receive additional accommodations, as required. Connect LWP applicants with hiring managers and provide additional support and assistance during the application and screening stage, as required.	2025	2029

Employment

Lead Department	Initiative Subject	Objective	Actions	Start	End
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.	2025	2029
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 as part of their onboarding process.	2025	2029
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 as part of their onboarding process.	2025	2029
Transit Services	Dementia Awareness Training	Provide dementia awareness training to customer-facing employees, in collaboration with The Dementia Society.	Staff will continue to receive dementia awareness training that supports their responsibilities as part of their onboarding process. This training is also provided in the employee refresher training, which every employee needs to take every five years.	2025	2029

Information and Communication

Lead Department	Initiative Subject	Objective	Actions	Start	End
Community and Social Services	Older Adult Plan - next iteration	To enhance City programming and services for older adults through the development of the next iteration of the Older Adult Plan (OAP), informed by the 2023 evaluation.	The new iteration of the OAP will be presented to Council in June 2025. The OAP update plans to include several accessibility components related to communications, transportation, and the built environment.	2025	2029
Emergency and Protective Services	Website compliance	Ensure all City websites and the content on those websites are Web Content Accessibility Guidelines (WCAG) 2.0 AA compliant.	Sites managed by ServiceOttawa (ottawa.ca, MySO, documents.ottawa.ca, so311, serviceottawa.ca, online forms, and In My Neighbourhood) are monitored for accessibility through a validation tool. Identified issues are sent to publishers to update, to web services to remediate, or to Information and Technology Services for technical changes. All updates for these platforms are tested for web accessibility compliance prior to launch.	2025	2029
Emergency and Protective Services	Accessible Public Engagement: Fire Prevention	Ensure accessible presentations are available to the public.	Fire Prevention will continue to improve accessibility through the use of best practices for making PowerPoint presentations, creating accessible slides, adding alt text to visuals, and using accessible font format and colour.	2025	2029
Emergency and Protective Services	Accessible Engagement Plan for By-law Reviews	Create consistent engagement guides that apply a lens to accessible needs and requirements.	Develop an accessible checklist for by-law review engagement (ex: dog bowls, design of spaces, email templates for accessibility requirements, lens when booking meetings and selecting venues, etc.)	2025	2029
Emergency and Protective Services	Public Engagement Tracking Sheet for Accessibility Members	Record number of engagements with members of the accessibility community and/or disability advocacy groups during the development of a by-law or review of an existing by-law.	Ensure the AAC and other accessibility advocacy groups are consulted as part of the by-law review process, when required. Track number of engagements and report back.	2025	2029
Emergency and Protective Services	Evaluation of the By-law Review Accessibility Checklist	Ensure that the current accessible by-law review checklist is still applicable and relevant.	Monitor the accessible by-law review checklist and update as required. Ensuring AAC and other disability advocacy groups are consulted in the by-law review process as required.	2025	2029
Emergency and Protective Services	Emergency Preparedness engagement tailored to people with disabilities	Continue to work with the City's Accessibility Office to engage with members of the accessibility community and disability advocacy groups on the subject of emergency preparedness.	Share information (via formal presentations) about how people with disabilities can prepare for emergencies and seek feedback/input from these residents as to what specific supports they may need from the City during an emergency.	2025	2029
Emergency and Protective Services	Emergency Social Services EDI Checklist	Include a new checklist to the City's existing Emergency Social Services (ESS) plan, that provides information on how Equity, Diversity and Inclusion measures are to be incorporated into ESS activities, including for people with disabilities.	Work with ESS partners to compile the checklist.	2025	2029
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.	2025	2029
Finance and Corporate Services	Scented Products in the Workplace Guidelines	Maintain employee and community awareness of the Scented Products in the Workplace guideline	Review the scents and sensitivities in the workplace policy and procedure and update them to reflect current information and practices. Next schedule review is 2025.	2025	2029

Information and Communication

Lead Department	Initiative Subject	Objective	Actions	Start	End
Office of the City Clerk	Policy development	Provide better clarity regarding accessibility considerations of Committee and Council reports.	The Accessibility Office will support staff in Council and Committee Services to provide more accessibility considerations in existing processes regarding Committee and Council reports.	2025	2029
Office of the City Clerk	Council and Committee documents	To reduce the amount of non-compliant web content related to Council and Committee documents.	The Accessibility Office will work with Information Management to assess and explore improvements to the accessibility of Committee and Council documentation on ottawa.ca, in consultation with other branches across the City and using best practice information from other municipalities.	2025	2029
Office of the City Clerk	Public outreach: newsletter	Ensure the public has opportunities to receive information on accessibility at the City.	Reach out to community organizations and interested persons through electronic communications, including the Accessibility Spotlight e-newsletter.	2025	2029
Office of the City Clerk	Public outreach: promotion and recognition	Continue to promote accessibility through public events.	The Accessibility Office will continue to hold major events throughout the year to celebrate nationally and internationally recognized days in order to promote accessibility for staff and the public. This may be done in collaboration with other City departments or organizations, depending on the theme.	2025	2029
Office of the City Clerk	Public outreach: ottawa.ca	Ensure public is aware of accessibility-related information at the City on ottawa.ca.	The Accessibility Office will continue to update relevant information related to all accessibility-related services, events and information at the City on ottawa.ca.	2025	2029
Office of the City Clerk	Sign language interpretation	Ensure sign language is provided as required and requested, as per the City's Accessibility Policy.	The Accessibility Office will work with departments to ensure requests from the community for sign language interpretation are met. This includes promoting the City's Guide to Sign Language Interpretation. As per the Accessibility Policy, American Sign Language and Langue des signes québécoise is provided for media events for all emergency-related situations.	2025	2029
Office of the City Clerk	Accessibility Impacts Statements for reports to Committee and Council	Ensure that staff who create reports for Committee and Council are supported to write meaningful Accessibility Impacts Statements. This includes the consideration of both positive accessibility impacts on people with disabilities and older adults, as well as 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 will review the legislative agenda on a weekly basis to determine reports that may require enhanced support. The Accessibility Office will reach out to report writers to offer to review and draft statements for consideration, as well as work with Accessibility Working Group (AWG) representatives to ensure that departments are aware of this enhanced support. The Accessibility Office will also offer Accessibility Impacts Statement training on a regular basis to support staff across the organization.	2025	2029
Office of the City Clerk	Annual accessibility internal communications plan	Ensure managers, supervisors, and employees are aware of the City's legislative requirements under the Accessibility for Ontarians with Disabilities Act (AODA).	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.	2025	2029
Office of the City Clerk	Creating accessible documents	Ensure managers, supervisors, and employees are aware of existing resources and training opportunities to ensure document accessibility.	Through internal communications, promote existing resources and training opportunities to ensure all staff are aware of how to make emails, documents, and presentations accessible.	2025	2029
Office of the City Clerk	Accessibility award	Explore opportunities to provide recognition to persons and/or organizations who contribute significantly to increasing accessibility in the community.	The Accessibility Office will work with the Office of Protocol to develop a new accessibility award for an external individual and/or an organization who are making significant contributions to accessibility in Ottawa.	2025	2029

Information and Communication

Lead Department	Initiative Subject	Objective	Actions	Start	End
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, the Accessibility Office will request proclamations from the Mayor to help raise awareness for certain groups/causes.	2025	2029
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. Accessibility Advisory Committee (AAC) meetings are open to the public and residents are encouraged to sign up as a delegate on matters listed on AAC agendas.	2025	2029
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.	2025	2029
Office of the City Clerk	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. This will be done in consultation with Legal Services and Accessibility Office.	2025	2029
Office of the City Clerk and Public Information and Media Relations	Accessibility-related Feature Stories	Create Feature Stories for ottawa.ca to promote accessibility-related initiatives happening throughout the City.	In collaboration with Public Information and Media Relations and Accessibility Working Group representatives, the Accessibility Office will propose ideas to promote new or existing accessibility-related initiatives which would become Feature Stories published on ottawa.ca and promoted to local media outlets. Approximately four Feature Stories will be published per year.	2025	2029
Ottawa Public Health	Inclusive engagement and data collection	Build upon existing knowledge and practices to better understand who OPH is reaching through its programs, services and engagement activities. Use this knowledge to inform actions taken to ensure engagement and connection with the diverse communities in Ottawa (through a range of public engagement methods and platforms).	Advance the collection, analysis, and use of sociodemographic data (SDD) within Ottawa Public Health, as guided by data governance principles and community engagement. Increase the diversity and representativeness of the "community voice" that OPH serves, partners with and reaches through its public facing programs, services and engagement activities through the development of tools and processes that will support OPH teams to review, assess and prioritize greater inclusivity.	2025	2027
Ottawa Public Health	Inclusive emergency management	Build upon existing knowledge and practices to ensure the ongoing evolution of policies, processes, practices and actions at all stages of emergency management, including planning, response and recovery, reflect the diversity of people and needs in the city.	Implement Social Capital in the Capital initiative: Strengthen relationships by adopting a whole of community emergency management approach to support those most affected by local emergencies and events. Explore opportunities to enhance information sharing and other direct supports to those who are unable to leave their home in an emergency due to systemic and/or situational barriers.	2025	2027
Ottawa Public Health	Climate change and health equity	Supporting OPH staff to use a health equity lens on climate change work.	Enhance considerations of a diverse range of communities and needs into climate change awareness, mitigation and protection initiatives to support community resiliency.	2025	2027

Information and Communication

Lead Department	Initiative Subject	Objective	Actions	Start	End
Ottawa Public Health	Stigma reduction for mental health, addictions & substance use health	Foster prevention strategies to maximize impact, including reducing stigma. Support collective efforts to prevent and address overdoses and suicides, including reducing stigma.	Embed the online stigma training within required trainings for health and social service partner agencies. Provide capacity building trainings on stigma reduction and person first language to intermediaries that work with equity denied groups. Advance stigma reduction work under Ottawa's Overdose Response Strategy.	2025	2027
Ottawa Public Library	Accessible board meetings	Ottawa Public Library will improve the accessibility of library board meetings.	Meetings will continue to be held virtually and Ottawa Public Library will continue to explore options for increasing accessibility.	2025	2029
Planning, Development and Building Services	Land Management System (LMS) is replacing MAP software functionality for PDBS and Committee of Adjustment.	Provide enhanced service to residents and access to development applications, permits and licenses.	Phase 1 of the LMS project includes three releases over approximately five years from 2020 to 2025. Release 1 of LMS will include an accessible online public portal, which went live Q3 2024.	2025	2029
Public Information and 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 when posting social media content.	2025	2029
Public Information and Media Relations	Enhance the City's communications channels to promote equal opportunities and improve access	Improve how the City communicates to people with disabilities.	Public Information and Media Relations (PIMR), as the custodian of the Public Engagement Strategy, is working to ensure that all City public engagement activities are inclusive and accessible for all residents. PIMR has launched Engage Ottawa, an online engagement platform, which allows departments to hold engagement activities virtually. These activities are more inclusive and accessible to all residents.	2025	2029
Public Information and 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 emergency updates or waste management initiatives.	2025	2029
Recreation, Cultural and Facility Services	Public announcements	Increase accessibility of emergency information to staff and residents in City facilities.	Provide public address technology via multi-modal systems within City Hall, the Mary Pitt Centre and Ben Franklin Place.	2025	2029

Lead Department	Initiative Subject	Objective	Actions	Start	End
Recreation, Cultural and Facility Services	Improve public access to accessibility information and amenities in existing parks and facilities	To improve availability of information regarding accessibility features in parks and facilities.	<p>Ensure the accessibility features of facilities detailed online on each facility's page are current and updated annually on ottawa.ca. Some features include information related to parking, passenger loading zones, entrances and exits, signage, interior access, and washrooms.</p> <p>Review site intake form for 2025 to add more features to ensure the most up-to-date information and novel equipment.</p> <p>Implement a working group to research municipal accessibility information, review current accessibility information, capture new information, and determine next steps to improve availability of information for clients.</p> <p>Add the location of current benches in City parks online. Residents will be able to find benches in City parks through the geo.ottawa.ca map.</p>	2025	2029
Recreation, Cultural and Facility Services	Accessible application forms	Improve accessibility of departmental application forms.	Cultural funding will develop an online, accessible grants management system, including continuous updates of programs, building out back-end, and developing resources for applicants to better navigate the system.	2025	2029
Strategic Initiatives	Climate Resiliency Strategy	The Climate Resiliency Strategy and Implementation Plan will identify long-term objectives and short-term actions to address Ottawa's top climate risks. The climate vulnerability and risk assessment identified populations that are disproportionately impacted by climate change, including people with disabilities or mobility challenges.	Proposed short-term actions include targeted education and outreach to at-risk and equity-deserving populations, including people with disabilities or mobility challenges. SI staff will continue to work with the Accessibility Office to identify additional ways to reach and benefit people with disabilities to prepare for, adapt to and recover from climate impacts.	2025	2029



Transportation

Lead Department	Initiative Subject	Objective	Actions	Start	End
Emergency and Protective Services	Vehicle for Hire Accessibility Levy Fund	Maintain the collected funds from the negotiated Vehicle for Hire Accessibility Levy Fund contributions; enter into negotiations with PTC's to increase the surcharge	Continue to use funds to improve and expand accessible transportation, modify 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.	2025	2029
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.	2025	2029
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.	Continue construction of Lines 1 and 3 stations and monitor for compliance with the Accessibility Design Standards.	2025	2029
Transit Services	O-Train Customer Outreach and Familiarization	Develop customer outreach and familiarization plans for customers and community partners who may need additional time to be introduced to the new O-Train stations and assistance in using these facilities.	Deliver familiarization sessions for accessibility community partners, customers with disabilities, older adults and others in conjunction with the opening of new O-Train Lines.	2025	2029
Transit Services	Stage 2 O-Train Lines Outreach and Public Engagement	Continue to engage and inform accessibility community partners throughout the Stage 2 O-Train design and construction phases.	The Stage 2 O-Train communications team will continue to engage community partners 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.	2025	2029
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 Accessibility Design Standards. Work with the public, community partners and Councillors on Stage 2 O-Train pedestrian connectivity issues.	2025	2029
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.	Re-evaluate the status of the initiative in collaboration with internal community partners and determine next steps.  If internal resources and capacity are available, OC Transpo plans to engage external community partners on the existing cooperative seating signage and to determine whether any enhancements are needed to improve its effectiveness.	2025	2029
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.	Re-evaluate the status of the navigation initiative, in collaboration with internal staff and accessibility community partners, and determine next steps.  OC Transpo will improve Transitway signage and wayfinding to be consistent with Light Rail Transit standards. These improvements include implementing braille and compliance with the Accessibility Design Standards.  OC Transpo will also introduce 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.  An accessible wayfinding app pilot called 'GoodMaps' will also be launched at Tremblay Station.	2025	2029

Transportation

Lead Department	Initiative Subject	Objective	Actions	Start	End
Transit Services	OC Transpo Conventional Bus Replacement	Replace OC Transpo conventional transit buses that reach the end of their life cycle.	Enter new zero-emission conventional transit buses into service. Engage and monitor feedback from customers with disabilities and accessibility community partners.	2025	2029
Transit Services	Next Stop Interior Bus Announcement - Monitoring	Provide communication support to customers through interior audible and visual announcements on route.	Continue to provide enhanced communication methods through audio and visual announcements on OC Transpo conventional bus service and O-Train service, which will require ongoing monitoring indefinitely.	2025	2029
Transit Services	Para Transpo Support Processes	Continuing refinement of Para Transpo customer support, including eligibility criteria, trip cancellation, booking and customer service.	Finalize the procedures for and membership of the independent appeals panel. Continue to implement and apply the renewal and cancellation processes.	2025	2029
Transit Services	Funding Partnership with Rural Community Support Service Agencies	Partner with community support service agencies in the provision of transportation services to older adults and persons with disabilities in rural areas.	Provide funding to community support service agencies for the delivery of transportation services to rural seniors and persons with disabilities.	2025	2029
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.	Identify on-street bus stops for improvement through regular OC Transpo initiatives and by co-ordinating work with other City projects. New bus stop installations will also be completed as part of the forthcoming "New Ways to Bus" network changes.	2025	2029
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.	2025	2029
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.	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.	2025	2029
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.	A pilot is being planned for the introduction of the next phase of enhanced My Para Transpo online services. Improvements will include trip reminder notifications for customers and will permit designated support persons and agencies to book or cancel their clients' trips. Para Transpo customers will be engaged in assessing these new services and products before their public release.	2025	2029
Transit Services	Para Transpo Fare Payment Improvements	Streamline the use of Presto passes and e-purse on Para Transpo.	Installing smartcard readers at the front of vehicles that allows customers to pay their fare, using both Presto monthly passes and e-Purse funds, credit card, debit card or mobile wallet, by presenting their card to the operator on Para Transpo minibuses and taxis.	2025	2025
Transit Services	Para Transpo Ride Guide Review	Provide up-to-date information in printed format to Para Transpo customers through the Para Transpo Ride Guide.	The Para Transpo Ride Guide will continue to be reviewed annually to ensure it reflects the most up-to-date information about Para Transpo service relevant to customers.	2025	2029
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 collaborators, to address circumstances where on-street bus stops are located adjacent to cycle tracks or MUPs.	2025	2029

Transportation

Lead Department	Initiative Subject	Objective	Actions	Start	End
Transit Services	Para Transpo Talks (formerly Para Transpo Customer Service Working Group)	Establish a new engagement project to collaborate with, engage and provide feedback regarding Para Transpo.	This new engagement project will be specific to Para Transpo customers.	2025	2029
Transit Services	Transitway Design Guidelines	Develop updated design guidelines for Ottawa's integrated Bus Rapid Transit (BRT) and Light Rail Transit (LRT) network.	Complete the Transitway Design Guidelines Book 2 (on-street facilities).	2025	2025
Transit Services	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. Design potential pilot project(s) with enhanced service. A draft Para Transpo Service Design Guidelines document will also be created.	2025	2029
Transit Services	Para Transpo Minibus Replacement	Replace life-expired Para Transpo minibuses.	OC Transpo staff will continue to engage with Para Transpo Customers regarding the replacement of Para Transpo's minibuses with a new fleet of accessible vehicles.	2025	2029
Transit Services	Bird-Friendly Pattern Bus Shelter Pilot	Incorporate the application of bird-friendly patterns to select on-street bus shelters with no impact 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 community partners.	2025	2029
Transit Services	On-Demand Conventional Transit	Issue a Request For Proposals for longer-term On-Demand Transit and procure ten minibuses for On-Demand service.	OC Transpo is in the process of issuing a Request for Proposals for a longer-term vendor to provide an accessible on-demand software solution. Staff are also procuring ten minibuses for on-demand transit, which will meet accessibility standards. The project's objectives include increased customer satisfaction and ridership, improved service reliability and on-time performance, lower emissions, shorter wait and travel times, fewer transfers, expanded coverage, and decreased walking distances.	2025	2029
Transit Services	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.	2025	2029
Transit Services	Para Transpo Trip Booking Enhancements	Provide Para Transpo customers with enhanced functionality for booking and managing their trips	Implement enhanced notifications for My Para Transpo, providing email, sms and voice notifications to customers about their upcoming trips.	2025	2025

Customer Service

Lead Department	Initiative Subject	Objective	Actions	Start	End
Emergency and Protective Services	Lunch and Learns: Best Practices	Guide employees working in Public Policy on how to consult better with accessibility communities.	Commit to accessible remediation trainings and practices: documents, materials and presentations.	2025	2029
Emergency and Protective Services	Plain language summary of new or existing by-laws	Educate residents on by-laws in a way that is easy to understand.	Creating pamphlets/guides on summarizing provisions in by-laws that is easily understood	2025	2029
Emergency and Protective Services	City Accessibility Design Standards application to By-law Reviews	Create consistency in accessible standards when developing new provisions or updating existing ones.	Integrating the City's Accessibility Design Standards into business licensing categories (consider applying signage requirements for new and existing by-laws, when applicable)	2025	2029
Emergency and Protective Services	Accessible Parking	Ensure accessible parking is available to those who have accessible parking permits.	By-law and Regulatory Services will continue to investigate and address abuse of accessible parking permits as internal resources permit. Will remain ongoing business.	2025	2029
Emergency and Protective Services	Public Communications	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.	2025	2029
Emergency and Protective Services	Burn Permits and Expanding the Suite of Online Services	Improve accessibility to the online burn permits application and information on the City website.	Ottawa Fire Services (OFS) is improving the online burn permits application for new applicants and renewals, working with ServiceOttawa for online payment options. In addition, OFS is improving online content and educational information for burn permits and created an address look-up tool for permit eligibility.	2025	2029
Finance and Corporate Services	In-person Services	Provide accessible spaces for residents to receive in-person service.	The City's urban and suburban client service centre locations currently have lower counters to accommodate clients with various disabilities. ServiceOttawa is working with Facilities on implementing lower counters at the rural client service centres sites.	2025	2029
Finance and Corporate Services	In-person Services	Provision of Video Remote Interpretation (VRI) to be able to access in-person City services at both Client Service and Provincial Offences Act (POA) Centres.	Staff received a quote from a qualified company to provide the service. ServiceOttawa will focus on obtaining the required technical infrastructure to provide in-person clients with on-demand VRI services in both American Sign Language (ASL) and Langue des signes québécoise (LSQ).	2025	2029
Finance and Corporate Services	Close the Loop	Enhance service for Service Requests by updating the service delivery timelines, status updates and notifications when a request is completed.	Project led by Service Ottawa in collaboration with Information and Technology Services (ITS), Operational Excellence and applicable service areas.	2025	2029
Finance and Corporate Services	Accessible lens	Continued accessible lens placed on all public facing digital services managed by ServiceOttawa.	On going	2025	2029
Finance and Corporate Services	Accessibility and disability training for agents	Customer Service Agents (phone & in-person) to complete training	Schedule mandatory accessibility-related training and refreshers.	2025	2029
Finance and Corporate Services	Alternative to Video Relay Service	Enhance service offered	Explore the feasibility of an alternative solution	2025	2029
Finance and Corporate Services	Braille signage	Provide braille signage in all our sites.	Complete review of all sites, identify those who do not have braille signage, post new signage.	2025	2029
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.	2025	2029

Lead Department	Initiative Subject	Objective	Actions	Start	End
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 Pavilion by creating dedicated entrances for people with disabilities.	2025	2029
Office of the City Clerk	2026 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.	2025	2029
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. Andrew S. Haydon Hall (Council Chambers) has upgraded the audio and visual system to improve quality and sound in the room. Hearing loops have also been installed for individuals with hearing aids and cochlear implants.	2025	2029
Recreation, Cultural and Facility Services	Accessible Sport Instructional Programming	To help make sport more accessible to children and youth with developmental and physical disabilities.	These programs are funded through Canadian Tire Jump Start (CTJS) charities and make sport accessible to children and youth with developmental and physical disabilities. These include: I Love to Ski program (a cross-country ski program for children and youth with Autistic Spectrum Disorders (ASD) ), and I Love to Play Multi-Sport (racquet sport program for children with physical and developmental disabilities.)	2025	2029
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.	2025	2029
Recreation, Cultural and Facility Services	Enhance access to children with disabilities to learn to swim.	Create a program to offer private swimming lessons for children who cannot participate in existing class formats.	Creation of Inclusive Recreation Private Lesson, Inclusive Recreation Private Lesson Discount and Inclusive Recreation Private Lesson Waitlist/Assessment process will enhance access to children with disabilities who require private lessons in order to learn to swim.	2025	2029

Lead Department	Initiative Subject	Objective	Actions	Start	End
Recreation, Cultural and Facility Services	Strengthen support for clients who require ASL/LSQ interpretation	Develop a policy, procedure and resource list for employees supporting clients who are D/deaf, deafening or hard of hearing.	Individuals requesting ASL/LSQ support during programs can meet with the program coordinator to discuss their needs. The program coordinator consults the policy, procedure and list of resource to better serve the client.	2025	2029
Recreation, Cultural and Facility Services	Strengthen accessibility supports for residents and applicants	Improve available supports for residents and applicants with disabilities to ensure equitable access to recreation and cultural opportunities, programs, and activities.	<p>Support accessible access for artists and applicants to Public Art opportunities and activities by making all public-facing public art documents (calls to artists, application forms, promo and comms docs) fully accessible for screen readers and in both official languages.</p> <p>Provide accessible access to residents and visitors for public art content and updates by providing alt text in both official languages for images on the web and newsletter, and closed captions in YouTube videos.</p> <p>Accessibility supports will be made available dependent on the multi-experiential artwork.</p> <p>Cultural Funding to develop a policy and procedure for accessing monetary application support for applicants with disabilities (draft completed; and trial launched) and identify a funding source.</p>	2025	2029
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 partners.	<p>Conduct community outreach sessions and engagement throughout the city, in partnership with various community agencies.</p> <p>There has been ongoing engagement with a variety of community groups and partners, in collaboration with City Councillors, to provide updates on transit initiatives such as New Ways to Bus.</p>	2025	2029
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 partners.	Continue to foster partnerships and open communication. Accessibility Admins will also provide support related to the 'GoodMaps" pilot, an accessible wayfind app.	2025	2029
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. Continue provision of training to other individuals who may benefit from instruction on how to use transit safely and independently.	2025	2029
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.	2025	2029
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 AODA.	2025	2029
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).	2025	2029