

**Subject: 2026 City of Ottawa Municipal Accessibility Plan (COMAP) Update  
and 2026-2029 OC Transpo Accessibility Plan**

**File Number: ACS2026-OCC-GEN-0004**

**Report to Finance and Corporate Services Committee on 7 April 2026  
and Council 22 April 2026**

**Submitted on March 25, 2026 by Tyler Cox, Manager, Legislative Services**

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**Ward: Citywide**

**Objet : Rapport de 2026 sur la situation du Plan d'accessibilité municipal de  
la Ville d'Ottawa (PAMVO) et Plan d'accessibilité 2026-2029 d'OC  
Transpo**

**Numéro de dossier : ACS2026-OCC-GEN-0004**

**Rapport présenté au Comité des finances et des services organisationnels**

**le 7 avril 2026**

**et au Conseil le 22 avril 2026**

**Soumis le 25 mars 2026 par Tyler Cox, Gestionnaire, Services législatifs**

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**Quartier : À l'échelle de la ville**

## REPORT RECOMMENDATION(S)

That the Finance and Corporate Services Committee recommend that Council:

1. Receive the 2026 Update to the City of Ottawa Municipal Accessibility Plan
2. Approve the 2026–2029 OC Transpo Accessibility Plan
3. Receive information related to the non-compliance with the Information and Communication Standard, as detailed in this report.
4. Receive information related to the non-compliance with the Design of Public Spaces Standard and deviations to the City of Ottawa Accessibility Design Standards, as detailed in this report.

## RECOMMANDATION(S) DU RAPPORT

Que le Comité des finances et des services organisationnels recommande au Conseil municipal ce qui suit :

1. Recevoir le rapport de 2026 sur la situation du Plan d'accessibilité municipal de la Ville d'Ottawa;
2. Approuver le Plan d'accessibilité 2026-2029 d'OC Transpo;
3. Recevoir de l'information se rapportant à la non-conformité aux Normes pour l'information et les communications, selon les modalités précisées dans ce rapport;
4. Recevoir de l'information se rapportant à la non-conformité aux Normes pour la conception des espaces publics (NCEP) et aux dérogations aux Normes de conception accessible de la Ville d'Ottawa, selon les modalités précisées dans ce rapport.

## EXECUTIVE SUMMARY

Under the O. Reg. 191/11: [Integrated Accessibility Standards Regulation](#) (IASR) of the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA), designated public sector organizations, such as the City of Ottawa, are required to, establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to meet its legislated obligations and prevent and remove accessibility barriers in its services, programs, communications and public spaces. This includes providing an annual update report to report on the progress of the multi-year accessibility plan. As such, please see the 2026 City of Ottawa Municipal Accessibility Plan (COMAP) annual update (Document 1).

Additionally, under section 69 (1) of the *Accessible Canada Act* (ACA), OC Transpo, under the Transit Services Department, is a “regulated entity” and is required to “prepare and publish [...] an accessibility plan respecting [...] its policies, programs, practices and services in relation to the identification and removal of barriers, and the prevention of new barriers”. This plan must be developed in consultation with people with disabilities.

As such, the Corporate Accessibility Office, with support from staff in Transit Services, engaged with people with disabilities, community organizations, caregivers, family members, and the general public to inform the development of the 2026–2029 OC Transpo Accessibility Plan (Document 2). A consultation plan was developed to guide inclusive engagement with the goal of identifying existing accessibility barriers to OC Transpo’s programs, services and facilities, as well as identify potential solutions, and a consultation report is included (Document 3) that provides a summary of these engagement activities.

The recommendations of this report continue to advance accessibility, as required under both Provincial and Federal legislation, in City services, programs, facilities, information, and communications. They also ensure that all staff receive the appropriate accessibility-related training appropriate to their duties. This report also provides an overview of the developments with respect to the legislative framework that governs accessibility in Ontario and in Canada. Furthermore, it reflects the content of feedback the Corporate Accessibility Office (AO) receives through many channels to learn about the experiences and barriers faced by Ottawa’s residents, visitors, and employees with disabilities.

In July 2023, City Council approved its Term of Council priorities, long-term goals (10+ years) and strategic priorities. This report is developed to align with the Council-approved long-term goals, which include that the City will be a place where residents experience a good quality of life and live in neighbourhoods that are diverse, inclusive, safe, connected, accessible and affordable, and where residents benefit from a healthy, sustainable and equitable built environment that supports the City’s efforts to address climate change. This report is also developed to align with the Council-approved strategic priorities including: a city that has affordable housing and is more livable for all, a city that is more connected with reliable, safe, and accessible mobility options, and a city that is green and resilient. Additionally, Council prioritized meaningful reconciliation and collaboration with the Anishinaabe Algonquin Nation and Urban Indigenous communities.

As part of the City's accessibility plans, the AO has developed a plan to engage with the Indigenous Relations Branch at the City, with the goal of learning from community organizations to understand and support emerging and systemic accessibility issues and needs. More information on the progress of this plan is included in the COMAP update report and the new OC Transpo Accessibility Plan.

The AO recognizes that this report to Council may include technical language. For a condensed, plain language version, see the 2026 Accessibility Plans Resident Facing Report (Document 4).

## **BACKGROUND**

The 2025-2029 City of Ottawa Municipal Accessibility Plan (COMAP) was approved by Council on November 13, 2024. The AODA requires large public organizations, such as the City, to, "establish, review and update their accessibility plans in consultation with persons with disabilities and if they have an established Accessibility Advisory Committee, they shall consult with the Committee." The 2025–2029 COMAP is the City's fourth multi-year accessibility plan, and this is the 25<sup>th</sup> annual update since the AODA requirement came into effect.

As this current plan officially launched January 1, 2025, this annual update will provide substantive updates regarding all initiatives contained within. A full listing of the 2025 accessibility initiative updates is available in Document 5.

The first OC Transpo Accessibility Plan was also approved by Council in November 2024, and the new plan is due to the Office of the Accessibility Commissioner by June 1, 2026. A comprehensive update of OC Transpo's accessibility initiatives is included in the Transportation section of Document 5. Additional details are included in the OC Transpo Accessibility Plan.

As OC Transpo's services cross Provincial borders, OC Transpo is a federal "Undertaking" under 92(10)(a) and (c) of the *Constitution Act*, and the AODA does not apply. However, since the AODA came into effect in 2005, OC Transpo has been committed to meeting the spirit and intent in the absence of federal specific accessibility legislation. This has included participation in the City's annual compliance reporting to Council, bi-annual compliance reporting to the Province, and including initiatives and updates in the COMAP report.

Since the ACA came into effect in 2019, OC Transpo is required to follow this federal legislation, and other standards that may come into effect, including the required OC Transpo Accessibility Plan.

Moving forward, OC Transpo will continue to participate in the City's annual compliance reporting to Council but will no longer submit compliance information to the Province of Ontario. OC Transpo will continue to operate under Corporate accessibility policies and procedures, including but not limited to the City's Accessibility Policy, Accessible Formats and Communication Supports Procedure, the Web Accessibility Policy, and the Accessible Feedback and Resident Inquiries Procedure. Additionally, staff will continue to complete the required accessibility training.

Compliance information will be submitted to the Office of the Accessibility Commissioner as required. All of OC Transpo's accessibility initiatives will be reported through the OC Transpo Accessibility Plan, which requires annual updates and a fulsome review every three years. With support from Legal Services and the Office of the Accessibility Commissioner, the AO will continue to explore new federal accessibility standards and legislation updates as they apply to OC Transpo.

The Ottawa Public Library (OPL) and Ottawa Public Health (OPH), although governed by separate boards, report on AODA compliance with the City. Similarly, the Committee of Adjustment (CoA) is an independent, autonomous tribunal appointed by City Council, which also reports on AODA compliance with the City. Ottawa Police Services (OPS) is considered a separate "large organization" and as such, reports separately.

The City of Ottawa remains committed to providing accessible and equitable services, programs and facilities to persons with disabilities that not only meets all legislated requirements under both the AODA and the ACA, but also goes above and beyond by responding and adapting our offerings through continuously improving best practises, as well as the valuable feedback provided by our residents, visitors and employees. Staff continue to advance accessibility across the City through the initiatives included in both Provincial and Federal accessibility plans and will continue to provide thorough, honest and transparent updates regarding challenges with legislated compliance through the previously mentioned compliance plan agreements and correspondents with government officials.

## **DISCUSSION**

As noted in both the 2026 COMAP update report and the 2026–2029 OC Transpo Accessibility Plan, the City remains firmly committed to ensuring the accessibility of all programs, services, goods, and facilities. Under the leadership of the Office of the City Clerk, the Corporate Accessibility Office (AO) continues to collaborate with staff across the organization to provide guidance on legislated accessibility requirements and to ensure that an accessibility lens is consistently applied to City services, programs, and

facilities.

Additional details are provided in the supporting documents. Document 1 contains the City of Ottawa Municipal Accessibility Plan (COMAP) 2026 annual update, including a detailed compliance overview and information on deviations to the City's Accessibility Design Standards. Document 5 provides a comprehensive listing of 2025 updates for all accessibility initiatives included in the 2025–2029 COMAP. Document 2 outlines the new 2026–2029 OC Transpo Accessibility Plan, with updates for all OC Transpo initiatives also consolidated in Document 5 alongside other City initiatives.

The initiatives identified in the 2025–2029 COMAP include both legislated and non-legislated actions to ensure compliance with the *Integrated Accessibility Standards Regulation* (IASR), while also exceeding minimum requirements by responding to community feedback and identified needs.

AODA Compliance reports are due to the Province every two years, and the City's most recent submission was in December 2025 (Document 6). The City continues to report non-compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) under the Information and Communications Standard. Since 2015, the City has reported non-compliance with Section 14(4) of the IASR, which relates to accessible websites and web content. Currently, the AODA requires obligated organizations to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. Over the course of 2025, the City submitted several progress updates at the Province's request in May and September, with the final update provided alongside the Provincial Compliance report in December. This update highlighted the significant resources and expertise dedicated to web accessibility and the ongoing actions being taken to achieve full compliance. An updated list of compliant-pending web assets was also recently submitted to the Province in 2026 (Document 7).

While the City is recognized as a leader in web accessibility, the Province requested in early 2025 that the City demonstrate full compliance with Section 14(4) by the end of 2026. In response, the City has updated its Compliance Plan, which involved accelerating timelines where feasible and adjusting or re-prioritizing resources to demonstrate continued progress and commitment to legislative requirements. Staff in Information Technology Services are working closely with all departments that manage these web assets to ensure progress towards our compliance targets.

In addition, in 2023, the City reported non-compliance with the Design of Public Spaces Standard related to exterior paths of travel under Section 80.5. The City continues to work toward full compliance and provided an annual progress update, upon request, to

the Province in December 2025. A subsequent review conducted in 2025 confirmed that six locations originally identified as non-compliant meet IASR requirements. During the same year, one additional location was discovered to be non-compliant, and ten locations were remediated. As of December 31, 2025, 74 of the 94 locations tracked on the list remain non-compliant (Document 8), with the remaining locations to be addressed before the end of 2029.

Further information on the City's remediation efforts is available in the COMAP Annual Update (Document 1). The City is required to submit an AODA Compliance Report to the Province every two years; however, at this time, the Province has requested that the City resubmit its 2025 Compliance Report to include full WCAG compliance by the end of 2026. The Province has requested quarterly updates regarding the City's WCAG compliance plan in 2026. A comprehensive update to both the City's WCAG and Design of Public Spaces Compliance Plans is also required by the end of 2026.

Under the IASR 3. (1), Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. The City has several Council-approved policies and procedures relating to accessibility, including the City of Ottawa Accessibility Policy and the Accessible Formats and Communication Supports Procedure. This Policy and Procedure were both approved by Council in 2012 and while reviewed annually by the Corporate Accessibility Office, these last underwent minor changes approved by Council in 2022. The Corporate Accessibility Office proposes to add a new initiative to COMAP to undertake consultation and fulsome review of these starting in 2026, to ensure the documents reflect current legislation and are a meaningful reference for residents. This review will include consultation with the Accessibility Advisory Committee, community partners and residents, in addition to City staff. An updated Policy and Procedure will be presented to Council with the 2027 COMAP Update Report.

Through delegated authority under By-law No. 2025-69, the City Clerk will continue to work with the Province on legislated accessibility requirements and related audits. The City remains committed to meeting or exceeding all accessibility obligations and will continue to provide transparent and accurate updates to the Province, Council, the Accessibility Advisory Committee, and the public on compliance with the AODA and the *Accessible Canada Act* (ACA), as well as on the accessibility of City services, programs, and facilities, through its annual reporting.

## **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

## **LEGAL IMPLICATIONS**

There are no legal impediments to Committee and Council receiving this Report for information.

## **ADVISORY COMMITTEE(S) COMMENTS**

On January 20, 2026 the AO consulted with the Accessibility Advisory Committee (AAC) regarding the development of the 2025-2029 OC Transpo Accessibility Plan. These meetings are open to the public. The AAC was additionally consulted during a special meeting on March 17, 2026, regarding the drafts of both the 2026 COMAP Update Report and the 2025-2029 OC Transpo Accessibility Plan.

The AAC provides advice and consults on projects required under the *Accessibility for Ontarians with Disabilities Act (2005)* and many more, where the City benefits from an accessibility lens. Currently, there are 13 voting members, and 2 reserve members from the community who have lived experience and/or expertise with disability, including older adults.

The Committee reports that, overall, it is pleased with the City's ongoing commitment to improving the accessibility of its programs, facilities, goods, and services. While the Committee recognizes the progress that has been made, members remarked that the work must continue to improve accessibility for residents, visitors and staff.

Feedback was provided regarding enhanced recognition of nationally and internationally recognized days and community events for the D/deaf and D/deaf culture, as well improved supports to City programs and services for people with invisible and developmental disabilities, such as considering the implementation of the Hidden Disabilities Sunflower, or similar, program. One member also recognized the City's purchase of several ergonomic chairs, available for community events and consultations, to support people with chronic pain and mobility disabilities, and encouraged this practice to be expanded in libraries and community centres.

Additionally, despite the Committee's continued concerns regarding significant accessibility barriers within the City's public transportation system, several members supported the new initiatives proposed in the new OC Transpo Accessibility Plan that

will make significant improvements to the lives of people with disabilities and older adults using OC and Para Transpo services. Additional support was given to OC Transpo's current community outreach and education activities, including Para Transpo Talks, which ensure customers have information and support to use OC and Para Transpo services. Support for new initiatives include the need for enhanced sensitivity training for operators, including dementia awareness for older adults, the limited waiting period between Para Transpo arrival and departure when a client is not immediately ready, and the need for improved data collection and transparency related to complaints. The importance of enhanced sensitivity training was further emphasized by delegates who raised concerns about their treatment while using both Conventional bus and Para Transpo services. Finally, one member requested greater visibility for options to connect with OC Transpo Customer Service using the Video Relay Service.

## **CONSULTATION**

The Accessibility Advisory Committee was consulted regarding the information and initiatives included in both the 2026 COMAP annual update and the 2026–2029 OC Transpo Accessibility Plan, both during its development and the draft plan. The Committee continues to provide feedback to staff on City initiatives on an ongoing basis.

Extensive consultation with persons with disabilities, community organizations and the public was conducted to develop both the current City of Ottawa Municipal Accessibility Plan in 2024, as well as this new OC Transpo Accessibility Plan in early 2026.

Consultation outcomes regarding the OC Transpo Accessibility Plan consultations can be found in Document 3.

The AO also regularly consults with disability community partners on certain projects and initiatives contained in this report.

## **ACCESSIBILITY IMPACTS**

This report satisfies the City's requirements under the AODA and ACA to remove or reduce barriers to accessibility. The numerous initiatives outlined in Document 5 all aim to reduce or remove barriers impacting diverse persons with disabilities, including visible and non-visible, temporary, and permanent disabilities.

The City continues to demonstrate its commitment to accessibility by consulting with the Accessibility Advisory Committee, community partners and the public on City projects that advance the accessibility agenda for City residents, visitors and employees in line with Council's Strategic Priorities.

## **ASSET MANAGEMENT IMPLICATIONS**

Many of the initiatives in the COMAP report positively affect the City's built environment and apply the City's Comprehensive Asset Management Policy Guiding Principles. They are customer focused and better enable its assets to meet future challenges, including changing demographics and populations, customer expectations, legislative requirements, technological and environmental factors. The City's COMAP initiatives listed in Document 5 continually improve City assets and are innovative to meet the needs of the City's residents, visitors and employees with disabilities. Work undertaken follows the City of Ottawa Accessibility Design Standards.

Comprehensive Asset Management (CAM) is an integrated business approach involving planning, finance, engineering, maintenance and operations geared towards effectively managing existing and new infrastructure to maximize benefits, reduce risk and provide safe and reliable levels of service to community users. This is accomplished in a socially, culturally, environmentally and economically conscious manner.

The initiatives outlined in Document 5 are consistent with the City's CAM Program objectives. COMAP supports a forward-looking approach to meet future challenges, including changing demographics and populations, legislative and environmental factors.

## **CLIMATE IMPLICATIONS**

Accessibility considerations are reviewed for projects that can positively affect the climate. Various initiatives that support both accessibility and climate implications are outlined in Document 5.

Reviewing accessibility and environmental impacts in a coordinated way ensures a better, more inclusive and environmentally sound product and service to all residents.

## **DELEGATION OF AUTHORITY IMPLICATIONS**

As per the Delegation of Authority By-law, the City Clerk is authorized to execute and file with the designated Provincial authority all accessibility reports and other information required under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Additionally, the City Clerk is authorized to execute and file with the designated Federal authority all accessibility reports and other information required under the *Accessible Canada Act*.

Additionally, the General Manager, Infrastructure and Water Services, and the Director of Infrastructure Services, individually are delegated the authority to make technical changes or clarifications to the City of Ottawa Accessibility Design Standards when deemed necessary and shall report back to appropriate Standing Committee and Council annually through the City of Ottawa Municipal Accessibility Plan (COMAP) report, and to the Accessibility Advisory Committee.

## **ECONOMIC IMPLICATIONS**

There are no economic impacts associated with this report.

## **ENVIRONMENTAL IMPLICATIONS**

The AODA, which governs the Provincially mandated work outlined in this report, has specific and general exceptions in the Design of Public Spaces section of the regulation, which protects the environment as described below:

Clause 80.15 Exceptions, general:

Exceptions to the requirements that apply to recreational trails and beach access routes are permitted where obligated organizations can demonstrate one or more of the following:

1. The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the Ontario Heritage Act as being of cultural heritage value or interest
2. The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the Canada National Parks Act (Canada)
3. The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the Historic Sites and Monuments Act (Canada)
4. The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organization's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage.
5. There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.

6. It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where surrounding rocks bordering the recreational trail or beach access route impede achieving the required clear width.

O. Reg 413/12, s. 6.

## **INDIGENOUS, GENDER AND EQUITY IMPLICATIONS**

### **Indigenous Implications**

Racism, ableism, the historical and ongoing impacts of colonialism and systemic inequalities intersect causing unique barriers for Indigenous people with disabilities. These barriers and experiences are unique to Indigenous communities and may be different from, or be experienced in addition to, the barriers that non-Indigenous people with disabilities face. Research has shown that First Nations people living off reserve and Métis experience a higher rate of disability than non-Indigenous people. However, the rate of disability may be even higher due to underreporting. In 2017, researchers reported that close to one in three of both First Nations people living off reserve and Métis people had a disability. Some of the reasons for underreporting include discrimination, mistrust and/or avoidance of healthcare professionals due to historical and on-going medical mistreatment, transportation issues, cultural differences in health and disability perception, communication barriers, wait times for treatment or support services, cost of disability aids or services and systemic inequities in healthcare.

In Canada, the medical, social and other models of disability are regularly used to inform supports, programs and policies available to people with disabilities. These models are predominantly founded on Western interpretations of disability which may not be appropriate for Indigenous peoples as many of these models have an individualistic focus and are deficits-based. Many of these models are rooted in colonialism and colonial interpretations of disability which not only omit Indigenous voices, experiences, and values but also fail to accommodate diverse First Nations, Inuit and Métis cultural understandings and worldviews related to disability. An example of how these differences may manifest is in language. The words that Indigenous peoples use to describe disability may be different from the use of the term “disability” within a legislative context. Staff are committed to learning from Indigenous peoples through engagement about what "disability" means to them, their cultures and communities, to learn about the unique challenges they navigate. In the City’s work to increase accessibility for all, it strives to be mindful of Indigenous peoples, and work to

build relationships to ensure the full inclusion of Indigenous persons with disabilities. This is reflected in the 2025-2029 COMAP as part of our commitment to an inclusive accessibility plan. In addition, as part of the OC Transpo Accessibility Plan 2026-2029 and future initiatives, the Accessibility Office plans to consult with First Nations, Inuit and Métis members of the urban Indigenous community who have disabilities to learn more about their experiences using OC Transpo programs, services and facilities.

In developing the new OC Transpo Accessibility Plan, staff included Indigenous organizations in its outreach. The AO has also sought 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. These efforts will continue.

### **Gender and Equity Implications**

In developing the current COMAP as well as the new OC Transpo Accessibility Plan, staff included organizations that support gender diverse persons and other members of the 2SLGBTQQA+ community in its outreach to ensure this intersectional lens.

Additionally, the AO participates on the cross-departmental Equity and Inclusion Interdepartmental Team, to ensure that women and gender diverse persons with disabilities are represented in the Women and Gender Equity Strategy. The AO also continues to work closely with the Accessibility Advisory Committee, which includes diverse gender representation amongst members, to inform our work.

### **RISK MANAGEMENT IMPLICATIONS**

Risk implications with this report are associated with non-compliance with the ACA, the AODA, the *Canadian Human Rights Act*, or the *Ontario Human Rights Code*.

Under the ACA, the Commissioner may conduct inspections, make a production order, a compliance order and impose administrative monetary penalties in accordance with the Regulation. Schedule 1 of the Regulation outlines whether an offence under the Act or Regulation is minor, serious, or very serious. Based on the contravention, administrative monetary penalties can range from \$1 thousand for minor, first violations, to \$250 thousand for very serious, fourth or subsequent violations.

The AODA states that if it is found that a person or organization has contravened a provision of an accessibility standard or of any other regulation, the director may, by order, require the person or organization to do either or both of the following:

1. Comply with the accessibility standard or other regulation within the time specified in the order.
2. Subject to subsection (6), pay an administrative penalty in accordance with the regulations.

If a person or organization fails to comply with an order and no appeal of the order is made within the time specified, a director may, make an order requiring the person or organization to pay an administrative penalty in accordance with the regulations.

Every person who is guilty of an offence under the AODA is liable on conviction,

- a) to a fine of not more than \$50 thousand for each day or part of a day on which the offence occurs or continues to occur, or
- b) if the person is a corporation, to a fine of not more than \$100 thousand for each day or part of a day on which the offence occurs or continues to occur.

As stated above, the City has reported non-compliance to the Province with respect to Section 14, Websites and Web Content, of the IASR in every reporting year since 2015. The current WCAG Compliance Plan Agreement Update was provided to the Province in 2026. The agreement outlines the measures that the City is taking to meet the legislated requirement.

Additionally, in 2023 and again in 2025, the City has reported non-compliance with Section 80.5 of the IASR and submitted another Compliance Plan Agreement related to the Design of Public Spaces, which also outlines the measures the City is taking to meet the legislated requirements and fix the non-compliant locations (Document 8).

All General Managers have been made aware of these risks.

Furthermore, disability is a protected ground of discrimination under the Canadian Human Rights Act and Ontario Human Rights Code. If a person believes they have experienced discrimination on the basis of their disability, they can file an application with the Canadian Human Rights Tribunal or the Human Rights Tribunal of Ontario. Under Provincial law, such applications under the Code are more common than enforcement under the AODA.

## **RURAL IMPLICATIONS**

Both the current COMAP and the new OC Transpo Accessibility Plan were developed in consultation with members of the public, which included those living in rural areas.

Many initiatives contained in these plans also benefit rural residents. As outlined in the listed COMAP initiatives, (Document 5) rural facilities are included in the City's Retrofits

program which allows for upgrades to accessibility features. The new OC Transpo Accessibility Plan also includes initiatives which benefit transit for persons with disabilities living in rural areas.

## **TECHNOLOGY IMPLICATIONS**

As described in the many of the Information and Communication initiatives contained in Document 5, technology plays a significant role in providing the City with the ability to meet the AODA's accessible websites and web content clauses. The dedicated resources in the City's Information Technology team are invaluable to the corporation in meeting and maintaining compliance with the IASR.

The City has also implemented all recommended elements contained in the World Wide Web Consortium's Web Accessibility Initiative Strategy, the governing body of the Web Content Accessibility Guidelines (WCAG). This includes the incorporation of various web/digital accessibility initiatives including, but not limited to, creating a Web Accessibility Policy, defining roles and responsibilities, having a monitoring framework in place, engaging stakeholders, consulting with the disability community and the Accessibility Advisory Committee, evaluating early and often, and creating a tracking process.

## **TERM OF COUNCIL PRIORITIES**

The City of Ottawa's accessibility initiatives outlined in Document 5 directly impact and support Council's Strategic Priorities. All departmental initiatives are designed to advance equity and inclusion for the city's diverse population through continuous planning and execution of barrier removal in all City programs, services, and facilities. Intersectionality also is considered in accessibility plans ensuring alignment with other City efforts included but not limited to the efforts of the Women and Gender Equity Strategy, the Anti-Racism Strategy and the Reconciliation Action Plan.

## **SUPPORTING DOCUMENTS**

1. City of Ottawa Municipal Accessibility Plan – Annual Update 2026
2. 2026-2029 OC Transpo Accessibility Plan
3. OC Transpo Accessibility Consultation Report
4. City of Ottawa Provincial and Federal Accessibility Plans 2026 Update (Resident Facing Report)
5. 2025-2029 City of Ottawa Municipal Accessibility Plan (COMAP) Department Initiatives Updates
6. Accessibility Compliance Report – 2025

7. City of Ottawa Compliant-Pending Web Assets - 2026
8. Tracking of Traffic Control Locations for AODA Compliance – 2025 update

## **DISPOSITION**

Efforts to meet AODA compliance requirements throughout the corporation are coordinated through the Corporate Accessibility Office. Specific initiatives, goals and programs outlined in the both the five-year plan COMAP have been assigned to operational departments and progress is monitored by the Office of the City Clerk. All City departments are responsible for the implementation of the City's COMAP plan and for compliance with the AODA and the IASR.

The Office of the City Clerk, in collaboration with Transit Services and OC Transpo, will submit new OC Transpo Accessibility Plans every three years, as well as annual updates on an annual basis, as required. Any new requirements under the ACA will be monitored and implemented, as applicable. The 2026–2029 OC Transpo Accessibility Plan will be submitted to the Office of the Accessibility Commissioner by June 1, 2026.