



2026-2029
OC Transpo Accessibility Plan



 Ottawa

 OC Transpo

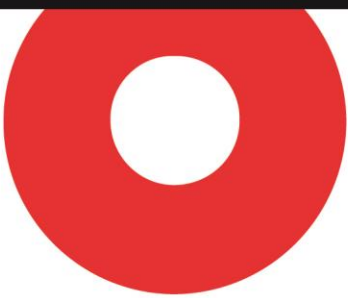



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Message from the Interim General Manager of Transit Services, Troy Charter




OC Transpo's Accessibility Plan 2026–2029 reflects our commitment to delivering a transit system where every customer can travel safely, independently, and with dignity.

Accessibility begins long before a customer boards a vehicle. Over the past year, we launched My Para Transpo, a self-serve booking tool, and refreshed our website to make trip-planning information clearer, easier to find, and easier to use. We also expanded O-Payment to all

minibuses, allowing customers to pay their adult fare using a debit or credit card. In addition, we continue to remove physical and navigational barriers across our network, ensuring stations, stops, and platforms are accessible for all, with features such as tactile wayfinding and clear next-stop announcements.

Our Para Transpo fleet has grown with the addition of new six-metre and seven-metre minibuses with 82 new minibuses expected in service this year. These vehicles are designed to improve service reliability, increase capacity, and make trips more comfortable for our customers. Our fully accessible fleet of trains, buses, and minibuses supports this commitment to continue to invest in features and technologies that support safe, reliable, and inclusive travel. This work is strengthened by the ongoing input we receive from our customers and community partners, including the newly established Transit Advisory Working Group. Through consultations, working groups, surveys, and online feedback, we can identify challenges, respond to concerns, and continually refine our services.

Last year, we introduced Para Transpo Talk - a new, more accessible way for Para Transpo customers to share their feedback



and ask questions as Para Transpo plays a vital role in our accessibility commitment. Our staff—and particularly our Para Transpo operators—bring exceptional dedication, respect, and care to their work. Their efforts ensure that customers with mobility disabilities have dependable access to transportation that supports their independence and participation in community life. We also introduced Para Transpo trip notifications to improve communication and support a more customer focused service.

Looking ahead, OC Transpo remains fully committed to integrating accessibility into every project we plan and every service we deliver. This plan sets the path for continued progress, strengthened partnerships, and a transit network that is accessible, reliable, and inclusive for all.

We are proud of the work we do, and we are honoured to support a more accessible Ottawa.



Introduction


This is the second Accessibility Plan for OC Transpo, which falls within the City of Ottawa's Transit Services Department, to fulfil our obligations under the *Accessible Canada Act* (ACA). As some OC Transpo bus routes and Para Transpo service cross Provincial borders, our services are regulated under federal law.

This plan was developed in extensive consultation with the community of persons with disabilities, following the principle of, "Nothing without us."

Prior to the ACA coming into effect in 2019, OC Transpo has long planned and delivered services in accordance with the City of Ottawa's accessibility policies, including the Provincial requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Given its unique role as a federally regulated service operating within a provincially regulated municipal framework, 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 Accessible Feedback and Resident Inquiries Procedure and Web Accessibility Policy. Additionally, staff will continue to complete 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 Corporate Accessibility Office will continue to explore new federal accessibility standards and legislation updates as they apply to OC Transpo. This comprehensive approach supports the public interest by ensuring Ottawa's public transit system is shaped by, and responsive to, the applicable regulatory frameworks.

Persons with disabilities in Ottawa and Inclusion Statistics

Data from the [2022 Canadian Survey on Disability](#), released by Statistics Canada in December 2023, indicates that close to one in three Canadians aged 15 and older, which represents approximately eight million people, live with one or more disabilities that impact their daily activities. This accounts for 27 per cent of the national population.

The City has also obtained Ottawa-specific data, which provides Ottawa-specific statistics to help inform this work. According to the 2024 Environics Analytics, released by Statistics Canada, Community Life, over 300,000 City of Ottawa residents aged 15 and older identify as having at least one disability. This represents approximately 30 per cent of the city's total population, well above the national average.

This analysis indicates that individuals who identify as having a pain-related disability represents the largest percentage of disability-specific data, with 20.69 per cent of the data, while individuals who identify as having a mental health disability, as well as those who identify as having a mobility disability are the next highest in representation, with 10.7 per cent and 10.1 per cent respectively of the data. This data can most likely be attributed to our aging population, as well as the consistent rise in mental-health disabilities among youth and working-age adults.

Findings from surveys and research of this nature inform the City's efforts to prioritize and support the community of persons with disabilities. This evidence-based approach is reflected in many of the initiatives as part of this plan.



General

Statement of Commitment




As expressed through its [Accessibility Policy](#), the City of Ottawa is committed to providing equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to residents, visitors, and employees with visible or non-visible, permanent or temporary disabilities.

Further, the City's Transit Services Department is committed to providing public transit services that are customer-focused, safe, reliable, and accessible to everyone. This commitment extends beyond providing legislated standards, and reflects a broader, inclusive approach to service delivery. OC Transpo

strives to ensure that its services, program and facilities are welcoming, inclusive, and easy to use for all customers, including people with disabilities, seniors, pregnant women, customers with strollers, shopping carts or bicycles, and individuals experiencing low income. By adopting a more inclusive lens, OC Transpo aims to reinforce transit as a public service that supports equity, diversity, inclusion and accessibility for all members of the community.

To develop this plan, an examination of the accessibility of OC Transpo's services was conducted. Existing barriers were identified through extensive public engagement with people with disabilities, disability community organizations, as well as



consultations with the City’s Accessibility Advisory Committee and the Transit Advisory Working Group. These groups will continue to be consulted as this plan progresses.


This plan includes ways in which OC Transpo will work to reduce or eliminate these barriers over time. OC Transpo is committed to making continuous changes and to expanding the initiatives in this plan as feedback is received, innovative practices emerge, or new standards are developed.

It should be noted that for the purpose of this plan, OC Transpo uses person-first language when referring to people with disabilities. However, language is continually evolving and there is increasing discussion and preference around using disability-first language. While staff are trained to follow the lead and preferences of individuals, use of person-first language in this plan is consistent with the language used in the *Accessible Canada Act* and the advice of the City’s Accessibility Advisory Committee (AAC). The City remains responsive to the preferences of the community of people with disabilities, and this will be assessed and discussed with the AAC on an ongoing basis.

Accessible Canada Act Development

OC Transpo has obligations under the federal Accessible Canada Act, (ACA 2019) as its services cross Provincial borders. While other City facilities, programs, and services are not legislated by the ACA, the Corporate Accessibility Office continues to monitor the development of federal accessibility standards as they pertain to OC Transpo. Accessibility Standards Canada (ASC), the organization responsible for the development of accessibility standards under the ACA, is guided by seven principles, closely aligned to the standards of the AODA:

- Employment
- The built environment
- Information and communication technologies
- Communication (other than information and communication technologies)
- The procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation



At the Fall conference of the Ontario Network of Accessibility Professionals (ONAP), Andrea Podruski, ASC's Chief Operating Officer, gave a presentation. She provided information about accessibility standards that had recently been released, in addition to outlining upcoming opportunities for individuals to get involved in committees to develop standards. The ASC promotes opportunities for members of the public to provide feedback on standards released for public review.

During the 2024-2025 reporting period, there were 5 technical guides published:

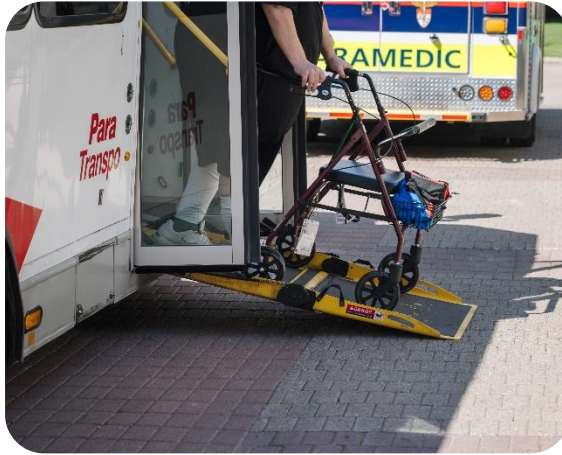
- Accessible and Equitable Artificial Intelligence Systems
- Procurement of accessible goods
- Procurement of accessible services
- Design and Delivery of Accessible Programs and Services, Including Customer Services
- Accessible Travel Journey

Accessible Standards Canada published 6 standards during the 2024-2025 reporting period:

- Employment
- Accessible-Ready Housing
- Accessibility requirements for ICT products and services (EN 301 549:2021, IDT)
- Accessible and Equitable Artificial Intelligence Systems
- Plain Language
- Accessible design for self-service interactive devices including automated banking machines

In addition to these technical guides and standards, 4 others are currently under development to be released in 2026. These include:

- Motor vehicles for the transportation of persons with physical disabilities (December 2026)
 - Outdoor spaces (Expected Winter 2026)
 - Accessible Child Care Centres (Expected Fall 2026)
 - Design and Delivery of Accessible Programs and Services: Accessible Service Delivery (Expected Winter 2026)
- In the 2022–2026 Council Governance Review, under Section 5 - Accessibility Reports, Delegated Authority was provided for the City Clerk to execute and file with the designated federal authority all accessibility




reports and other information as required under the ACA. During late Winter 2025, the Accessibility Office received notice that amendments to the Accessible Canada Regulations will come into effect in late 2027 and 2028 to implement accessibility standards

with respect to information and communication technologies. The Accessibility Office will continue to monitor the development and review of legislation at the Federal level to ensure adherence to the various legislative requirements applicable to OC Transpo.

Description of OC Transpo and Operating Environment

OC Transpo, which falls within the City’s Transit Services Department, is the public transit provider for Canada’s National Capital. With a population of over one million inhabitants and covering an area of more than 2,790 square kilometres, Ottawa is one of the largest cities in Canada, as well as one of the coldest capitals in the world. OC Transpo provides transit service throughout Ottawa as well as service to parts of Gatineau, Québec. The City’s transportation network is designed to provide public






transit options for all residents, including rural residents. Serving over 300,000 riders per day, our conventional bus fleet has over 700 vehicles in addition to 82 Para Transpo minibuses. The service operates 365 days a year.

Public transit has operated in Ottawa for over 150 years, under a succession of organizational structures and names. The name OC Transpo was adopted in 1973 with the establishment of the Regional Municipality of Ottawa-Carleton and was continued in 2001 when the area municipalities that made up the former region were amalgamated as the current City of Ottawa. In the early 1980s, the region addressed increasing ridership and population growth by introducing a bus rapid transit system named the Transitway. The Transitway system served Ottawa well for decades, but with increasing population and employment levels and denser traffic in the core, the City converted the central parts of the Transitway to a grade-separated high-capacity light rail line, now designated as O-Train Line 1. In 2001, the City opened a single-track eight-kilometre O-Train with five stations as a pilot to demonstrate the viability of rail in Ottawa, now designated as O-Train Line 2. This project was expanded, in 2015. Through the Stage 2 Extension Project, the rail network has been extended further south and is being extended farther east and west.

O-Train Line 1 opened in 2019 and provides frequent light rail service that runs underground through the downtown. O-Train South Extension (Line 2 and the new Line 4 to the airport) opened in January 2025, and the east and west extensions are planned for completion over the next two years. Once the planned extensions are complete, rail service will extend over a total of 44 kilometres of rail line, serving 41 stations and bringing 77 per cent of Ottawa residents within five kilometres of reliable, frequent rail service.

Contact Information and Feedback Process

Feedback about how OC Transpo services are delivered to people with disabilities will always be welcomed as it may identify areas that require change and as it will encourage continuous service improvement. This feedback will be forwarded to the appropriate personnel, responded to, documented, and tracked.



Feedback from members of the public may be provided to a customer service representative by telephone, in person, in writing, in electronic format or through other means, including:

- Phone or Video Relay Service to Customer Service: 613-560-5000
- Customers who use TTY can call 7-1-1 or use Canada Video Relay Service.
- On-line customer feedback form
- accessibility@octranspo.com
- Mail – Transit Services Department, 1500 St. Laurent Blvd. Ottawa ON, K1G 0Z8
- In person at the OC Transpo Customer Service Centre at Rideau Centre

Alternative Formats and Feedback

Alternative formats of this plan and a description of our feedback process are available by request, by contacting:

- Phone or Video Relay Service to Customer Service: 613-560-5000
- Customers who use TTY can call 7-1-1 or use Canada Video Relay Service.
- On-line customer feedback form
- accessibility@octranspo.com
- Mail - Transit Services Department, 1500 St. Laurent Blvd., Ottawa ON, K1G 0Z8
<https://www.octranspo.com/en/contact-us/>

The City's [Accessible Formats and Communication Supports Procedure](#) assists staff in determining how to best meet the information and communication requests of the community.

Consultations

Extensive consultations with persons with disabilities took place to inform the development of this plan. Please consult the OC Transpo Consultation Report for further details.



Implementation Strategy

The City supports the ACA's goal of making Canada accessible by 2040. To support this commitment, the City Clerk will bring forward a recommendation to Council to formally approve the approach and supports outlined in this Plan, enabling City staff to carry out the City's responsibilities under the ACA.

Leadership


City Council has consistently demonstrated its support for accessible transit services as a way to enhance inclusion for residents, visitors, and employees alike. To support this commitment, the City has established standardized reporting templates and processes that require staff to routinely identify, prevent, and address existing or potential barriers within all reports presented to Ottawa City Council and its standing committees.

In July 2023, City Council approved its 2022–2026 Term of Council Priorities, which are organized around long-term goals spanning more than ten years, as well as strategic priorities. This Plan has been developed in alignment with those long-term goals, including the objective of ensuring Ottawa is a city where residents enjoy a high quality of life and live in neighbourhoods that are diverse, inclusive, safe, connected, accessible, and affordable. These goals also emphasize the importance of a healthy, sustainable, and equitable built environment that supports the City's efforts to address climate change.

In addition, this report aligns with Council's approved strategic priorities, particularly the focus on building a more connected city with reliable, safe, and accessible mobility options, as well as advancing a city that is both green and resilient.

Structure and governance

Pursuant to the City's Delegation of Authority By-law (No. 2025-69265), Council has explicitly delegated to the City Clerk the authority to execute and file with the designated Federal authority all accessibility reports and other information required under the Accessible Canada Act.



The overall responsibility for reporting on this Plan will rest with the City Clerk, in keeping with the Delegation of Authority By-law and her oversight of the Corporate Accessibility Office Accountability for implementation of the plan is a shared responsibility between Transit Services and the Office of the City Clerk. These shared responsibilities include, but are not limited to, the development of the OC Transpo Accessibility Plan, supporting the legislative consultation process, reviewing the feedback process, and reporting on progress to senior management, the Accessibility Advisory Committee and Council on an annual basis.



Areas Described under Section 5 of the ACA

Organization-wide Initiatives

Overview

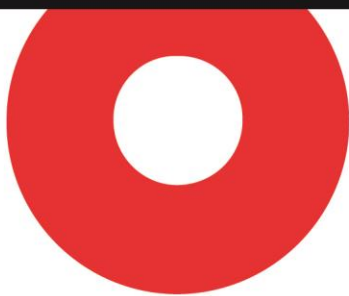
With the implementation of the *Accessible Canada Act* in 2019, the Government of Canada has committed to the principle of, “Nothing without us.” For years, the disability community has called for disability inclusion, emphasizing that disability is an integral part of Canada’s diversity. As per the 2025-2029 COMAP, the engagement of persons with disabilities in decision making, planning and design is a critical priority for OC Transpo. This commitment is fully incorporated into this Plan, as we continue to listen to and learn from people with disabilities.

The Corporate Accessibility Office and OC Transpo will continue to connect and consult with people with disabilities. This includes the continuation of the e-newsletter, Accessibility Spotlight, as well as consulting regularly with the disability community through informal consultations, regularly scheduled meetings; as well as project-specific meetings to engage in continuous feedback, and improve existing programs, services, and facilities.

In accordance with the City’s new Equity, Diversity, Inclusion and Belonging Lens, the City and OC Transpo consider the design of programs, services and facilities in light of a person’s intersectional identities and social factors that may intersect with disability and effect their experiences with those same programs, services and facilities. These factors include, but are by no means limited to, gender, age, language, sexuality, race, and culture. An intersectional view on disability creates opportunities to consider a spectrum of individual experiences, rather than viewing disability and the barriers experienced by persons with disabilities as a universal experience.

All City staff, including part-time, seasonal, and occasional staff, receive accessibility training. This includes, but is not limited to:

- AODA: Accessibility for All



- Accessible Procurement Workshop
- AODA management compliance (mandatory for managers and supervisors)
- Accessibility Impact Statement Workshop, and
- Individualized Workplace Emergency Information

Planned and Long-term Goals

When the ACA was enacted in 2019, it set-out the goal of a fully accessible Canada by the year 2040. As such, the City, through OC Transpo, has assessed the impacts of this legislation to benefit all persons, especially persons with disabilities.

OC Transpo has identified two primary goals of this accessibility plan, including:


- To track the status of accessibility and/or existing barriers within its current services and facilities, as well as to identify initiatives to improve accessibility and remove barriers to access; and,
- Through this work to assess OC Transpo's contributions towards a "Canada without barriers, on or before January 1, 2040, particularly by the identification and removal of barriers, and the prevention of new barriers."

The implementation of the ACA is a priority for City Council, as well as OC Transpo's senior leadership and employees across the department. As such, they will continue to work collaboratively with the Government of Canada, the City's AO and AAC and the community to implement and monitor the legislation and identify and remove barriers to transit services and facilities.

The Built Environment

Overview

The City's Accessibility Design Standards (ADS), which apply to all of OC Transpo's facilities, are intended to ensure that all City-owned or leased spaces, buildings, infrastructure, and related elements are accessible to Ottawa residents, employees, and visitors through all new construction and redevelopment projects.



These standards are designed to clearly define the accessibility requirements and features to be incorporated into the procurement and development of City facilities, while demonstrating the City’s proactive commitment to accessibility. The City acknowledges that integrating accessibility considerations at the earliest stages of planning and design is the most effective and economical approach to creating inclusive, barrier-free environments across its facilities and sites.

These accessibility design standards are:

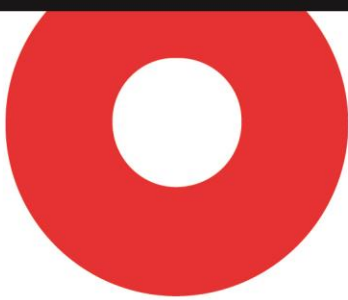
- Mandatory for all new construction and redevelopment of existing spaces and facilities, owned, leased or operated by the City of Ottawa
- Intended to be applied to the greatest extent possible for retrofit, alterations or additions to existing spaces and facilities owned, leased or operated by the City of Ottawa
- Encouraged to be implemented by other sectors and organizations within Ottawa; and,
- Recognized as addressing the needs of diverse users, with or without disabilities, to ensure inclusive environments for all.

The Standards include legislative requirements, including, but not limited to, the Ontario Building Code, the *Integrated Accessibility Standards Regulation of the Accessibility for Ontarians with Disabilities Act, 2005*, and the Canadian Standards Association’s “Accessible Design for the Built Environment” (CSA B651-12).

Existing Built Environment Accessibility Features of OC Transpo stations

O-Train stations include the following accessibility features:

- Tactile wayfinding tiles in the floor to trace the route through fare gates, to elevators, platforms and exits
- Transecure waiting areas on train platforms include benches and tactile/braille signs indicating the direction of service
- Dual elevators and a backup accessible path at all stations
- Escalators at nine stations




- Tactile warning strips and inter-car barriers at the train platform edge
- Accessible fare gates with card readers at two different heights, as well as visual and audio feedback indicating a successful card read
- Ticket machines with controls at accessible height, and Braille and raised text to identify function keys and machine components and with direct video links to the Customer Service team
- Information phones and pay phones with direct communication to the Customer Service team.
- Next train departure screens, and audio announcements to ensure clients are aware of arriving vehicles.
- Bus stops at some O-Train station bus loops have tactile and/or braille plates affixed to the pole.
- Visual markers applied to all glazed interior barriers
- Handrails, guards, ramps, and similar features that meet accessibility standards
- Accessible parking spaces at Park & Ride lots

Various pedestrian connections, including pedestrian bridges and multi-use pathways, have also been completed to provide access to new O-Train stations, which adhere to the City's ADS.

Transitway stations include the following accessibility features:

- Elevators or ramps at all stations
- Escalators at some stations
- Textured surfaces at most stations to indicate when a user is close to the platform edge
- Firm and slip-resistant floors
- Benches
- Information phones and pay phones with direct communication to the Customer Service team.
- Emergency Phones at most stations
- Video chat option through Ticket Vending Machines at some stations
- Accessible parking spaces at Park & Ride lots

The City's ADS ensure that all City owned and operated spaces and facilities are inclusive and accessible to everyone. This commitment extends to residents, visitors, and employees with




visible or non-visible disabilities and is mandatory and applicable to both new construction and rehabilitation projects. Section 6.20.2 addresses specific requirements for on-street bus stops and shelters. Key bus stop elements include the following:

- Firm, stable and slip-resistant surface, with a maximum two per cent grade, adjacent to all bus doors to ensure adequate drainage, helping to limit premature deterioration of the infrastructure, and to limit ice accumulation along pedestrian routes.
- Clear and unobstructed accessible route to and from vehicle loading zones.
- The bus stop sign or “bus stop flag” is generally located beside the accessible route
- The bus stop flag is typically the point of reference for the accessible loading zone, and the front door of the bus is aligned to ensure that bus ramps deploy into the accessible loading zone
- Bus shelters are typically installed upstream of the accessible loading zone to ensure that clear space is provided to accommodate customers using the bus ramp
- Standard drawings ensure that bus stops are constructed consistently to meet accessibility requirements

There are 5,799 on-street bus stops across the OC Transpo network. Many bus stops have been upgraded to meet the City’s Accessibility Design Standards, but some bus stops were constructed prior to the establishment of the current accessibility standards and will require future upgrades to comply with current standards.

Approximately 4421 or 76 per cent of bus stops in the network are compliant with current accessibility guidelines and standards. OC Transpo is reviewing all bus stops and is working to incrementally upgrade all remaining stops to meet current accessibility guidelines and standards.

Additional improvements to public spaces at Park and Ride lots also continue to be made, including constructing new exterior ramps, stair rehabilitation, improvements to paths of travel and additional bench installations.



The OC Transpo Customer Service Centre at the Rideau Centre has an audio loop system in place for customers who use hearing aids or cochlear implants to communicate easily with the customer service agent.

In 2025, OC Transpo launched two new O Train lines, Line 2 and Line 4, both offering fully accessible service. Line 2 operates between Bayview Station and Limebank Station, and Line 4, connects South Keys Station to the Airport. The vehicles and stations on these lines comply with the City of Ottawa's Accessibility Design Standards. The train vehicles include a low-floor design and are 100 per cent accessible with spacious doors and various seating options; the stations are open-concept and well-lit with features such as elevators, tactile way-finding surfaces and accessible fare gates.

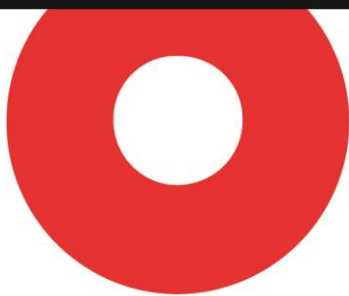
Existing Built Environment Accessibility Features of OC Transpo Buses and Trains

OC Transpo buses include the following accessibility features:

- Low floors, for step-free access
- “Kneeling” bus access for lowered curb boarding
- Slip-resistant ramps with raised edges, to be deployed when customers need them
- Slip-resistant, low-glare floors
- Cooperative (priority) seating near the front of the bus
- Two spaces for persons with assistive devices, including stability belts which customers can use to secure the device
- Lights at the entrances and inside the bus
- High-contrast handholds and grab bars

Para Transpo buses include the following accessibility features:

- Low-floor and kneeling access when boarding
- Low-floor side entrance with raised edges and high-contrast strips leading into level floor cabin.
- Wider rear ramp at rear entrance with raised edges and high-contrast strips for larger mobility devices
- Spaces for persons using a mobility device, including a stability belt for operators to use to secure the device



- Lighting at the entrance and ramps
- Slip-resistant, low-glare floor and ramps
- High contrast grab-bars and handles at each seat and inside each entrance
- Each new minibus now features 5 cameras (1 dash, 2 interior, 2 exterior) and an interior microphone

Trains include the following accessibility features:

- Low-floor platform-level entrances
- Cooperative (priority and multipurpose) seating near train doors
- Slip-resistant, low-glare floors
- Lights at the entrance and inside the train
- High-contrast handholds and grab bars
- Automatic door operation

Goals

Significant improvements have been made to existing and new stations serving Lines 2 and 4 as part of the Stage 2 expansion. Accessibility features including longer station platforms, larger trains to allow for 60 per cent more riders, upgrades to existing stations and more multi-use pathway connections to stations to provide both pedestrians and cyclists with additional active transportation options. Additionally, updated signage is being added at Transitway stations, enhancing accessibility.

The new east extension will expand the existing system to a new terminus Trim Station. In total, five new stations will provide a consistent accessible experience similar to the existing Line 1 stations. Multi use pathways, passenger pick-up-drop-off areas, park and rides and bus loops will enhance the east end's transit connectivity and accessible infrastructure.



Employment

Overview



OC Transpo is committed to fostering an inclusive and respectful workplace, in alignment with the City's Workplace Accommodation Policy and [Equity and Diversity](#)

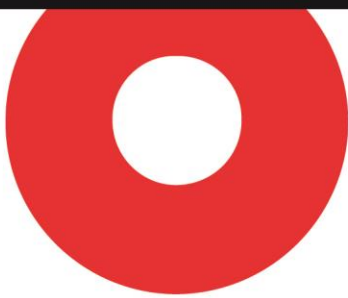
[Policy](#). The organization works to provide equal employment opportunities and a work environment free from discrimination where all employees are treated with respect and dignity, and provides a workplace that ensures equal opportunity, free from discrimination based on age, race and related ground, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (including pregnancy), sexual orientation, gender identity, gender expression, genetic characteristics, record of offences, marital status, family status and disability.

As part of the City's Corporate Diversity and Inclusion Plan, workforce demographic information is collected through the voluntary *Count ME In!* employee self-identification questionnaire, which all employees, including new hires, are encouraged to complete and update as needed.

Employees were also invited to participate in consultations to support the development of the plan through internal communications. OC Transpo employs more than 3,309 staff, and as of December 31, 2025, data from *Count ME In!* indicates that nearly 20.19 per cent of employees identify as having a disability.

Existing Employment Policies, Procedures and Practices

All accessible employment requirements as per the City's Accessibility Policy including:



- Availability of accommodations during the recruitment process
- Available employee supports
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans for current employees
- Return to work process
- Accessibility needs and accommodation considerations for employees during performance management, career development and redeployment processes


Managers and supervisors must attend mandatory accessibility-related training to clarify their specific roles and responsibilities.

- This training encourages managers and supervisors to embrace accessibility, understand accommodations for staff with disabilities, and ensure they and their staff meet all legislated accessibility requirements.

All new bus operators receive specific accessibility-related training as part of the New Bus Operator Training Program. The curriculum includes:

- Training on the AODA Standards: Accessibility for All iLearn course
- Transit specific accessibility information is also provided through exercises, lesson plans, group discussion, and activities
- How to interact with people with various types of disabilities
- Safe use of accessibility equipment
- Emergency preparedness and response procedures
- In partnership with the Dementia Society, all new Para Transpo Operators also receive Dementia Awareness Training

All other Transit Services Department staff receive the City of Ottawa mandated AODA: Accessible for All iLearn course.



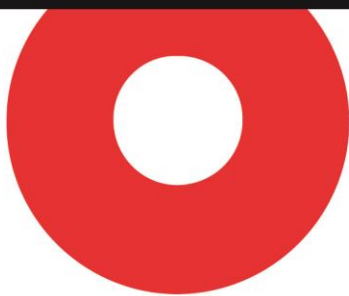
Planned and Long-term Requirements related to Employment

Internal Outreach Opportunities

- Interview preparation information sessions: The recruitment team schedules and facilitates sessions, that provide information and tips on how to successfully prepare and execute an interview. Sessions are held quarterly.
- Rail Operator Info and SIM formation sessions: Offered in conjunction with available Rail Operator position competitions, this series of information sessions are offered to acquaint interested applicants with details about the Electric Rail Operator and Diesel Rail Operator positions. Both Rail Operations and recruitment staff attend to provide the necessary support. SIM formation sessions are also held to provide an orientation of the Alstom Light Rail Vehicle Simulator.
- Information sessions for transit supervisors and dispatchers: This series of information sessions, offered in conjunction with open competitions, provides insights about the available positions and allows interested candidates the opportunity to ask questions to support them with their application.

External Outreach Opportunities

- OC Transpo's recruitment team participates in multiple outreach events that not only garner interest in available positions but also inform job seekers about the variety of possible positions within OC Transpo.
- The recruitment team has forged outreach partnerships with the major post-secondary institutions in Ottawa, including the University of Ottawa, Carleton University, Algonquin College and Collège La Cité, participating in their annual combined Grad Career Fair. OC Transpo continues to attend major job fairs in Ottawa, including those organized by Career Fairs Canada and the World Skills Organization.



- The recruitment team also maintains relationships with numerous community employment services centres including the YMCA Employment Services Centre, the Youth Services Bureau and the Ottawa Local Immigration Partnership. The recruitment team attends Welcome Ottawa Week and the YMCA and YSB Job Fairs.
- Additional community organization partnerships include the Société Économique de l'Ontario, La Cité des Affaires and Connexions Francophones, and the Ottawa Aboriginal Coalition.
- Finally, the recruitment team connects with hundreds of potential applicants at our its own Transit Services Job Fair. This event includes staff from all positions to speak directly to the public, and the recruitment team is also available at the Job Fair to connect with interested candidates about current job openings, as well as provide interview tips and information about online applications.


Information and Communication Technologies (ICT)

Overview



The City is proud to be recognized as a leader in web accessibility in Ontario, which includes coordinating and facilitating the Ontario Network of Accessibility Professionals Digital Subgroup. The City's Web Accessibility

Policy, which applies to OC Transpo, was created in 2014 and updated in 2023. The Policy provides corporate direction and requires that the City's web assets conform to the Web Content



Accessibility Guidelines (WCAG) to a level that meets or exceeds those stipulated by the AODA, unless not practicable to do so. Where products do not conform, departments are responsible for providing documented plans for conformance with indicated timelines and status of those plans and for developing procedures and plans to effectively deal with non-conforming web content.

With support from the City's Legal Services, the Corporate Accessibility Office and OC Transpo will continue to monitor federal ICT accessibility standards for their applicability to OC Transpo's web assets.


Existing Accessibility Features and Projects Related to ICT

The City has implemented all the recommended elements contained in the World Wide Web Consortium's (W3C) Web Accessibility Initiative Strategy toward web/digital accessibility. These include:

- Creating a policy
- Defining roles and responsibilities
- Determination of budget and resources
- Identification and review of website assets
- Having a monitoring framework in place
- Engaging collaborators
- Building skills and expertise
- Integrating goals into policies and procedures
- Assigning tasks to support delivery
- Evaluations, early and often
- Prioritization of issues
- Creating a tracking process

Additionally, the City has introduced a user-centred design process that is applied to new or refreshed web assets and will be discussed in further detail later in this update. In this process, accessibility is considered in all phases.

The City's Applications Management team coordinates efforts to ensure that new or updated features to all websites, both internally and externally facing, exceed legislated requirements. Across the corporation, staff are now testing against WCAG 2.2 AA



requirements. Additionally, the Information Technology Services (ITS) and the Supply Services service areas branch have been working on developing procurement processes which reduce the risk of launching a new service with a non-compliant third-party solution.

During the Request for Proposal (RFP) and pre-RFP stages, the City is working to better articulate accessibility needs to vendors, assisting with eliminating or reducing risk to projects, and post signing of contracts and Statements of Work. The Applications Management team consistently collaborates with client groups to incorporate accessibility considerations throughout the product lifecycle. The team further conducts accessibility reviews and provides consultations on specific accessibility requirements for vendor solutions, well before the RFP process begins. Additionally, the Applications Management team contributes to the accessibility-related wording and content of RFPs, prior to their posting. Once the RFP closes, the team tests and validates that vendor solutions meet their stated compliance levels.


Before implementing third-party solutions, staff work with clients to ensure vendors fulfill their contractual obligations relating to accessibility compliance. Team members frequently meet with vendors and clients to recommend tools and process improvements to ensure compliance, both before and after the go-live of their web assets.

For in-house developed applications, the team collaborates directly with project teams from the project kick-off to ensure accessibility features are considered and integrated into the final product.

With respect to software platforms that are not fully compliant, (e.g., Microsoft applications) the team works directly with vendors to identify and track accessibility concerns and re-test those platforms once fixes are provided. This ensures software applications are more accessible for the City and benefits the vendor's other clients.

By adopting the approach described above, the Applications Management team ensures solutions provide full functionality for residents on both desktop and mobile devices, enhancing usability for a broader audience.

OC Transpo has eight website applications, four of which currently meet or exceed WCAG 2.0 Level AA, and four of which will be




remediated or replaced to this standard, or removed. All of these applications have included accessibility as a core requirement, with accessibility built into the website from the early stages of development. Before making these websites available to the public, accessibility audits are completed to assess conformance to the WCAG standard and ensure the proper remediation of outstanding issues. This same process applies to all updates on existing web applications.

OC Transpo's main website poses distinctive challenges to web accessibility compliance. Octranspo.com has over 500 web pages, dozens of content contributors and constantly changing content. With these variables, it is very difficult to maintain 100 per cent conformance to official website accessibility standards. However, OC Transpo's web team remains engaged with internal experts, and an external website audit service provider has been engaged for a complete audit of octranspo.com with remediations planned for completion by the end of 2026. Staff are also gathering requirements for a complete rebuild of the website with accessibility at its core, including futureproofing accessibility requirements by meeting or exceeding WCAG 2.1 AA and incorporating current accessibility best practices extending beyond the guidelines.

In 2025, OC Transpo launched a new webpage intended as a “one-stop shop” for persons with disabilities accessing OC Transpo's services. The OC Transpo Accessibility webpage provides an overview of the accessibility features on OC Transpo's vehicle types, a ride toolkit for people to plan their rides, how to apply for Para Transpo, information about discounted fares, accessible information and communication supports, and contact information to reach Transit accessibility staff directly.

OC Transpo's Website and User Experience staff have completed the “Introduction to Web Accessibility” online training, which was created by the W3C Web Accessibility Initiative (WAI) and provides an overview of web accessibility, standards, and guidelines. It also proposes resources, tools, techniques, and approaches for implementing and maintaining a high level of online accessibility. This training will continue to be offered to all new employees who join the web services team to provide additional opportunities to enhance the team's knowledge of web accessibility. Relevant sections of this training are shared with all website content



contributors and incorporated into workflows, templates and procedures.

Online trip booking for Para Transpo customers has been implemented, including functionality that allows designated support persons and agencies to book or cancel trips on behalf of their clients. New customer orientation calls are provided to support customers through the setup process and to highlight the benefits of using My Para Transpo for online booking.

My Para Transpo customer notifications have also been launched, providing alerts for upcoming and active trips via text message, email, or voice, with notifications planned for integration into the Para Transpo mobile application. To increase awareness, promotional mail-out cards were distributed to all Para Transpo customers, and ongoing promotion continues through messaging on the customer service line, website, social media, newsletters, printed materials, paid advertising, and in-person outreach events such as Para Transpo Talk.

Future and Long-term Accessibility Features and Projects Related to ICT

OC Transpo intends to replace the existing Travel Planner, as the vendor of the current solution is unable to bring the application into conformance with WCAG 2.0 Level AA. Staff, resources and budget have been assigned to this project. WCAG conformance and accessibility are core requirements of the new tool, and staff are currently researching what alternative solutions exist.

Communications, other than ICT

Overview

Communications for persons with disabilities encompass a wide range of formats, including digital and non-digital media, braille, large print, telephone-based services, printed signage and materials, as well as the use of plain language. OC Transpo is committed to providing passengers with disabilities timely and efficient access to essential information through accessible communication methods.



Existing Communications Features of OC Transpo Stations




O-Train stations include the following communications accessibility features:

- Transecure waiting areas on train platforms include benches and tactile/braille signs indicating the direction of service
- High-contrast black and white directional signs throughout the station
- Maps and signs using high contrast and legible colours and symbols
- Back-lit signs stretching the length of the platform providing the station name
- Digital signs along the platform providing real-time departure times for each train
- Audio announcements of the train's arrival
- Service alerts posted on the platform's info screens and announced on the public-address system
- Ticket machines with a video and audio interface and back-lit controls, including a video-chat option connected to live customer service support. The instruction panel is also provided in raised text and Braille

Transitway stations include the following communications accessibility features:

- Yellow emergency call boxes to request assistance if stranded or concerned about safety
- Info phones with one-button access to connect to live customer service support
- Emergency phones
- Service alerts posted on platform info screens, which are being incrementally added to stations

OC Transpo partners with community organizations to offer work experience and professional development opportunities for



individuals with disabilities. Collaborations with organizations such as Ottawa Life Skills and the Ottawa-Carleton District School Board provide supervised job placements across a range of OC Transpo workspaces for both youth and adults. These initiatives will continue throughout the duration of this plan.

As the O-Train expansion progresses and new staff join OC Transpo, all accessibility training including Dementia Awareness, will continue to be provided to new employees, including Rail Supervisors, Rail Superintendents, and Transit Supervisors.

Existing Communications Accessibility Features on OC Transpo Buses and O-Trains

OC Transpo buses include the following accessibility features:

- Spaces reserved for assistive devices include a stop-request button with a dual tone, confirming the request to the customer and letting the driver know that the ramp will be needed to exit
- Automatic audio announcement of next stops over the speaker system inside the bus
- Audio exterior announcements of the route and destination of the arriving bus
- Visual display of the next bus stop, bus route, destination and time inside the bus
- New zero-emission buses have high resolution, enhanced next-stop announcement screens
- Warning light and audio alarm when the bus or ramp are raised or lowered

Trains include the following accessibility features:

- Audio and video messages of next stops and repeating the station name as it pulls into the platform
- Visual display of the next stop and time inside the train
- Audio tones signal as the doors open or close

Information and materials related to OC Transpo services, policies, and programs are available upon request in a range of accessible formats, such as braille, HTML, plain text, or through other



communication supports, as required. Customers who use TTY can call 7-1-1 or use Canada Video Relay Service.

In addition, OC Transpo distributes construction notices and bulletins to thousands of residents through e-newsletter updates, sharing information on impacts associated with Stage 2 O-Train construction. These communications consistently emphasize the importance of maintaining accessibility throughout construction activities and invite persons with disabilities to contact staff should they require accessibility-related accommodations.

OC Transpo further contributes to the Accessibility Office's e-newsletter, Accessibility Spotlight, which features updates on new or enhanced Para Transpo programs and services. This publication is distributed monthly to thousands of subscribers in both English and French.

Finally, OC Transpo also delivers presentations on Stage 2 projects in collaboration with community partners and organizations. These sessions address topics such as pedestrian connectivity, parking, station and vehicle accessibility features, and anticipated construction impacts.

Planned and Long-term Non-ICT Features

OC Transpo will continue to promote existing accessibility tools and programs, including current and future 360-degree station and train tours and the Cooperative Seating program. The website, social media, signage and advertisements on the system will be used to raise awareness of these services.

The Stage 2 O-Train communications team will continue to work collaboratively with community organizations on matters related to the accessibility of proposed stations and vehicles. Presentations and consultation opportunities will be offered upon community request, and feedback received will be reviewed and incorporated where feasible.

Procurement of Goods, Service and Facilities

Overview



All City departments, including OC Transpo, are required to incorporate accessibility considerations at every stage of the procurement process, regardless of dollar value. As per the City's

Accessibility Policy, "when procuring goods, services, self-service kiosks or facilities, the City shall incorporate accessibility design, criteria and features, unless it is not feasible (practicable). If not practicable, the City shall provide an explanation, upon request."

The City follows six steps to integrate accessibility into procurement and provides training to staff as needed. OC Transpo supports this process by issuing monthly reminders for staff to complete Accessible Procurement Tracking Forms, which are retained as official business records. Submissions are monitored for trends or issues, and the Financial Services Unit maintains a semi-annual list of staff with signing and purchasing authority. The City also maintains a record of goods and services for which accessibility features are not practicable.

Existing Accessibility Requirements related to Procurement of Goods, Services and Facilities

OC Transpo is transitioning its commercial bus fleet from diesel to battery-electric, zero-emission vehicles. These buses offer environmental and operational benefits, including no greenhouse gas emissions, lower operating costs, and reduced noise on city



streets. Accessibility considerations have been integral to the procurement process, particularly regarding the quieter operation of electric buses and the potential risks for pedestrians who are blind or partially sighted. To address this, the City equipped the first four pilot battery-electric buses with an Acoustic Vehicle Alerting System (AVAS) and provided orientation sessions to collaborators to familiarize them with the system.

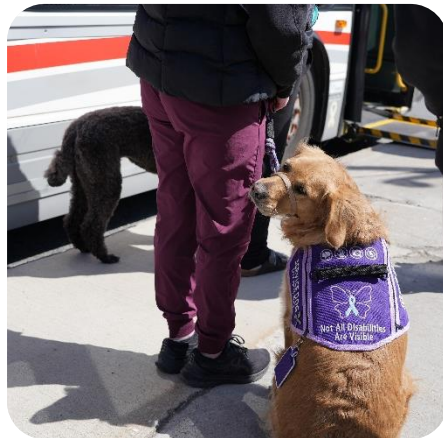
- OC Transpo continues to monitor new developments in legislation, regulations and emerging AVAS technology, and to monitor and respond to feedback from accessibility collaborators and customers with disabilities.

Planned and long-term Requirements related to the Procurement of Goods, Services and Facilities

OC Transpo has initiated the procure process to acquire additional zero-emission buses. These vehicles will include the same on-board accessibility features as those already in operation, including the AVAS.


Seven new Stadler FLIRT trains will were procured as part of Line 2 service, which will include increased co-operative seating areas to provide additional space for those with mobility devices.

Design and Delivery of Programs and Services



Overview

OC Transpo's Accessible Customer Service Policy provides guidelines for the delivery of accessible customer service to persons with disabilities using public transit services, programs and goods including, but not limited to, conventional fixed-route bus, rail, and Para Transpo



service. This policy also guides customer service requirements for new vehicles and facilities as older, non-accessible vehicles and facilities are refurbished or replaced.

OC Transpo services are provided to people with disabilities in a manner that:

- Accommodates disability related needs, where accommodate is defined as the reasonable modification of the delivery of OC Transpo services where possible to make them more accessible to persons with disabilities
- Reflects the principles of dignity and independence
- Seeks to provide integrated services



The policy includes information on how assistive devices are accommodated, service animals, support persons, communication, notice of service disruption, training, feedback, and documentation.

As part of OC Transpo's Five-Year Roadmap, we are our committed to providing reliable, affordable and flexible paratransit services for customers who are unable or choose not to use conventional transit. We continue to build upon recent enhancements like the My Para Transpo online booking system and are working towards delivering more customer-focused services including, but not limited to, studying the feasibility of overnight service, same-day booking, and advanced booking for trips that are more than 24 hours in the future; expanding training and awareness for contracted taxi drivers; and encouraging customers to use My Para Transpo to manage their trips.

Existing Accessibility Requirements for Delivery of Programs and Services

- Para Transpo customers can pay adult single-ride fares using PRESTO, credit or debit cards, Apple Pay, or Google Wallet; this option is not available for rural trips or



discounted fares (Senior Pass, EquiPass, or Community Pass).

- Providing Blind and partially sighted CNIB card holders and their support persons free fares, and discounted fares to ODSP recipients and older adults 65 and above on conventional buses, trains, as well as Para Transpo services.
- Beginning January 1, 2026, seniors 65 and older will be eligible for four free Para Transpo trips per month when they use a registered Presto card to pay per trip.
- Seniors 65 and older can ride free on OC Transpo buses and the O-Train on Wednesdays and Sundays.
- The travel training program teaches people with disabilities and older adults to use public transit safely and independently. This program is delivered by school boards, hospitals, day programs and other agencies that support persons with disabilities. Staff continue to identify opportunities to further promote the travel training program.
- OC Transpo also partners with long-term care facilities and retirement residences to provide replica bus stops for those living in memory care facilities. Research indicates that replica bus stops provide a valuable tool in memory care residents. OC Transpo also provides outreach sessions with various agencies to promote public transportation options to persons with disabilities and seniors.
- OC Transpo continues to host workshops in partnership with Sit N' Stay, a service dog training organization, to help service dogs and their handlers become familiar with the public transit system. The sessions allow service dog teams to practice boarding and exiting buses and trains, navigating stations, and becoming comfortable with the sights, sounds, and movement associated with transit travel. The training is offered free of charge and takes place approximately once a month.
- To support a low-stress learning environment, OC Transpo provides an empty bus for portions of the training, allowing service animals to gradually acclimate to the surroundings before riding on active routes. Once comfortable, participants practice travelling on both bus



and rail service. The initiative supports barrier-free access to public transit and aligns with OC Transpo's broader travel training efforts by helping service animal teams build confidence and independence when using transit. Participants report that repeated exposure helps reinforce skills, improve comfort with transit-related noise and activity, and prepare teams for using public transportation both locally and while travelling in other cities.

- Other individual familiarization sessions are arranged upon request for customers and their occupational therapist or travel trainer, allowing them to practise boarding and positioning themselves on either a conventional or Para Transpo bus in their own time.

Planned Delivery of Programs and Services

As part of the upcoming 2026–2029 OC Transpo Accessibility Plan under the City's Municipal Accessibility Plan (COMAP), the Office of the City Clerk and Transit Services are advancing a joint initiative to increase knowledge and sensitivity around the needs of various disabilities, including hidden disabilities. The objective of this initiative is to increase public awareness and education about persons with visible and invisible disabilities and to help ensure customers can receive the support they need when navigating City services and public transit in Ottawa. As part of this work, the City is exploring the feasibility of implementing the Hidden Disabilities Sunflower, or a similar program, across City services, including OC Transpo services, programs, and facilities. The initiative aims to increase awareness among staff and customers and support a more inclusive and accessible experience across municipal services.

Transportation

Overview

The AODA and its Transportation Standards do not apply to OC Transpo because it is federally regulated. However, OC Transpo has generally followed these provincial standards as best practices until federal standards are in place. As new federal



accessibility standards are developed, OC Transpo will review them to determine their relevance.

Rural Service

A range of transportation options is available to support older adults and persons with disabilities living in rural Ottawa, including:

- Transportation provided through partnerships with rural community support services agencies
- Para Transpo, between rural and urban destinations in the City of Ottawa
- Discounted Taxi Coupon Program for registered Para Transpo customers
- Weekly shopper bus routes, which provide service from rural communities to urban shopping destinations

Existing Accessibility Features



- Regular maintenance, renovations and/or replacement of bus stop facilities following all requirements of the City's ADS
- Provide accessible financial support for transit customers including discounted fare programs for Community

passholders, Ontario Disability Support Program recipients, EquiPass holders (for those with low-income), and Access Pass (for Para Transpo customers who also use conventional bus and train service)

- Provide free transit for children age 10 and under for all bus, train and Para Transpo services
- Provide free transit for 6 months to refugees and people receiving Emergency Shelter services.
- Conduct emergency evacuation exercises regularly at various stations and locations across the city, which include people with disabilities, to help prepare first responders in the event of an actual emergency



Planned and Long-term Accessibility Features related to Transportation

- As outlined above, the Stage 2 O-Train extensions to the east, and west include both the retrofit of existing stations and the construction of new stations, all designed to provide barrier-free access. Accessible features include tactile wayfinding, in-station audio announcements, accessible buttons and signage, and longer platforms.
- In addition, based on feedback and evaluations from a demonstration pilot project, OC Transpo will explore the introduction of fully accessible, on-demand service in select low-ridership areas of Ottawa.



Conclusion

Although this represents OC Transpo's second accessibility plan under the *Accessible Canada Act*, the organization has a long-established commitment to reducing and removing barriers to public transit. Significant progress has been made to date; however, we acknowledge that further efforts are required to enhance services and technologies and to continue working collaboratively with community partners and the public to advance the vision of full and equitable access to transit's programs, service and facilities. OC Transpo remains dedicated to pursuing new and innovative approaches to accessibility, guided by ongoing consultation and collaboration with people with disabilities.



Appendix A

Definitions

The following definitions, as stated in the ACA, apply throughout this plan:

Disability: means any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society. (*note for French translation, handicap within the Act)

Barrier: means anything — including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.