

2025-2029 City of Ottawa Municipal Accessibility Plan Initiatives

Under the 2025-2029 City of Ottawa Municipal Accessibility Plan and 2026-2029- OC Transpo Accessibility Plan

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE1	Community and Social Services	Capital Repair Funding for Accessibility	Invest funds from all levels of government towards the current Community Housing stock.	Housing Services maintains a priority area for capital repair funding to address repairs and retrofits for accessibility-related needs.	2025	2029	In 2025, the Community Housing Team maintained its commitment to improving accessibility within the community housing stock through its capital repair funding programs. Although fewer accessibility-focused projects were submitted than in previous years, the City approved six projects totaling \$344,561 in funding. These investments support the removal and reduction of physical barriers in community housing and help ensure that units and common areas are safer and more accessible for residents with disabilities.
BE2	Community and Social Services	230 Queen Street Transitional Housing	In accordance with the Integrated Transition to Housing Strategy, provide approximately 130 new transitional housing beds.	Housing Services entered into a 10-year lease agreement with the landlord for the space, who is having the space retrofitted to meet operational needs. Retrofits being completed are in accordance with the City's Accessibility Design Standards, or where non-complaint, will be identified through the established process.	2025	2029	230 Queen Street opened its doors to residents in August 2025. The building had extensive renovations completed to ensure clients with accessibility needs can be accommodated at the site.
BE3	Community and Social Services	Corktown Transitional Housing Program	In order to support families experiencing homelessness and increase overall system capacity, the City entered a 10-year lease for the 170 unit, former retirement residence.	Housing services is working with Facility Services and Design and Construction to install new shared kitchens and laundry facilities. Kitchens and laundry spaces are being designed in accordance with the City of Ottawa's Accessibility Design Standards.	2025	2029	In 2025, accessibility and functionality improvements at the Carling and Corktown family shelters are nearing completion. Construction of the new communal kitchen and accessible laundry rooms at Corktown is progressing well.
BE4	Community and Social Services	Accessible Shelter Access	Increase accessibility of Family shelters to provide accessible solutions for all those seeking emergency shelters that have accessibility restrictions.	Our Family Shelters continue to enhance new and ongoing Life Cycle projects, with consideration to accessibility as mandated. Accessibility is also included in retrofits, where possible.	2025	2029	Construction is expected to be completed by mid-February 2026, pending final installations and inspections. These upgrades build on the accessibility enhancements completed in 2024 and support the goal of fully accessible family shelter facilities that comply with the Accessibility for Ontarians with Disabilities Act (AODA).
BE5	Emergency and Protective Services	Retro Fit: HQ Building	Renovating By-law and Regulatory Services headquarters, ensuring Accessibility Design Standards are met.	Construction Start: February 3, 2025 Substantial Performance: September 15, 2025 Final Completion: October 15, 2025	2025	2025	By-law and Regulatory Services commenced Phase 1 of its headquarters Retrofit, focusing on the ground floor interior fit-up designed to improve accessibility and functionality. This includes the construction of an improved public entrance with an accessible ramp, a modernized client service desk and waiting area, a universal washroom, and a secure cash handling room. The renovation will also deliver accessible workstations, updated staff washrooms, and new meeting and storage spaces to support daily operations. Upgrades will ensure the space meets both AODA and the City's Accessibility Design Standards. These changes will create a safer, accessible and more inclusive environment for both staff and clients, while aligning with Council directives and corporate service goals. Construction is 95% complete and occupancy is expected in Q1, 2026.
BE6	Infrastructure and Water Services	Ádisyoke Facility (New Central Library)	Ensure accessibility in design of new Central Library.	The Ottawa Public Library-Library Archives Canada Joint Facility Project has engaged an accessibility consultant to review accessibility standards and provide reviews throughout the design process.	2025	2026	The project maintained its accessibility-by-design approach with an embedded accessibility consultant. In May 2025, Daisuke received Rick Hansen Foundation Accessibility Certification (RHFAC) Gold for its preconstruction/design phase. This distinction confirms that the building's design demonstrates meaningful access across multiple user needs, and is recognized as meeting one of the most rigorous accessibility benchmarks in Canada. The RHFAC Gold rating is tied to specific, planned features supporting barrier free access throughout the building, including gender-inclusive washrooms, interior ramps for continuous, accessible circulation, sensory rooms to support neurodiverse users and central glass elevators offering intuitive vertical mobility. These elements demonstrate a commitment to creating a facility that is welcoming and functional for users with diverse physical, sensory, and cognitive needs. Accessibility continues to be shaped through active partnership with the Anishinaabe Algonquin Nation, including Kitingan Zibi Anishinaabeg and the Algonquins of Iwanaga First Nation. Their guidance influences spatial use, naming, cultural interpretation, and the overall welcoming nature of public spaces, supporting accessibility in cultural, linguistic, and community inclusive terms. On-going collaboration, lead by the project clients, will help shape programming initiatives as well.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE7	Infrastructure and Water Services	Lansdowne 2.0 – Event Centre & New North Side Stands	Ensure that the design of the new sports entertainment facilities and the overall site is accessible.	The Lansdowne 2.0 project team has engaged an accessibility consultant as a part of the architectural team to review standards and provide reviews and recommendations throughout the design process.	2025	2029	In 2025, accessibility remained a core priority in the design of the Lansdowne 2.0 Event Centre and North Side Stands. An accessibility consultant continued to review standards and provide recommendations throughout detailed design. The new Event Centre will follow universal design principles, with accessible entrances, elevators, expanded accessible seating, more accessible washrooms, and gender inclusive dressing rooms tailored for professional women’s sport. The renewed North Side Stands will feature significantly improved accessibility, including wider concourses, additional accessible washrooms, and greatly expanded accessible seating. Construction phase notices issued in late 2025 also affirmed the City’s commitment to maintaining accessible routes through and around the site during construction, as well as providing accommodations upon request as construction works begin.
BE8	Infrastructure and Water Services	Annual Education Series with Industry (Contractors, Consultants, Suppliers)	Increase accessibility awareness of both internal staff and industry in the design and construction process.	Staff attending this education sessions will include an accessibility lens on all topics of discussion and City-led presentations/updates. Participants at this Series include City staff, design consultants and contractors.	2025	2029	In 2025, the Education Series was held at the Infinity Convention Centre in January. Agenda topics included City of Ottawa 2025 Update and Projects in the queue, Lansdowne 2.0 Update, Heavy Construction Outlook, Construction Law (Tariffs), Labour Market Update, Managing Safety on Construction Sites: Traffic Control Plans, Innovation and Technology (Drones/GPS/Digital Twins), Environmental Best Practices (Sewer Spills/Bypass/Flow Management), and Quality and Compliance (Vendor Performance Management Update). While no accessibility specific sessions were listed on the published program, Traffic Control Plans emphasized accessible accommodations (e.g., maintaining routes for pedestrians and cyclists during construction) under City requirements. As part of the 2025 rollout of the Standard Tender Documents for Unit Price Contracts, the Standards Unit provided an update on the requirements for application of the delineation treatment between pedestrian and cycling facilities on structures. These new standard details were introduced, as well as the application guidelines, for active transportation facilities on structures.
BE9	Infrastructure and Water Services	Annual Updates to Standard Tender Documents	Continuous improvement of engineering standards results in increased accessibility of the built environment.	Ongoing reviews and revisions to Infrastructure Services Construction Specifications, Material Specifications, and Standard Detail Drawings incorporating accessibility features as part of for continuous improvements and updates.	2025	2029	In 2025, the Standards Unit published its annual update to the City’s Standard Tender Documents for Unit Price Contracts (Feb 25, 2025), strengthening accessibility by: reinforcing F 1013 to require a safe, accessible path of travel through and around construction sites via the Construction Site Pedestrian Control Plan; introducing SC34/SC34.1 to clarify accessible layouts for sidewalks, cycle tracks, and multi use pathways on bridges (including separation barrier guidance); refining SC31.1 and adding SC31.3 to improve protected intersection corner geometry for safer pedestrian crossings; adding SC11.2 to preserve a 1,500 mm accessible through zone beside Multi-Use Pathways at bench locations; and clarifying D 005 to require geo referenced CADD drawings when signal displays or hardware may be affected, enabling predictable, accessible temporary operations during construction. The rollout also flagged upcoming work to update the City’s Accessibility Design Standards via a technical bulletin aligning with 2024 Ontario Building Code barrier free requirements and construction site pedestrian control guidance. In December 2025, the pilot project testing an alternative delineation treatment between sidewalks and cycle tracks on bridges, where a half-height curb could not be implemented, was successfully completed. The new treatment was installed on the Mackenzie King Bridge as part of a rehabilitation project and met all criteria established for the pilot, including user experience, constructability, and maintenance requirements.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE10	Infrastructure and Water Services	Accessibility Design Standards – Education	Ensure staff and internal/external stakeholders are aware of the requirements of the Accessibility Design Standards.	Provide information to departments and stakeholders upon request.	2025	2029	<p>No formal collaborator requests related to the Accessibility Design Standards (ADS) were received in 2025. However, the Standards Unit continued to provide direction and interpretation of ADS requirements on a project by project basis throughout the year, as part of its ongoing advisory role. As part of the 2025 rollout of the Standard Tender Documents for Unit Price Contracts, the Standards Unit provided an update on the requirements for application of the delineation treatment between pedestrian and cycling facilities on structures. New standard details were introduced, as well as the application guidelines for active transportation facilities on structures.</p> <p>At the Federation of Canadian Municipalities (FCM) Annual Conference and Trade Show held in Ottawa in May 2025, the City of Ottawa partnered with the CNIB to showcase its advancements in accessible public space design. Councillors and municipal leaders from across the country participated in a guided tour, demonstrating how collaboration, innovation, and direct community engagement can seamlessly integrate accessibility into infrastructure projects. Attendees experienced a range of accessibility features introduced by the City, including a new delineation treatment between sidewalks and cycle tracks. Standards Unit staff and project team members shared details about this feature and gathered feedback as part of a recently completed pilot project on the Mackenzie King Bridge rehabilitation project.</p>
BE11	Infrastructure and Water Services	Accessibility Design Standards (ADS) Updates	To update the ADS and align it with the provincial requirements and City's evolving practices.	The document will be divided into standards and guidance documents to assist staff in applying accessibility requirements as well as best universal design practices.	2025	2029	<p>In 2025, the Standards Unit advanced its work to update the City's Accessibility Design Standards (ADS), issuing the first technical update since 2021. A Technical Bulletin (IWSTB 2025 02) was released in April 2025, aligning ADS requirements with the 2024 Ontario Building Code barrier free provisions and updating construction site pedestrian control plan requirements to ensure safe, accessible paths of travel during construction. The bulletin also updated accessible parking space requirements to reflect OBC changes.</p> <p>As part of the 2025 rollout of the Standard Tender Documents for Unit Price Contracts, the Standards Unit emphasized that further ADS updates remain a key priority, including a comprehensive review that will integrate emerging accessibility needs, evolving best practices, and new guidance—such as the forthcoming City of Ottawa Pedestrian Facility Design Guidelines—as well as future updates to provincial regulations and published Federal accessibility standards.</p>
BE12	Infrastructure and Water Services	Accessibility During Construction	Assess selected projects under construction to ensure accessibility during construction provided based on contract requirements and AODA and provide written report to Project Manager to be shared with construction team.	Assessment of selected projects ongoing through construction season, using an educational approach.	2025	2029	<p>During the 2025 construction season, Standards Unit staff provided guidance to project teams on accessibility requirements at two integrated project sites: Bank Street and Canterbury. The original intent of accessibility assessments during construction was to help familiarize industry partners with the City's accessibility requirements at construction sites by taking an educational approach. Standards Unit staff would typically visit project sites with project teams, discuss how contract requirements, including the Accessibility Design Standards, AODA, and the Contractor's Traffic Control Plan, apply in the field, and provide written assessment reports to reinforce expectations and support continuous learning.</p> <p>Through previous years of assessments and ongoing collaboration with Infrastructure Services project teams, industry partners have developed a strong understanding of the accessibility requirements that must be applied during construction. As a result, project teams continue to integrate these requirements into their work, and the educational objectives of the initiative remain supported.</p>

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE13	Infrastructure and Water Services	Barrier Removal (Retro-fit) Program	Barrier removal to increase accessibility at City facilities and City parks and paths.	Utilize the approved budget to conduct retrofit work by removing barriers identified through audits of existing City facilities, and park amenities.	2025	2029	<p>The 2025 budgetary value for the Accessibility Barrier Removal Program was \$2.62 million. A total of 8 accessibility audits for City facilities were commissioned in 2025. Many projects were completed, but some projects to highlight include:</p> <ul style="list-style-type: none"> • Navan Memorial Arena – Accessible viewing platform and modernization project for elevator platform • Ray Friel Recreation Complex - Accessible pool changeroom upgrades • Ottawa West Community Support Centre - Accessible ramp • Alta Vista Library - Accessible washroom • Brian Kilrea Arena - Accessible changeroom upgrades
BE14	Infrastructure and Water Services	Park Renewal Program	Through the City's lifecycle renewal program park amenities are replaced. The anticipated useful life of an asset is used as an indicator for investment planning, however actual condition and performance of the asset is primarily considered when coordinating renewal work.	During a park renewal project, all renewed amenities are constructed with accessible features. Play structures renewal is legislated through the Canadian Standards Association through the children's playground equipment and surfacing guidelines (CSA Z614:20). All other amenities outside of play equipment fall within the City's Accessibility Design Standards.	2025	2029	<p>Many park projects were completed in 2025, but some projects to highlight include:</p> <p>Bluegrass Park – Replace tennis courts</p> <ul style="list-style-type: none"> • Accessible pathway • Accessible seating • Tactile Walking Surface Indicators (TWSIs) installed where required. <p>Cedar dale Park – Replace play structure</p> <ul style="list-style-type: none"> • Accessible pathway/path of travel • Accessible play features and swing • Accessible surfacing in play area. • Accessible seating <p>Father Richard Ward – Replace play structure and equipment</p> <ul style="list-style-type: none"> • Accessible pathway/path of travel • Accessible play features and swing • Accessible surfacing in play area. • Accessible seating
BE14 (cont.)	Infrastructure and Water Services	Park Renewal Program	(Continued from above initiative)	(Continued from above initiative)	2025	2029	<p>Frank Ryan Park – Replace tennis courts</p> <ul style="list-style-type: none"> • Accessible pathway • Accessible seating • TWSI's installed where required. • Accessible playing surface <p>Jeanne D'Arc Park – Replace outdoor ice surface and boards</p> <ul style="list-style-type: none"> • Accessible surfacing • Accessible seating • Accessible gates on outdoor rink <p>Lexington Park – Replace tennis courts</p> <ul style="list-style-type: none"> • Accessible pathway • Accessible seating • TWSI's installed where required. • Accessible playing surface.
BE15	Infrastructure and Water Services	Facility Growth/Renewal	Through the City's lifecycle renewal program City facilities are retrofitted or new facilities are built.	Ongoing work to upgrade, refurbish, or replace existing assets or facilities to the most current accessibility design standard.	2025	2029	This work is ongoing.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE16	Infrastructure and Water Services	Linear Growth/Renewal	Identify transportation design requirements for upcoming road renewals throughout the city. The replacement of underground infrastructure (water and sewer) will result in full road reconstruction (by Planning, Infrastructure and Economic Development) with the opportunity to redesign these streets, including adding new sidewalks in locations where sidewalks currently do not exist.	Ongoing review and design of future full road reconstruction projects to identify opportunities to provide additional sidewalks, controlled crossings and other pedestrian and accessibility enhancements.	2025	2029	<p>Multiple integrated projects are in various stages of preliminary and detailed design, managed by Infrastructure Services, with Transportation Engineering Services direction/review of geometric design and transportation requests. Other Transportation Planning staff are consulted as needed. Construction status of each project is monitored by IS.</p> <p>Major road scoping ongoing in 2025 includes, but is not limited to the following locations, which are in the preliminary or detailed design phase:</p> <ul style="list-style-type: none"> - Bronson Ave: First to Rideau Canal - Taunton Pl: Davidson to Dead End - Carling Ave (O-Train to Bronson Ave) - Hilda and Manchester Integrated Renewal - Anna Ave and Crown Cr Integrated Renewal - Bay St Integrated - Viscount Ave Integrated Renewal - Clare and Dovercourt Integrated Renewal - Jeffery Arundel (Farnham was descoped) - Montfort Alfred Granville Integrated Renewal - Carling Churchill Kirkwood Integrated Renewal - Bank St: Riverside to Ledbury Integrated Renewal - Summit Ave Integrated Renewal - James St and Kent St Integrated Renewal - Normandy Valmarie Integrated Renewal
BE16 (cont.)	Infrastructure and Water Services	Linear Growth/Renewal	(Continued from above initiative)	(Continued from above initiative)	2025	2029	<p>(Continued from above initiative)</p> <p>Major road scoping started in 2025 includes, but is not limited to, the following locations:</p> <ul style="list-style-type: none"> - Alfred, Cantin, Granville, St. Denis Integrated Renewal - Alta Vista (Bank to Billings) Integrated Renewal - Bakerville, Emperor, Panet Integrated Renewal - Bantered, Sheffield Watermain Renewal - Quinn Rd Watermain Renewal - Browning, Chaucer, Devon, Keats, Orchid, Pullen Integrated Renewal - Catherine (Percy to Elgin) Integrated Renewal - Chamberlain, Isabella Integrated Renewal - Danforth, Lower Byron, Roosevelt Integrated Renewal - Hemlock Integrated Renewal - Henry Farm, Marygrove, Terrebonne Integrated Renewal - Northwestern Integrated Renewal - Prince Albert, Queen Mary, Bernard, Frances, Isidor Integrated Renewal - Vincent Massey, Monseigneur, Lemieux, Paul Emile, Lamarche Integrated Renewal
BE16 (cont.)	Infrastructure and Water Services	Linear Growth/Renewal	(Continued from above initiative)	(Continued from above initiative)	2025	2029	<p>(Continued from above initiative)</p> <p>Major road project substantially completed in 2025 includes, but is not limited to, the following locations:</p> <ul style="list-style-type: none"> - 2025 Resurfacing East 3 - 2025 Resurfacing West 4 - Canaan Rd Slope Stability - Lavergne St and St Denis Integrated Renewal - Prince of Wales Dynes Integrated Road - Greenfield Main Hawthorne Integrated Road - Albert Queen Slater Bronson Integrated Road - Winona Wilmont Elm grove Integrated Road - Huron Ave and Caroline Ave Integrated Renewal - Drouin Ave, North River to West Presland Rd

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE17	Infrastructure and Water Services	Public Engagement: Education and Awareness Campaigns: Development Industry Presentation	Increase awareness of accessibility requirements for people with disabilities within the housing market and promote a barrier-free approach to design concepts.	As per request but also through Infrastructure Services-Consulting Engineers of Ontario (CEO)/CAO liaison, Standards Unit will continue to raise awareness of accessibility requirements as per Accessibility Design Standards.	2025	2029	Due to an overlap of other similar initiatives, this initiative will be reported on through BE9, BE10, BE11, and will be removed going forward.
BE18	Office of the City Clerk	Accessibility Requirements in Construction	Review the accessibility requirements in the City of Ottawa Construction Programs.	Develop a City-wide tool and matrix that clarifies the requirements of the AODA, Design of Public Spaces Standard, the Accessibility Design Standards and the general inclusion of accessibility features in current construction programs.	2025	2029	This initiative was on hold in 2025.
BE19	Office of the City Clerk	Partnership with External Organizations on Built Environment Best Practices	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	The Accessibility Office, collaborating with other departments, seeks information and feedback from community organizations related to specific questions about accessibility in the built environment. This could be project specific or related to broader guidelines and standards.	2025	2029	The Accessibility Office responded to various inquiries from the community on requirements and/or best practices to ensure the accessibility of their private business. The Accessibility Office consults with other internal teams within the organization, as required, including Infrastructure Services and Planning, Development and Building Services, on any of the technical recommendations regarding the inquiry.
BE20	Office of the City Clerk	Education opportunities for staff working in the built environment	Ensure staff working on projects in the built environment have current information on accessibility standards and best practices.	Accessibility Office to collaborate with departments as required to offer education opportunities, including presentations by external organizations and experts.	2025	2029	The Accessibility Office, in collaboration with staff in Infrastructure Services and OC Transpo, coordinated a walking tour of accessibility features on the MacKenzie King Bridge, as well as in the Rideau Centre and LRT Station. Best practices related to bike lane delineation were discussed, as well as navigational accessibility features to assist those with vision loss. The topics discussed were shared with the Accessibility Working Group for educational purposes.
BE21	Office of the City Clerk and Infrastructure and Water Services	Accessibility audits of City facilities	Act as a resource to both City staff and third party contractors to assess the accessibility of City facilities as part of the asset management audit process.	Meet with staff and attend City facility site visits, as required, to provide expertise regarding accessible design.	2025	2029	In July 2025, the Accessibility Office coordinated a site visit in the By-ward market with members of the blind and low vision community, including staff and volunteers from the Canadian National Institute for the Blind (CNIB), the Canadian Council for the Blind (CCB), and the Alliance for Equality of Blind Canadians (AEBC). City staff and the project consultant were also present to hear concerns and note feedback. Participants provided feedback on the George and William Street pedestrian crossing, as well as recommended tactile wayfinding measures around the By-Ward Market building and down William Street. Surface treatments were also discussed. In June, 2025 staff from the Accessibility Office attended the Ray Friel Recreation complex to view the renovations to the changing rooms. Staff noted many accessibility-related upgrades, including a ceiling lift and an adult change table, as well as door actuators. Feedback was provided regarding the placement of grab bars and toilet paper dispensers, as outlined in the City's Accessibility Design Standards. Feedback was also provided regarding not using swinging barn doors, as they may create a barrier for users.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE22	Office of the City Clerk and Planning, Development and Building Services	Build capacity of private businesses through education and resources regarding accessibility in the Right of Way	Improve education and resources available to private businesses regarding both the requirements of the AODA and how to improve overall accessibility for businesses that encroach into the City's Right of Way.	Leverage existing resources regarding accessibility in the City's Right of Way and distribute to applicable businesses as required.	2025	2029	On May 1, 2025 as part of the Ontario Network of Accessibility Professionals (ONAP) conference, Accessibility Office staff organized and facilitated a panel discussion on inclusive cultural spaces, which also covered programming and the importance of community consultation. Panelists from the City of Ottawa, the Toronto Public Library, and the Ajax Public Library discussed how the built environment can be designed in a way that supports diverse sensory needs, including proprioceptive and touch, as well as offering different lighting options. In addition, the panel briefly discussed the challenges of ensuring historic and heritage sites still remain accessible. There were approximately 50 people in attendance. On May 30, 2025 the Accessibility Office coordinated a study tour for the Federation of Canadian Municipalities (FCM) Conference, lead by the Canadian National Institute for the Blind (CNIB), staff in OC Transpo, and Management of the Rideau Centre. The focus of the tour was to share considerations for designing accessible municipalities, including wayfinding supports in the pedestrian path of travel, and the importance of businesses not creating obstacles in these spaces, such as placing planters or a-frame signs over navigation supports. Throughout the tour, features such as the tactile delineators on the Mackenzie King Bridge, the Good Maps app throughout the Rideau Center, and other available assistive technologies within the Rideau LRT Station were highlighted.
BE23	Office of the City Clerk and Public Works	Accessible on-street parking pilot	To provide residents with increased opportunities for accessible on-street parking	Based on feedback from the Accessibility Advisory Committee (AAC) and the public, the Accessibility Office in collaboration with Traffic Services, will make changes to the Traffic and Parking By-law to allow for designated on-street accessible parking spaces in Ottawa, which would be available for people using an Accessible Parking Pass. In 2025, locations will be determined and constructed. The pilot will be evaluated in 2026.	2025	2026	In consultation with staff in Traffic and Parking Services, six locations have been identified as part of this pilot project to introduce designated on-street accessible parking spaces in Ottawa. Feedback from residents and AAC members was considered, and neighborhoods with a high concentration of shops, restaurants, and services were prioritized. Construction of these spaces is expected to begin in 2026.
BE24	Ottawa Public Library	Adult change tables	We know our population is aging and the need for adult change tables for older adults and adults with disabilities will become more prevalent in our communities.	The adult change tables are a permanent standard we have put in place at Ottawa Public Library (OPL) for all future universal washroom renovations and/or new installations.	2025	2029	In 2025, the Alta Vista branch received a full renovation to their accessible washroom, transforming it from barrier-free to universal. This project included the new addition of an adult change table, as per OPL's commitment to implementing these across the corporation. Additionally, in early winter of 2025, the Hazelden branch also received a complete renovation of their barrier-free washroom, transforming it into a universal washroom with an adult change table.
BE25	Ottawa Public Library	Library Accessibility	Ensure funds are readily available to replace/repair equipment, spaces, etc. that enhance accessibility at OPL. This may include a wide assortment of planned or un-planned / emergency work, such as: installation of ramps, elevators, power door operators, signage, handrails, removal of barriers in exterior and interior paths of travels, and remedial work in washrooms and kitchens.	Funding for accessibility initiatives is provided via the City of Ottawa's Asset Management team through the life cycle budget. The timelines for these projects typically span three years from the start of each project's budget cycle, with current estimates covering active projects. Annual project funding is requested through the budget process. Proposed projects for 2025 are currently estimated at \$290K, pending Board and Council approval.	2025	2029	Planning took place throughout 2025 for future construction projects to take place to improve accessibility for the North Gloucester branch front entrance and washrooms, improve staff workflows with door operator feasibility studies, and future branch refit studies. The Orleans branch received a full parking lot replacement, increasing accessible parking space numbers and providing easier access from the parking lot to the branch. Furthermore, the Centennial branch parking lot was also substantially replaced, again increasing accessible parking spaces, and providing easier access for clients from the parking lot into the main entrance of the branch.
BE26	Ottawa Public Library	New Central Library	The design of the facility offers the opportunity to create a building that is accessible, inclusive, welcoming and open to all. Universal accessibility is an important objective in the building design. Through the application of stringent universal design standards, the goal is to be one of the most accessible buildings in the National Capital Region.	Reporting and planning for past and future Accessibility Conversation Circles with diverse representation of community members and organizations representing accessibility interests. Feedback reports have helped to inform the design and planning of the new Central library to ensure accessible access.	2025	2026	OPL continues to engage with organizations and individuals with lived disability experience to continue to plan for accessible features throughout this facility. This will include accessible wayfinding, assistive listening systems and sensory services.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE27	Planning, Development, and Building Services	Neighbourhood Traffic Calming (NTC) Program	Focuses on addressing requests for permanent, engineered, traffic calming on existing local and collector streets within neighbourhoods that cannot benefit from roadway modifications through other City programs. Traffic calming in general improves the safety for all road users by reducing the negative impact of motor vehicles (such as speeding and aggressive driving). Many projects also include measures specifically aimed at improving the pedestrian and cycling environment (such as bike lanes, Pedestrian Cross Overs, raised crosswalks, etc.)	Implementation of Traffic Calming measures in specified neighbourhoods.	2025	2029	Projects completed under the NTC program in 2025 include: Cobden Road, Othello Avenue, Broadview Avenue, Sherwood Drive, Haig Drive, Forest Valley Drive, Albion Road, Northlands Drive, and Conover Street. All these NTC projects include installation of permanent traffic calming measures. Each NTC project may also include sidewalk connections, pedestrian crossovers (PXOs), bike lanes, pathway realignment, improved bus stops, and upgrade of curb ramps to meet AODA-compliant features within the study limit (if/where required).
BE28	Planning, Development, and Building Services	Intersection Control Measures (ICM) Program	The Intersection Control Measures (ICM) Program identifies modifications to an intersection to address increased transportation demands in growth areas. Pedestrian and cycling needs are incorporated into the design wherever possible.	Ensure intersection designs consider pedestrian and cycling needs and meet accessibility standards.	2025	2029	Projects completed under the ICM program in 2025 include: the detailed design of Brian Coburn/Tenth Line, Mer Blaue/Decoder and Borisova/Cambrian. Construction started this year on Borisova/Cambrian and Innes/Lamarche. Construction to start on Brian Coburn/Tenth Line and Mer Blaue/Decoder in 2026.
BE29	Planning, Development, and Building Services	Transportation Master Plan (TMP)	Review and update the TMP, which is the City's long-term blueprint for planning, developing and operating Ottawa's walking, cycling, transit and road networks. The review will be informed by a number of key considerations, including equity and inclusion.	The TMP policies and active transportation projects were approved by Council in 2023. This includes policies to support accessibility of the built environment, and new "standalone" active transportation projects that will involve construction / reconstruction of sidewalks, pathways, cycling facilities and intersections to meet accessibility standards. The TMP Capital Infrastructure Plan is expected to be completed in 2025 and will be accompanied by an update to the City's Long-Range Financial Plans.	2025	2025	The TMP Capital Infrastructure Plan was completed and approved by Council in July 2025.
BE30	Planning, Development, and Building Services	Community Connectivity Program	Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations.	In 2025-2026, construct new accessible pedestrian and cycling connections at the following locations: - Pimas Pathway	2025	2026	Detailed design expected for the Pimas pathway (south side of O-Train). Construction anticipated in 2026 for the improvements at the Belfast and Trainyards intersection (protected intersection including improved pedestrian facilities on North East, South East, and South West corners).
BE31	Planning, Development, and Building Services	Pedestrian Facilities Program	Provide new sidewalks, and connect existing sidewalks and pathways, to improve accessible pedestrian connections to public transit, schools, parks, and other key destinations.	Construct new sidewalks as identified through the annual budget process.	2025	2026	Projects completed under the pedestrian facilities program in 2025 include: Cobden Road sidewalk, Ainsley Park pathway, Albion Road PXO, Cuddy Street to MacTavish Place pathway, Greensboro Pedestrian Improvements, Hardy Avenue & Gardendale Road sidewalk, Notre-Dame Street sidewalk, Field Street sidewalk
BE32	Planning, Development, and Building Services	Cycling Facilities Program / Active Transportation Missing Links Program	Build new cycling facilities and improve existing cycling facilities to address gaps and improve safety. Projects often include the development of multi-use pathways and intersection modifications that involve accessibility features.	Construct accessible cycling connections as identified through the annual budget process.	2025	2026	Projects completed under the cycling facilities/ active transportation missing links programs in 2025 include: Carling Narrows cycling safety improvements, Cobourg Street bikeway upgrade, Queens view Drive bike lanes, Terry Fox Drive pathway, Beausoleil bike lane, Sherwood Drive bike lanes (joint project with Neighbourhood Traffic Calming).
BE33	Public Works	Integrated street furniture - Accessible seating on street	Provide more rest areas on City sidewalks.	As part of the Integrated Street Furniture Program, we will continue to rollout new furniture city-wide to elevate the quality of the public right-of-way through the design, installation, and placement of a cohesive network of street furniture that is universally accessible.	2025	2029	In 2025, the Integrated Street Furniture Program conducted nine Business Improvement Area walk-throughs to assess the condition and placement of existing on-street accessible benches and three-stream waste bins. Staff continued to focus on lifecycle and warranty repairs of over 70 three-stream accessible waste bins. Staff removed and replaced over 200 three-stream accessible waste bins and over 120 accessible benches.
BE34	Public Works	Accessible Pedestrian Signals (APS)	Install Accessible Pedestrian Signals (APS) that use audible, tactile, vibro-tactile and visual signage to assist all pedestrians, including those who are blind, partially sighted, or deaf-blind. APS let pedestrians know when they have the right-of-way to cross at a signalized intersection and in which direction to cross.	Continue retrofitting APS on traffic signals. About 87 per cent of the City's signalized network are equipped with audible signal components.	2025	2029	By the end of 2025 about 87 per cent of the City's signalized network are equipped with audible signal components. These included retrofitting APS at: Elgin & Wellington; Greenfield & Main This work will continue into 2026. Note: The slight percent decrease in comparison to the 2024 update is due to data consolidation.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE35	Public Works	Road Safety Action Plan (RSAP)	Develop strategies for making the City's roads safer for all users and for continuing to advance toward zero fatal and serious injury collisions.	The third Road Safety Action Plan, for 2020 to 2024, was implemented and is on-going until a new plan is approved by Council. The data accumulated from the third RSAP will be evaluated and used to develop the next Road Safety Action Plan.	2025	2027	The third RSAP for 2020 to 2024, was implemented and is on-going into 2026 until a new plan is approved by Council. The data accumulated from the third RSAP will be evaluated and used to develop the next iteration.
BE36	Public Works	Reserve on-street parking spaces for Accessible Parking	Have on-street parking reserved solely for the use of Accessible Parking Permit holders.	Staff will hold a one-year pilot project to evaluate whether designated on-street accessible parking spaces to improve services to people with disabilities and older adults. The Accessibility Office, Public Works Department's Traffic Services, and Parking Services would co-lead the project. The outcome would determine if these spaces should supplement existing on-street parking privileges for Accessible Parking Permit holders.	2025	2025	Due to an overlap of a similar initiative, this initiative will be reported on through BE23, and will be removed going forward.
BE37	Public Works	Non-compliant all-way-stop-control (AWSC), PXO , and adult school crossing guard locations	Remediation of non-compliant all-way-stop-control (AWSC), PXO , and adult school crossing guard locations	Required accessibility retrofits for all locations currently identified as non-compliant will be completed as part of the Pedestrian Accessibility and Intersection Ramping Program (PAIR) as stand-alone projects submitted to Infrastructure Services Design & Construction, or, where feasible, coordinated through future roadway resurfacing. AODA non-compliance are reported annually to Council and to the Province. Additional funds to address required retrofits will continue to be included in the Road Safety Action Plan until such time that all non-compliant locations have been addressed. Public Works expects that all non-compliant locations will be retrofitted by the end of 2029.	2025	2029	Over the course of 2025, 10 locations were retrofitted with required accessibility features. One additional non-compliant location was identified and added to the tracking list, and six locations were determined to be AODA-compliant and will be removed. As of the end of the year, 74 locations remain non-compliant. Further progress toward compliance at several locations is planned for 2026 while all are scheduled to be addressed by 2029 through the Pedestrian Accessibility and Intersection Ramping (PAIR) Program. As per legislative requirements, an update on the Compliance Plan Agreement related to the AODA Design of Public Spaces Standard was submitted by the City to the Province in December 2025.
BE38	Public Works	Accessible Technologies for Accessible Pedestrian Signals (APS) and Pedestrian Countdown Signals (PCS)	Test and pilot accessible technologies that enable customers with disabilities to activate APS and PCS remotely.	The successful vendor is continuing to work to integrate their device into the traffic signals control system. Installations can only occur once they have successfully demonstrated the product and is capable of functioning with the City's traffic signals control system.	2025	2029	This pilot did not proceed. The vendor did not meet the specified hardware requirements to integrate their push buttons into the City's traffic cabinets. Work is ongoing.
BE39	Public Works	Pedestrian Crossovers	Install pedestrian crossovers (PXOs), which allow pedestrians, particularly children, older adults and persons with disabilities to cross streets safely in locations where no crossings existed before.	Warranted locations for PXOs are prioritized. New warranted AWSC, PXO and Adult School Crossing Guards (ASCG) locations will only be installed when compliance with the AODA can be achieved.	2025	2029	New warranted crossings were completed at four locations in 2025, including: - Kodiak MUP - Stone way and Forest Gate Way - Paul Metivier and Beatrice - River Run and Dovetail
BE40	Public Works	Pedestrian Countdown Signals (PCS)	Equip all newly constructed or replaced Accessible Pedestrian Signals (APS) with Pedestrian Countdown Signals (PCS). PCS offer pedestrians information on how much time they have to cross the intersection safely. Combining the installation of both APS and PCS improves pedestrian safety.	Continue to install PCS on all newly installed and retrofitted APS. About 92 per cent of signalized intersections are equipped with PCS.	2025	2029	By the end of 2025 about 91 per cent of the City's signalized network are equipped with Pedestrian Countdown Signals. These included retrofitting PCS at: Elgin & Wellington; Greenfield & Main This work will continue into 2026. *Note: The slight percent decrease is due to data consolidation.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE41	Public Works	Winter Maintenance Quality Standards (WMQS) Review and Development of Maintenance Quality Standards (MQS) for Specialty Spaces and Streets	Ensure an accessibility lens is applied to the WMQS review and development of MQS.	Propose changes to the City of Ottawa's WMQS that will result in improvements to Winter Maintenance to the Class 5 residential roads, pedestrian facilities, cycling facilities, active transportation facilities and reduce damages to property and prevent injuries. Develop new, enhanced four-season MQS for specialty streets and spaces. The Accessibility Advisory Committee has been identified as a key stakeholder and will be engaged as part of the public engagement and consultation process.	2025	2025	The Public Works Department has completed its review of the Winter Maintenance Quality Standards via a memo provided to council on November 10, 2025. The Public Works Department has made numerous improvements which have already been implemented and will remain a key focus moving forward. The primary objective during the winter season is to ensure public safety and maintain an accessible and passable transportation network for emergency services, pedestrians, cyclists, public transit, and vehicular traffic. Staff remain committed to implementing substantive changes to service delivery that benefit all Ottawa residents.
BE42	Public Works	Identifying Winter Maintenance Issues at Bus Stops	Transportation Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance.	Roads and OC Transpo continue to work together on this initiative. A process has been implemented to update this list each year.	2025	2029	This work continues. In 2025, there was further identification of Parasrams stops that also receive maintenance from Public Works, to ensure full service at these locations.
BE43	Recreation, Cultural and Facility Services	New Parks and Facilities meet and/or exceed AODA standards in development and re-development	Ensure that all new park and recreation facilities meet and/or exceed the AODA standards and City of Ottawa Accessibility Design Guidelines.	Review locations and funding availability to include a sway-swing or variety of accessible equipment in various areas of the City to provide an increase in accessible swing options and accessible equipment in parks. Engage with communities during park design to include accessibility features. Provide more rest areas by continuing to rollout new accessible furniture such as benches.	2025	2029	In 2025, staff ensured that all new park development projects met or exceeded AODA and ADS requirements. Isaie Savage Park enhancement included installing an accessible spinner with a fully rubberized safety surface, designed in direct response to meet the needs of a family living nearby whose child uses a wheelchair. This investment reflects Recreation, Cultural and Facility Services ongoing commitment to creating inclusive, barrier free public spaces for all residents.
BE44	Recreation, Cultural and Facility Services	Improve accessibility in existing public City facilities	Enhance accessibility in public facilities by retrofitting existing infrastructure to comply with accessibility needs.	Design and installation of barrier-free ground floor base building washrooms at City Hall. Phase one of this project is already complete, phases two and three are being initiated. Facility upgrades, such as grab bars, accessibility buttons, etc. Seek out available grants to enhance accessibility (ex: application submitted fall 2024 for grant to improve accessibility in aquatic facilities) Accessibility project for washrooms and enhancements to concession counter at Meridian Theatres. Create a larger and more user-friendly space for changerooms at Ray Friel Recreation Complex. Redesign elevator to meet accessibility standards at Larry Robinson Arena - Metcalfe Community Centre. Redesign elevator to meet accessibility standards at Navan Arena. Design and install an accessible seating area at Navan Arena. Construction of an accessible ramp at City Hall.	2025	2029	Phases 2 and 3 have been initiated, and all associated action items remain on track for completion. Accessible washrooms at Meridian Theatres at Centrepointe are currently in the design phase and the concession counter project has been completed. Larger, more user-friendly changerooms at Ray Friel Recreation Complex are complete and open to the public. The redesign of the elevator to meet accessibility standards at the Larry Robinson Arena - Metcalfe Community Centre is in progress.
BE45	Strategic Initiatives	Ontario Renovates Program and Visit Ability of New Housing Units	The Ontario Renovates Program provides low income seniors and persons with disabilities who are homeowners, with grants/forgivable loans to help with necessary repairs and accessibility modifications to support independent living. The program also provides limited funding to qualifying landlords for essential repairs and renovations as well as modifications to improve accessibility of their existing unit(s) or building(s) and make them in compliance with the Accessibility for Ontarians with Disabilities Act.	The program eligibility requirements will be expanded to include availability to social housing providers for accessibility related modifications.	2025	2029	In the 2025-2026 funding year, Ontario Renovates provided \$600,000 in funding for accessibility modifications and essential repairs to: <ul style="list-style-type: none"> . 7 households of seniors . 1 households of people with disabilities . 3 Non-profit landlords providing 90 units
BE46	Strategic Initiatives	Affordable and accessible housing	The goal of "visitable" housing is to make housing more livable for people with physical disabilities, people who use mobility aids and seniors, enabling community integration for residents.	The City recognizes the importance of providing affordable accessible housing options. Affordable housing projects approved under the City's Action Ottawa program include mandatory accessibility design criteria in addition to providing a minimum number of barrier-free dwelling units (10 per cent).	2025	2029	Affordable housing developments continue to exceed the 10 per cent accessibility target in Ottawa's 10-Year Housing and Homelessness Plan. In 2024, 27 per cent of all units completed were accessible and 24 per cent of all units under construction were accessible—representing approximately 328 accessible homes across a pipeline of 1,320 units (completed and under construction). Due to timing of data reporting, 2025 statistics will be provided in the 2026 update.

Built Environment

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
BE47	Strategic Initiatives	Electric Vehicle (EV) Charging	To include accessible design features in EV charger design, software features, and other program elements.	Staff included the Accessibility Office as part of the internal EV working group, and have looked for opportunities to include accessible design features within all new stations that are installed on City property. Ongoing considerations for other accessible features such as software interfaces will be considered as part of any future Request for Proposal (RFP) development.	2025	2029	In 2025, the City advanced the rollout of EV charging at municipal facilities to support fleet electrification and public access, including site assessments, early installations, and coordination with internal partners to address accessibility and operational requirements.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
IC1	Community and Social Services	Older Adult Plan - next iteration	To enhance City programming and services for older adults through the development of the next iteration of the Older Adult Plan (OAP), informed by the 2023 evaluation.	The new iteration of the OAP will be presented to Council in June 2025. The OAP update plans to include several accessibility components related to communications, transportation, and the built environment.	2025	2029	<p>The renewed Older Adult Plan was approved by Council in November 2025.</p> <p>Staff engaged City departments to present the new direction and governance model, as well as invited them to designate liaisons for the Older Adult Plan Roundtable (OAPRT).</p> <p>An open call for applications ran in November–December 2025, promoted through City channels and community networks.</p> <p>The OAPRT now includes the following representatives:</p> <p>City Departments: 15 staff from 11 departments Community Agencies: 19 agencies who provide services to older adults Older Adult Residents: 13 members (reflecting the diversity and lived experience)</p> <p>The Roundtable will be co-chaired by Council on Aging of Ottawa members and City of Ottawa staff, with the launch scheduled for January 21, 2026.</p>
IC2	Emergency and Protective Services	Website compliance	Ensure all City websites and the content on those websites are Web Content Accessibility Guidelines (WCAG) 2.0 AA compliant.	Sites managed by ServiceOttawa (ottawa.ca, Mys, documents.ottawa.ca, so311, serviceottawa.ca, online forms, and In My Neighbourhood) are monitored for accessibility through a validation tool. Identified issues are sent to publishers to update, to web services to remediate, or to Information and Technology Services for technical changes. All updates for these platforms are tested for web accessibility compliance prior to launch.	2025	2029	Staff in Emergency and Protective Services (EPS) is committed to continuing to work with the City of Ottawa's Web Services branch in all areas of web monitoring and compliance to the WCAG 2.0 AA standard. EPS has a dedicated Digital Services Coordinator who works with EPS service areas to continually monitor compliance.
IC3	Emergency and Protective Services	Accessible Public Engagement: Fire Prevention	Ensure accessible presentations are available to the public.	Fire Prevention will continue to improve accessibility through the use of best practices for making PowerPoint presentations, creating accessible slides, adding alt text to visuals, and using accessible font format and colour.	2025	2029	Ottawa Fire Prevention remains committed to reviewing public presentations to improve accessibility for all audiences.
IC4	Emergency and Protective Services	Accessible Engagement Plan for By-law Reviews	Create consistent engagement guides that apply a lens to accessible needs and requirements.	Develop an accessible checklist for by-law review engagement (ex: dog bowls, design of spaces, email templates for accessibility requirements, lens when booking meetings and selecting venues, etc.)	2025	2029	An accessibility checklist was applied in all by-law reviews conducted in 2025, including all consultations and engagements phases. Staff also continue to consult with the Corporate Accessibility Office and the Accessibility Advisory Committee (AAC) on all by-law reviews led by EPS.
IC5	Emergency and Protective Services	Public Engagement Tracking Sheet for Accessibility Members	Record number of engagements with members of the accessibility community and/or disability advocacy groups during the development of a by-law or review of an existing by-law.	Ensure the AAC and other accessibility advocacy groups are consulted as part of the by-law review process, when required. Track number of engagements and report back.	2025	2029	Staff consulted with both the Accessibility Office and the AAC on the development of several by-laws including the rental renovation by-law and the vulnerable social infrastructure by-law.
IC6	Emergency and Protective Services	Evaluation of the By-law Review Accessibility Checklist	Ensure that the current accessible by-law review checklist is still applicable and relevant.	Monitor the accessible by-law review checklist and update as required. Ensuring AAC and other disability advocacy groups are consulted in the by-law review process as required.	2025	2029	Evaluation of the accessibility checklist for by-law reviews was not possible in 2025 due to staff capacity, but is planned for 2026.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
IC7	Emergency and Protective Services	Emergency Preparedness engagement tailored to people with disabilities	Continue to work with the City's Accessibility Office to engage with members of the accessibility community and disability advocacy groups on the subject of emergency preparedness.	Share information (via formal presentations) about how people with disabilities can prepare for emergencies and seek feedback/input from these residents as to what specific supports they may need from the City during an emergency.	2025	2029	In 2025, the Office of Emergency Management (OEM) delivered emergency preparedness presentations to various groups, including guidance for people with disabilities. OEM also created a one-page insert for inclusion in the Are You Ready workbook, which includes reminders and tips for emergency planning for persons with disabilities.
IC8	Emergency and Protective Services	Emergency Social Services Equity, Diversity and Inclusion Checklist	Include a new checklist to the City's existing Emergency Social Services (ESS) plan, that provides information on how Equity, Diversity and Inclusion measures are to be incorporated into ESS activities, including for people with disabilities.	Work with ESS partners to compile the checklist.	2025	2029	Revisions to the ESS Plan using an Equity, Diversity, Inclusion and Belonging (EDIB) lens are complete. The update includes a checklist in the appendices, developed in collaboration with EDIB and Accessibility staff.
IC9	Finance and Corporate Services	Sustainable procurement	Provide guidance for sustainable procurement.	Research and develop sustainable procurement which embeds sustainability into the selection of goods and services, alongside considerations of price, quality, service, and other technical specifications.	2025	2029	Issued Lansdowne 2.0 Request for Tender (RFT) with social procurement specific requirements.
IC10	Finance and Corporate Services	Scented Products in the Workplace Guidelines	Maintain employee and community awareness of the Scented Products in the Workplace guidelines.	Review the scents and sensitivities in the workplace policy and procedure and update them to reflect current information and practices. Next scheduled review is 2025.	2025	2029	Preliminary review and discussions on updates to this policy took place with the Accessibility Office and other internal collaborators in 2025. Further consultations with departmental partners planned for Q1 2026.
IC11	Office of the City Clerk	Policy development	Provide better clarity regarding accessibility considerations of Committee and Council reports.	The Accessibility Office will support staff in Council and Committee Services to provide more accessibility considerations in existing processes regarding Committee and Council	2025	2029	A new template has been implemented to ensure that Committee and Council reports are posted online as accessible documents. The Accessibility Office will work with Committee and Council Services to improve the staff upload process to ensure all attachments posted are accessible.
IC12	Office of the City Clerk	Council and Committee documents	To reduce the amount of non-compliant web content related to Council and Committee documents.	The Accessibility Office will work with Information Management to assess and explore improvements to the accessibility of Committee and Council documentation on ottawa.ca, in consultation with other branches across the City and using best practice information from other municipalities.	2025	2029	To increase compliance with the AODA, Committee and Council documentation prior to 2012 can now be accessed by contacting the City's Archives. A review of documentation after 2012 is being conducted by the Office of the City Clerk and IT, to ensure all content meets web accessibility requirements under the AODA.
IC13	Office of the City Clerk	Public outreach: newsletter	Ensure the public has opportunities to receive information on accessibility at the City.	Reach out to community organizations and interested persons through electronic communications, including the Accessibility Spotlight e-newsletter.	2025	2029	The Accessibility Office releases a monthly e-newsletter called "Accessibility Spotlight". This newsletter includes accessibility-related articles about the City's services, events, and programs from all departments, as well as other related topics, as required. There were 12 regular editions as well as five special editions of the newsletter published in 2025. In December 2025, the English edition was sent to 5363 subscribers (an increase of 202 since 2024) and the French edition was sent to 305 subscribers (an increase of 35 since 2024). The Accessibility Office is committed to sharing updates and information regarding accessibility-related initiatives with the public and will continue to promote subscribing to the newsletter at all available opportunities.
IC14	Office of the City Clerk	Public outreach: promotion and recognition	Continue to promote accessibility through public events.	The Accessibility Office will continue to hold major events throughout the year to celebrate nationally and internationally recognized days in order to promote accessibility for staff and the public. This may be done in collaboration with other City departments or organizations, depending on the theme.	2025	2029	In May 2025, hundreds of dignitaries, staff and members of the public gathered at Ottawa's City Hall to celebrate the 22nd annual City of Ottawa Accessibility Day. This year, the biggest highlight was the keynote speaker, Rick Hansen, during which he provided an engaging account of his lived experiences as a person with a disability. The event also hosted a resource fair, showcasing accessibility-related projects and initiatives from across the City. As part of the event, it was also announced that Daisuke, the new Ottawa Public Library and Library and Archives Canada joint facility, recently achieved pre-construction certification through the Rick Hansen Foundation Accessibility Certification program.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
IC15	Office of the City Clerk	Public outreach: ottawa.ca	Ensure public is aware of accessibility-related information at the City on ottawa.ca.	The Accessibility Office will continue to update relevant information related to all accessibility-related services, events and information at the City on ottawa.ca.	2025	2029	Information about events hosted by the Accessibility Office is updated on the "Accessibility at the City" page on ottawa.ca. This includes a "save the date" announcement for upcoming events, registration information when available, and a summary of the event after its completion, including links to the event's recording on the City's YouTube channel, if applicable. Additionally, working closely with staff in Public Information and Media Relations, information about these events are also released on the "Newsroom" page on ottawa.ca, as well as through media releases available to local media agencies.
IC16	Office of the City Clerk	Sign language interpretation	Ensure sign language is provided as required and requested, as per the City's Accessibility Policy.	The Accessibility Office will work with departments to ensure requests from the community for sign language interpretation are met. This includes promoting the City's Guide to Sign Language Interpretation. As per the Accessibility Policy, American Sign Language (ASL) and Langue des signes Québécoise (LSQ) is provided for media events for all emergency-related situations.	2025	2029	The Accessibility Office worked closely with staff across the organization to provide information on sign language interpretation, as requested. In-person sign language interpreters in both ASL and LSQ were present at both Accessibility Day and the International Day of Persons with Disabilities events in 2025. Sign language interpretation in ASL is also provided at all Accessibility Advisory Committee (AAC) meetings. There were no emergency-related media availabilities in 2025. Sign-language interpretation will be actively offered and provided for all other accessibility-related events, including upcoming consultations in 2026.
IC17	Office of the City Clerk	Accessibility Impacts Statements for reports to Committee and Council	Ensure that staff who create reports for Committee and Council are supported to write meaningful Accessibility Impacts Statements. This includes the consideration of both positive accessibility impacts on people with disabilities and older adults, as well as barriers that may be created, along with mitigation tactics. Ensure that consultation with the AAC and people with disabilities occurs, where required.	The Accessibility Office will review the legislative agenda on a weekly basis to determine reports that may require enhanced support. The Accessibility Office will reach out to report writers to offer to review and draft statements for consideration, as well as work with Accessibility Working Group (AWG) representatives to ensure that departments are aware of this enhanced support. The Accessibility Office will also offer Accessibility Impacts Statement training on a regular basis to support staff across the organization.	2025	2029	To support staff across the Corporation to write meaningful accessibility impact statements in their Committee/Council reports, the Accessibility Office developed a workshop intended for report writers, project managers and any staff that work in policy development and the legislative agenda. In 2025, the Accessibility Office facilitated three sessions with staff from across the organization. All sessions were at capacity, with a total of 22 staff trained, and participants left with a better understanding how to draft these statements for future reports.
IC18	Office of the City Clerk	Annual accessibility internal communications plan	Ensure managers, supervisors, and employees are aware of the City's legislative requirements under the Accessibility for Ontarians with Disabilities Act (AODA).	The communications plan ensures managers, supervisors, and employees are aware of the City's legislative AODA requirements, training opportunities and rights as it relates to their disabilities.	2025	2029	The Accessibility Office continued to share information with employees and management through internal communications in 2025. This included updates and resources available to employees who continue working in a hybrid environment, as well as training opportunities for both employees and management to meet the City's legislative responsibility. In 2025, the Accessibility Office published 22 articles in the internal In the Loop employee newsletter, and 11 articles in Management Bulletin.
IC19	Office of the City Clerk	Creating accessible documents	Ensure managers, supervisors, and employees are aware of existing resources and training opportunities to ensure document accessibility.	Through internal communications, promote existing resources and training opportunities to ensure all staff are aware of how to make emails, documents, and presentations accessible.	2025	2029	In November 2025, we published an In the Loop article on the topic of "Accessibility in digital communications," which included information about the Web Accessibility Policy and resources on how to write effective alternative text descriptions, accessible emails and creating accessible Word documents.
IC20	Office of the City Clerk	Accessibility award	Explore opportunities to provide recognition to persons and/or organizations who contribute significantly to increasing accessibility in the community.	The Accessibility Office will work with the Office of Protocol to explore the creation of a new accessibility award for an external individual and/or an organization who are making significant contributions to accessibility in Ottawa.	2025	2029	With the support of the Office of Protocol, the Accessibility Office launched the Accessible Ottawa Award. On December 3, 2025 as part of the International Day of Persons with Disabilities event, an individual and an organization were recognized with this new award for the first time. This included a trophy for the individual, a plaque for the organization, as well as a plaque featuring the names of the award winners each year, which will be hung at City Hall. Future recipients will be added to this plaque annually.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
IC21	Office of the City Clerk	Public engagement: promotion and recognition	Continue to promote accessibility-related events and causes.	In consultation with the Office of Protocol, the Accessibility Office will request proclamations from the Mayor to help raise awareness for certain groups/causes.	2025	2029	The Office of Protocol issued a total of 41 Proclamations in 2025 that were related to accessibility, disability and/or health-related awareness events. These included, but were not limited to: World Autism Day, National Deafblind Awareness Month, International Day of Sign Language, Treat Accessibility Preparation Day, and Indigenous Disability Awareness Month.
IC22	Office of the City Clerk	Public engagement	Explore new ways to engage with the community on a regular basis.	The Accessibility Office continues to explore ways to connect with the community to receive feedback on an ongoing basis. AAC meetings are open to the public and residents are encouraged to sign up as a delegate on matters listed on AAC agendas.	2025	2029	The Accessibility Office shares information on how the public can attend and participate at AAC meetings every month in all Accessibility Spotlight newsletters. This includes how to register as a delegate to speak at an upcoming meeting. Additionally, the Accessibility Office also organized a meeting with our disability community partners in March 2025. Various items were discussed including updates to various City of Ottawa Municipal Accessibility Plan initiatives and how to make an effective delegation at Standing Committees.
IC23	Office of the City Clerk	Public engagement: outreach	Improve channels of communication with the public.	Reach out to community organizations and interested persons through in-person consultations and electronic communications.	2025	2029	The Accessibility Office recently updated its substantial list of disability community contacts to ensure they were current and accurate. This list consists of over 180 community organizations who work with and/or represent persons with disabilities and/or older adults. The Accessibility Office shares information regarding upcoming events and specific consultation opportunities, when appropriate, with this list of contacts to ensure maximum awareness and community participation. In 2025, invitations to both Accessibility Day and the International Day of Persons with Disabilities event were sent to this contact list.
IC24	Office of the City Clerk and Public Information and Media Relations	Accessibility-related Feature Stories	Create Feature Stories for ottawa.ca to promote accessibility-related initiatives happening throughout the City.	In collaboration with Public Information and Media Relations (PIMR) and Accessibility Working Group representatives, the Accessibility Office will propose ideas to promote new or existing accessibility-related initiatives which would become Feature Stories published on ottawa.ca and promoted to local media outlets. Approximately four Feature Stories will be published per year.	2025	2029	Four feature stories were published throughout 2025 and promoted upcoming accessibility-related events, consultations and initiatives. These included: City asks: how do you want to access park accessibility information <ul style="list-style-type: none"> •Council receives updates on City's accessibility plans •Join us for a celebration at Accessibility Day 2025 •Sensory Storytime at the Ottawa Public Library •Award Ceremony and flag raising will highlight International Day of Persons with Disabilities at City Hall Numerous additional feature stories were also published throughout the year that promoted existing accessible programs, services and/or facilities at the City.
IC25	Office of the City Clerk and Strategic Initiatives	Build accessibility competence of private businesses through education	Improve education and resources available to private businesses regarding both the requirements of the AODA and how to improve overall accessibility.	Connect with various Business Improvement Areas (BIA's) and provide educational webinars regarding improving accessibility in private businesses.	2025	2025	The Accessibility Office collaborated with the Barrhaven BIA to produce a one-pager that outlines the accessibility requirements for businesses and funding opportunities to increase their accessibility. This was distributed by their Executive Director to businesses in Barrhaven. This resource was also provided to the Property Manager at Rich craft who is working on improving their units' accessibility as they update their sidewalks and address clearance restraints. In addition, the Accessibility Office made approximately 11 courtesy calls and emails to local businesses and condo boards to advocate for improved accessibility, as well as to provide educational opportunities to private business of their duty to accommodate under both the AODA and the Ontario Human Rights Code.
IC26	Ottawa Public Health	Inclusive emergency management	Build upon existing knowledge and practices to ensure the ongoing evolution of policies, processes, practices and actions at all stages of emergency management, including planning, response and recovery, reflect the diversity of people and needs in the city.	Implement Social Capital in the Capital initiative: Strengthen relationships by adopting a whole community emergency management approach to support those most affected by local emergencies and events. Explore opportunities to enhance information sharing and other direct supports to those who are unable to leave their home in an emergency due to systemic and/or situational barriers.	2025	2027	In 2025, Ottawa Public Health (OPH) prioritized advancing our commitment to accessibility, inclusion, and modernized emergency communication strategies across emergency preparedness, response, and recovery, and this work will continue throughout 2026. Building on this momentum, and as these initiatives mature, they will significantly improve our capacity to further enhance equity and reach.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
IC27	Ottawa Public Health	Climate change and health equity	Supporting OPH staff to use a health equity lens on climate change work.	Enhance considerations of a diverse range of communities and needs into climate change awareness, mitigation and protection initiatives to support community resiliency.	2025	2027	<p>OPH's Strategic Plan includes a goal to Create Conditions to Live Well and Thrive: Influence changes in the built, natural and social environments that promote health and wellbeing, and address the impacts of climate change. OPH secured \$632,400 in federal funding through Health Adapt (2025–2028) to implement three initiatives that support health equity. The Health Adapt projects builds on OPH's 2024 findings from the Climate Vulnerability and Risk Assessment (CCHVA) related to extreme heat. They prioritize equity and community engagement, seek to strengthen community resilience, improve cooling access, and reduce health risks during heat waves.</p> <ol style="list-style-type: none"> 1. Equity-Focused Climate Change Communication and Engagement: Collaboratively developing inclusive outreach strategies to ensure climate messaging is accessible, culturally relevant, and actionable. 2. Fire Hydrant Water Fountains with Misting Features: Accessible cooling to provide immediate relief during heat waves. 3. Cooling Options Analysis for Social Housing: Conducting a feasibility assessment of cooling options for social housing. <p>These initiatives will help deliver safe, accessible cooling during extreme heat events, reduce health risks for vulnerable residents, and build stronger, more resilient communities. This work also reinforces the City of Ottawa's Climate Resiliency Strategy (priority two of the Climate Change Master Plan) and the Resilient Communities Program under Climate Ready Ottawa, ensuring Ottawa is better prepared for future climate challenges.</p>
IC28	Ottawa Public Health	Stigma reduction for mental health, addictions & substance use health	Foster prevention strategies to maximize impact, including reducing stigma. Support collective efforts to prevent and address overdoses and suicides, including reducing stigma.	<p>Embed the online stigma training within required trainings for health and social service partner agencies.</p> <p>Provide capacity building trainings on stigma reduction and person first language to intermediaries that work with equity denied groups.</p> <p>Advance stigma reduction work under Ottawa's Overdose Prevention and Response Strategy.</p>	2025	2027	<p>In 2025, OPH furthered its strategic goal to <i>Advance innovative and comprehensive approaches to promote mental health and substance use health while reducing stigma; and decreasing harms associated with substance use, addiction and suicides across the lifespan</i>. Stigma reduction messaging is intentionally embedded across all initiatives under this goal.</p> <p>In 2025, 798 individuals participated in the <i>Stigma: How You Can Impact Change</i> training. Among participants, 91 per cent reported an increased understanding of mental health stigma and 90 per cent reported an increased understanding of stigma related to substance use health. Additionally, 94.6% indicated that they had the skills to apply person-first language, and 95 per cent intended to use the knowledge gained in their work or community interactions.</p> <p>To further support community wellness and reduce stigma, OPH built the capacity of over 3,200 intermediaries, prioritizing those serving equity-denied populations. This work enhanced equitable access to mental health and substance use health resources and services, supporting early risk identification and timely intervention.</p>
IC29	Ottawa Public Health	Inclusive engagement and data collection	Build upon existing knowledge and practices to better understand who OPH is reaching through its programs, services and engagement activities. Use this knowledge to inform actions taken to ensure engagement and connection with the diverse communities in Ottawa (through a range of public engagement methods and platforms).	<p>Advance the collection, analysis, and use of sociodemographic data (SDD) within OPH, as guided by data governance principles and community engagement.</p> <p>Increase the diversity and representativeness of the "community voice" that OPH serves, partners with and reaches through its public facing programs, services and engagement activities through the development of tools and processes that will support OPH teams to review, assess and prioritize greater inclusivity.</p>	2025	2027	<p>OPH's Strategic Plan includes a goal to improve population health outcomes by eliminating health inequities, systemic racism, discrimination and oppression. The Strategic Action plan includes an objective to advance the collection, analysis and use of sociodemographic data (SDD). Several OPH teams are now collecting SDD from clients. Some teams are working to improve data quality and representativeness while others have begun to analyze, summarize findings and use the data to enhance services.</p>

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
IC30	Ottawa Public Library	Accessible board meetings	Ottawa Public Library will improve the accessibility of library board meetings.	Meetings will continue to be held virtually and Ottawa Public Library will continue to explore options for increasing accessibility.	2025	2029	Captioning and recordings to be made available in 2026. Accessible formats and other communication support remain available upon request.
IC31	Planning, Development and Building Services	Land Management System (LMS) is replacing MAP software functionality for PDBS and Committee of Adjustment.	Provide enhanced and accessible online services to residents and the builder industry. These services will allow the submission of, and access to, development applications, building permit applications and other land related applications and processes.	The LMS project includes two releases over approximately eight years from 2020 to 2028. Release 1 of LMS which launched in September of 2024 included an accessible online public portal.	2025	2028	Following the accessibility audit conducted in 2024, which identified two low-severity defects, one of these issues has been successfully remediated in 2025. The remaining defect is scheduled to be addressed in an upcoming software release; however, the release date has not yet been finalized. The LMS project team continues to monitor progress and will implement additional remediation plans if required to ensure full compliance.
IC32	Public Information and Media Relations	Social media best practices	Create a better understanding of how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents.	Public Information and Media Relations has created a Social Media Style Guide. The guide enhances the commitment to accessible and diverse communications to residents.	2025	2029	Public Information and Media Relations has updated its Social Media Style Guide for 2025. Posts are checked for color contrast, city brand, fonts as well as appropriate and inclusive stock photos and photography. All social media must consider the City's Equity and Inclusion Lens and the Visual Identity Standards when posting social media content.
IC33	Public Information and Media Relations	Enhance the City's communications channels to promote equal opportunities and improve access	Improve how the City communicates to people with disabilities.	Public Information and Media Relations (PIMR), as the custodian of the Public Engagement Strategy, is working to ensure that all City public engagement activities are inclusive and accessible for all residents. PIMR is the caretaker of Engage Ottawa, an online engagement platform, which allows departments to hold engagement activities virtually. These activities are more inclusive and accessible to all residents.	2025	2029	PIMR continues as the custodian of the Public Engagement Strategy to ensure that all City public engagement activities are inclusive and accessible for all residents. PIMR is also the caretaker of Engage Ottawa, an online engagement platform, which allows departments to hold engagement activities virtually. These activities are more inclusive and accessible to all residents.
IC34	Public Information and Media Relations	Enhance the City's virtual communications to promote equal opportunities and improve access to information	Improve how the City communicates to people with disabilities.	Public Information and Media Relations has developed a virtual method to reach residents through new channels to disseminate important information, such as emergency updates or waste management initiatives.	2025	2029	PIMR also has been producing Podcasts on various municipal programs and services topics to reach out to residents in another communications channel. Livestreaming and our YouTube channel has become increasingly popular. To ensure accessibility, many features, including closed captions, sign language interpreters and transcripts, are made available.
IC35	Public Information and Media Relations	Updated the Visual Identity Standards Manual	The Visual Identity Standards Manual was updated in Q1 of 2025. This is a significant update as the last one was done in 2004.	The Manual was updated with accessibility in mind. This includes font families, colors and color contrasts, use of digital products and their accessibility requirements, diversity and inclusion and corporate style guide applications.	2025	2029	The new 2025 Visual Identity Standards have been rolled out across the Corporation. With many sections addressing accessibility and brand communications, it supports the goal of creating accessible and diverse communications.
IC36	Public Information and Media Relations	Building Public Engagement and Accessibility	1. Review Public Engagement Training slides with the Accessibility Office 2. Guides for In-Person Engagements and Engaging Equity-Denied Communities #1 should be completed in the near future but #2 will be completed in 2026.	1. Will determine how to better integrate accessibility into engagement planning. 2. Both will include aspects of building accessibility into the approach.	2025	2029	Updates were made to the Public Engagement Strategy that include a dedicated Accessibility Addendum outlining the importance of accessible engagement and the responsibilities associated with delivering it. These considerations have also been integrated into the staff workbook to ensure accessibility is built into project planning from the outset. Goal is to complete in this Q2 2026.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
IC37	Recreation, Cultural and Facility Services	Public announcements	Increase accessibility of emergency information to staff and residents in City facilities.	Provide public address technology via multi-modal systems within City Hall, the Mary Pitt Centre and Ben Franklin Place.	2025	2029	Ottawa City Hall Voice Over Internet Protocol (VOIP) Public Announcement project is in progress. Contract has been issued with estimated completion Q3 2026.
IC38	Recreation, Cultural and Facility Services	Improve public access to accessibility information and amenities in existing parks and facilities	To improve availability of information regarding accessibility features in parks and facilities.	Ensure the accessibility features of facilities detailed online on each facility's page are current and updated annually on ottawa.ca. Some features include information related to parking, passenger loading zones, entrances and exits, signage, interior access, and washrooms. Review site intake form for 2025 to add more features to ensure the most up-to-date information and novel equipment. Implement a working group to research municipal accessibility information, review current accessibility information, capture new information, and determine next steps to improve availability of information for clients. Add the location of current benches in City parks online. Residents will be able to	2025	2029	A new page was created on Ottawa.ca to guide residents to the City's existing accessibility information, improving the visibility, clarity, and ease of access to key resources. Recreation, Cultural and Facility Services (RCFS) has initiated the following tasks in 2025 related to this project: -Scoping exercise to determine accessibility assets to be inventoried as part of upcoming data collection exercise. -Exploring collaboration with Planning, Development and Building Services, Geospatial Analytics, Technology and Solutions, Digital Twin project to perform 3D mapping of City park and recreation facilities as solution to data collection. -Coordination with City Studio program to determine interest of University of Ottawa Faculty of Engineering to collaborate on developing information solution
IC39	Recreation, Cultural and Facility Services	Accessible application forms	Improve accessibility of departmental application forms.	Cultural funding will develop an online, accessible grants management system, including continuous updates of programs, building out back-end, and developing resources for applicants to better navigate the system.	2025	2029	RCFS procured a grants management system in 2020 for cultural funding. By Q4 2025, applicants were able to submit applications and reports to 14 cultural funding programs. This platform provides a fully accessible tool for applicants, staff and peer assessors. Tools developed to support clients and staff include instructional videos, how-to guides, weekly drop-in sessions, as well as one-on-one support, as needed.
IC40	Strategic Initiatives	Climate Resiliency Strategy	The Climate Resiliency Strategy and Implementation Plan will identify long-term objectives and short-term actions to address Ottawa's top climate risks. The climate vulnerability and risk assessment identified populations that are disproportionately impacted by climate change, including people with disabilities or mobility challenges.	Proposed short-term actions include targeted education and outreach to at-risk and equity-deserving populations, including people with disabilities or mobility challenges. Strategic Initiatives staff will continue to work with the Accessibility Office to identify additional ways to reach and benefit people with disabilities to prepare for, adapt to and recover from climate impacts.	2025	2029	In Q4 2025, Committee and Council approved the Climate Resiliency Strategy (Climate Ready Ottawa). The long term climate adaptation strategy includes a five year action plan (2026–2030) focused on protecting people, infrastructure, and essential services from Ottawa's top climate risks. The plan outlines priority programs to strengthen resilience against flooding, extreme heat, severe weather, and shifting seasonal patterns. As part of the 2025 engagement for Climate Ready Ottawa, staff participated in Accessibility Day in May 2025. Leading up to the final strategy and accompanying report, staff worked with staff in the Accessibility Office to incorporate accessibility-related feedback.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
T1	Emergency and Protective Services	Vehicle for Hire Accessibility Levy Fund	Maintain the collected funds from the negotiated Vehicle for Hire Accessibility Levy Fund contributions; enter into negotiations with Private Transportation Companies (PTC) to increase the surcharge	Continue to use funds to improve and expand accessible transportation, modify the taxi-coupon program, and support not-for-profit agencies that provide transportation services to older adults and people with disabilities. Entered into renegotiations with PTCs to increase the voluntary per trip surcharge.	2025	2029	There were no increases to the voluntary per-trip surcharge in 2025.
T2	Emergency and Protective Services	Accessible Transportation Improvements	Increase accessibility of transportation services for persons with disabilities.	Implementation of initiatives: increase number of taxi coupons, decrease fee of taxi coupons, increase funding for rural transportation through partnership with rural transportation providers. A total of \$600,235 for funding.	2025	2029	BLRS continues to support Transit Services with these initiatives. EPS/BLRS can confirm fund distribution in 2025 (Jan-Nov. inclusive) as follows: Rural Transportation Funding; \$150,000 Taxi Coupons - \$164,011 Discounted Taxi Coupons - \$92,010
T3	Transit Services	Stage 2 O-Train Lines Accessibility	Expand Ottawa's rapid transit network through the construction of extensions to O-Train Line 1 and Line 2, and the addition of O-Train Lines 3 and 4.	Continue construction of Lines 1 and 3 stations and monitor for compliance with the City of Ottawa's Accessibility Design Standards.	2025	2029	O-Train Lines 2 and 4: Opened for passenger service on January 6, 2025. 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 wayfinding surfaces and accessible fare gates. O-Train Lines 1 and 3: Preparing for the upcoming launch of the East Extension, while continuing compliance work in the West for its future opening. Launch readiness activities for the East Substantial Completion are ongoing with anticipated opening in early 2026.
T4	Transit Services	O-Train Customer Outreach and Familiarization	Develop customer outreach and familiarization plans for customers and community partners who may need additional time to be introduced to the new O-Train stations and assistance in using these facilities.	Deliver familiarization sessions for accessibility community partners, customers with disabilities, older adults and others in conjunction with the opening of new O-Train Lines.	2025	2029	Sessions will be provided after the launch of O-Train Line 1 East extension and West extension.
T5	Transit Services	Stage 2 O-Train Lines Outreach and Public Engagement	Continue to engage and inform accessibility community partners throughout the Stage 2 O-Train design and construction phases.	The Stage 2 O-Train communications team will continue to engage community partners regarding the accessibility of proposed stations and vehicles. Presentations and consultations will be provided at the community's request, and feedback will be considered and implemented, where possible.	2025	2029	The Stage 2 O-Train communications team continues to engage with community partners regarding the accessibility of proposed O-Train stations for the east and west extensions of Lines 1 and 3. Feedback that was provided through the engagement with community partners will be considered and implemented, where possible.
T6	Transit Services	Stage 2 O-Train Lines Pedestrian Connections	Expand and enhance pedestrian connections to Stage 2 O-Train stations and facilities.	Maintain pedestrian connections during construction of Stage 2 O-Train infrastructure, consistent with the City of Ottawa's Accessibility Design Standards. Work with the public, community partners and Councillors on Stage 2 O-Train pedestrian connectivity issues.	2025	2029	Progress continued throughout 2025 with additional pedestrian connectivity improvements along the Stage 2 O-Train Lines 1 and 3. Pedestrian bridges for the East have been completed, while bridge construction for the West remains ongoing. Station designs and pedestrian access routes were developed to reflect the City's Accessibility Design Standards, and temporary pedestrian detours were maintained to ensure accessible routes during construction.
T7	Transit Services	Cooperative Seating Signage Review	Improve the visibility and effectiveness of on-board signage identifying the cooperative seating area of the bus and both O-Train lines.	Re-evaluate the status of the initiative in collaboration with internal community partners and determine next steps. If internal resources and capacity are available, OC Transpo plans to engage external community partners on the existing cooperative seating signage and to determine whether any enhancements are needed to improve its effectiveness.	2025	2029	Completed a full review of accessibility related decals on both buses and trains, building on a train review in 2022 and a bus review in 2023/24. Findings showed our signage standards are consistent and superior to peer agencies, with no required changes identified. The review was conducted based on internal staff suggestions and not external accessibility concerns. Minor improvements have since been made to outdated people symbols, and decals are updated when the existing ones reach end of life. Updates are also incorporated into future vehicle procurement manuals.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
T8	Transit Services	Navigation for Customers at Transit Stations	Investigate additional wayfinding to improve navigation inside and around transit stations for persons who are blind or partially sighted.	Re-evaluate the status of the navigation initiative, in collaboration with internal staff and accessibility community partners, to determine what gaps remain and any next steps. OC Transpo will continue to improve Transitway signage and wayfinding to be consistent with Light Rail Transit standards. These improvements include implementing braille and compliance with the City of Ottawa's Accessibility Design Standards (ADS). OC Transpo will also continue to produce 360-degree tours of new O-Train stations. These digital tours will continue to be fully WCAG 2.0 Level AA compliant and will include the prescribed text-alternatives of visuals. An accessible wayfinding app pilot called 'GoodMaps' will also be launched at Tremblay Station and Rideau Station.	2025	2029	The GoodMaps pilot at Rideau and Tremblay Stations is still planned for 2026. Exact timing is TBD. New Transitway signage incorporates braille, consistent with LRT standards. All new bus station signs have a tactile plate with braille that identifies the bus stop ID. In addition, signage is being updated to meet other ADS requirements, including increased font sizes, improved colour contrast ratios, consistent sans serif font use, and the installation of additional wayfinding stands at stations to support improved legibility and navigation. Note that direction of travel braille inside night stops is not available because the bus network does not operate with a fixed direction of travel (multiple routes serve each stop and travel patterns vary by destination). 360 degree tours are available on the OC Transpo website and continue to be updated as new stations are ready.
T9	Transit Services	OC Transpo Conventional Bus Replacement	Replace OC Transpo conventional transit buses that reach the end of their life cycle.	Enter new zero-emission conventional transit buses into service. Engage and monitor feedback from customers with disabilities and accessibility community partners.	2025	2029	In 2025, the first batch of 26 e-buses was successfully onboarded, bringing the total e-bus fleet to 30 for most of the year. In Q4 2025, deliveries began for the next batch of 80 e-buses, which is expected to be completed by the end of Q1 2026. By the close of Q4 2025, we anticipate having 41 e-buses in service. Looking ahead, we expect to have on-boarded 230 e-buses by the end of 2026.
T10	Transit Services	Next Stop Interior Bus Announcement - Monitoring	Provide communication support to customers through interior audible and visual announcements on route.	Continue to provide enhanced communication methods through audio and visual announcements on OC Transpo conventional bus service and O-Train service, which will require ongoing monitoring indefinitely.	2025	2029	Staff will continue to monitor the Next Stop Announcement System as part of regular operations.
T11	Transit Services	Para Transpo Support Processes	Continuing refinement of Para Transpo customer support, including eligibility criteria, trip cancellation, booking and customer service.	Finalize the procedures for and membership of the independent appeals panel. Continue to implement and apply the renewal and cancellation processes.	2025	2029	Ongoing
T12	Transit Services	Funding Partnership with Rural Community Support Service Agencies	Partner with community support service agencies in the provision of transportation services to older adults and persons with disabilities in rural areas.	Provide funding to community support service agencies for the delivery of transportation services to rural seniors and persons with disabilities.	2025	2029	Ongoing
T13	Transit Services	On-Street Bus Stop Accessibility Improvements	Enhance universal access of on-street bus stops and facilities through new construction or renovation and maintenance of existing stops.	Identify on-street bus stops for improvement through regular OC Transpo initiatives and by coordinating work with other City projects. New bus stop installations will also be completed as part of the forthcoming "New Ways to Bus" (NWTB) network changes.	2025	2029	All new bus stops for NWTB were completed in 2025 as planned, ensuring that all new bus stops were constructed to meet the current accessibility guidelines and standards. The 2025 Bus Stop Improvement Program locations were identified, and construction is slated for the Spring of 2026. Additional bus stop improvement locations will be identified in 2026. Overall, this initiative is ongoing and will extend beyond 2029.
T14	Transit Services	Transit Station and Park & Ride Accessibility Improvements	Enhance universal access to transit stations and Park & Rides through the renovation and maintenance of existing facilities.	Continue to make improvements to bus and train stations and Park & Rides for the benefit of customers of all abilities.	2025	2029	Station improvements are ongoing, with work including the elevator replacement at Blair Station.
T15	Transit Services	Taxi Coupon Program	Promote the current Taxi Coupon Program, which provides discounted taxi fares to Para Transpo customers as an alternative to Para Transpo. The program enables customers to book their own trip from participating Ottawa taxi companies and save 55 percent off the regular fare.	OC Transpo plans to finalize details of the modified taxi-coupon program. Those details will be communicated to Para Transpo customers through a variety of information channels.	2025	2029	Ongoing

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
T16	Transit Services	Para Transpo Online Services	Expand the options available to customers who would like to book a Para Transpo trip online and track the progress of their booking.	A pilot is being planned for the introduction of the next phase of enhanced My Para Transpo online services. Improvements will include trip reminder notifications for customers and will permit designated support persons and agencies to book or cancel their clients' trips. Para Transpo customers will be engaged in assessing these new services and products before their public release.	2025	2029	Online trip booking for customers, including the ability for designated support persons and agencies to book or cancel their clients' trips, have been implemented. New customer orientation calls are provided to guide customers through the setup process and to highlight the benefits of using My Para Transpo for online booking. We also launched My Para Transpo customer notifications, alerting of an upcoming or active trip with Para Transpo via SMS, email or voice. Notifications will be integrated into the Para Transpo mobile app. We distributed promotional mail-out cards to all Para Transpo customers to raise awareness of My Para Transpo, and we continue to promote the service through queue broadcast messaging on the 613-560-5000-line, website, social media, newsletters, printed materials, paid advertising and in-person outreach events like Para Transpo Talk.
T17	Transit Services	Para Transpo Fare Payment Improvements	Streamline the use of Presto passes and e-Purse on Para Transpo.	Installing smartcard readers at the front of vehicles that allows customers to pay their fare, using both Presto monthly passes and e-Purse funds, credit card, debit card or mobile wallet, by presenting their card to the operator on Para Transpo minibuses and taxis.	2025	2025	Installation of the smart card readers is complete and will continue to operate on Para vehicles, providing customers with greater access to payment methods.
T18	Transit Services	Para Transpo Ride Guide Review	Provide up-to-date information in printed format to Para Transpo customers through the Para Transpo Ride Guide.	The Para Transpo Ride Guide will continue to be reviewed annually to ensure it reflects the most up-to-date information about Para Transpo service relevant to customers.	2025	2029	Ongoing
T19	Transit Services	On-Street Bus Stops and Cycling Facilities: Interaction Zone Design Guidelines	Develop guidelines to address the design and development of on-street bus stops along corridors where cycle tracks or multi-use pathways (MUPs) are present or have been planned.	Develop guidelines, with the engagement of internal and external collaborators, to address circumstances where on-street bus stops are located adjacent to cycle tracks or MUPs.	2025	2029	The development of the Guidelines is still in progress, working with other internal City departments to finalize the remaining comments and outstanding items. It is expected that this will be completed in 2026.
T20	Transit Services	Para Transpo Talks (formerly Para Transpo Customer Service Working Group)	Establish a new engagement project to collaborate with customers, engage and provide feedback regarding Para Transpo.	This new engagement project will be specific to Para Transpo customers.	2025	2029	Para Transpo Talk group has been established and will continue as an ongoing customer outreach program.
T21	Transit Services	Transitway Design Guidelines	Develop updated design guidelines for Ottawa's integrated Transitway (bus) and O-Train (rail) network.	Complete the Transitway Design Guidelines Book 2 (on-street facilities).	2025	2025	Ongoing
T22	Transit Services	Para Transpo Service Enhancements	Enhance the delivery of services to Para Transpo customers.	Study the feasibility of additional service enhancements for Para Transpo customers, including the delivery of 24/7 service and advance booking. Design potential pilot project(s) with enhanced service. A draft Para Transpo Service Design Guidelines document will also be created.	2025	2029	Para Transpo Service Design Guidelines are in development, along with proposed service improvements that align with the Transit Services Five Year Roadmap. Service changes are in review and planned for implementation starting in 2026.
T23	Transit Services	Para Transpo Minibus Replacement	Replace life-expired Para Transpo minibuses.	OC Transpo staff will continue to engage with Para Transpo Customers regarding the replacement of Para Transpo's minibuses with a new fleet of accessible vehicles.	2025	2029	As of 2025, all six 6 metre minibuses are now in service. Twenty nine of the 76, 7 metre minibuses are also in service. Deliveries and onboarding for the remaining 47, 7 metre vehicles are expected to be complete by the end of Q2 2026. We will work with customers to address any deficiencies identified as the vehicles enter service.
T24	Transit Services	Bird-Friendly Pattern Bus Shelter Pilot	Incorporate the application of bird-friendly patterns to select on-street bus shelters with no impact on persons with disabilities.	Update Transitway Design Guidelines regarding on-street shelters to ensure bird-friendly designs are implemented, where feasible, while incorporating the feedback received from our accessibility community partners.	2025	2029	Ongoing

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
T25	Transit Services	On-Demand Conventional Transit	Issue a Request For Proposals (RFP) for longer-term On-Demand Transit and procure ten minibuses for On-Demand service.	OC Transpo is in the process of issuing a Request for Proposals for a longer-term vendor to provide an accessible on-demand software solution. Staff are also procuring ten minibuses for on-demand transit, which will meet accessibility standards. The project's objectives include increased customer satisfaction and ridership, improved service reliability and on-time performance, lower emissions, shorter wait and travel times, fewer transfers, expanded coverage, and decreased walking distances.	2025	2029	The RFP is now closed and submissions are being reviewed. Launch planned for 2026.
T26	Transit Services	O-Train Extension Web Site	Introduce the new O-Train X website.	Provide a one-stop shop for information about upcoming O-Train network expansion that complies with WCAG 2.1 Level AA standards. In 2025 new content will include: information about the 6-day and 7-day service on Lines 2/4, construction information for the Lines 1/3 East and West extensions, 360-degree tours of new Line 1 East extension stations, and testing and launch information for Line 1 East.	2025	2029	In 2026, the O-Train X website will focus on Line 1 East milestones, trial running and launch, and continue to provide updates on West construction milestones, as well as host the accessible interactive map of all O-Train extensions.
T27	Transit Services	Work Experience Program for Persons with Disabilities	Partner with community agencies and organizations in the delivery of real-life work experience and professional development to persons with disabilities.	Provide work experience and professional development for persons with disabilities in partnership with community agencies and organizations.	2025	2029	This initiative was paused in 2025 due to resource constraints, and OC Transpo is currently reviewing its future participation in the program.
T28	Transit Services	Accessibility Training for OC Transpo Operators and Staff	Provide accessibility training for Transit Services staff consistent with the AODA and other applicable legislation, standards and policies.	Ensure staff receive accessibility training that supports their responsibilities as part of their onboarding process.	2025	2029	All rail operators (electric and diesel), bus, and ParaTranspo drivers receive the City of Ottawa mandated AODA: Accessibility for All e-learning course. In addition, staff are made familiar with accessibility features of conventional and para buses and trains. Transit specific accessibility information is also provided through exercises, lesson plans, group discussion, and activities. All other Transit Services staff also receive the City of Ottawa mandated AODA: Accessibility for All e-learning course. This training will continue in perpetuity.
T29	Transit Services	Accessibility Training for OC Transpo Operators and Staff - Web Accessibility Training	Provide accessibility training for Transit Services staff consistent with the AODA and other applicable legislation, standards and policies.	Ensure staff receive Web accessibility training that supports their responsibilities as part of their onboarding process.	2025	2029	Ongoing; In addition to the corporate AODA training, web accessibility training is provided as part of the onboarding process for new staff assigned to work on the website.
T30	Transit Services	Dementia Awareness Training	Provide dementia awareness training to customer-facing employees, in collaboration with The Dementia Society.	Staff will continue to receive dementia awareness training that supports their responsibilities as part of their onboarding process. This training is also provided in the employee refresher training, which every employee needs to take every five years.	2025	2029	All electric rail operators, bus, and ParaTranspo drivers are provided dementia awareness training, which allows them to effectively and compassionately recognize when community members require assistance. This information is also part of cyclical employee refresher training and will be extended to diesel rail train operators in the future. This training will continue in perpetuity.
T31	Transit Services	Community Outreach and Engagement on Public Transit	Foster partnerships and open communication through direct and ongoing engagement with a variety of community groups and partners.	Conduct community outreach sessions and engagement throughout the city, in partnership with various community agencies. There has been ongoing engagement with a variety of community groups and partners, in collaboration with City Councillors, to provide updates on transit initiatives such as New Ways to Bus.	2025	2029	Conducted community outreach sessions and engagement throughout the city, in partnership with various community agencies. There has been ongoing engagement with a variety of community groups and partners, in collaboration with City Councillors, to provide updates on transit initiatives such as New Ways to Bus.
T32	Transit Services	Community Outreach and Engagement on Public Transit - CNIB Guide Dogs	Foster partnerships and open communication through direct and ongoing engagement with a variety of community groups and partners.	Continue to foster partnerships and open communication. Accessibility Admins will also provide support related to the "GoodMaps" pilot, an accessible wayfinding application.	2025	2029	The GoodMaps pilot at Rideau and Tremblay Stations is still planned for 2026. Exact timing is TBD

Transportation

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
T33	Transit Services	Travel Training	Continuation of partnerships with community agencies in the provision of travel training on public transit. This comprehensive instructional program is designed to teach persons with disabilities and seniors to travel safely and independently on the bus and O-Train.	Continue partnerships in the delivery of travel training to persons with disabilities and seniors. Continue provision of training to other individuals who may benefit from instruction on how to use transit safely and independently.	2025	2029	Ongoing.
T34	Transit Services	Travel Training - Promotion	Promote OC Transpo's Travel Training program for persons with disabilities and seniors.	Identify opportunities to promote the Travel Training program.	2025	2029	Staff will identify opportunities to further promote the Travel Training program.
T35	Transit Services	Video Relay Service	Promote Video Relay Service for customers with hearing or speech disabilities.	Inform customers of another way to connect with OC Transpo through Canada Video Relay Service (VRS).	2025	2029	Video Relay Services are promoted to customers on our websites and social media platforms. Staff will continue to promote the use of technology in stations and at ticket vending machines.

Employment

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
E1	Emergency and Protective Services	Recruiting	Promote the City of Ottawa/ Emergency and Protective Services (EPS) as an inclusive employer.	Participate in the City's job fair events.	2025	2029	EPS participates in various external outreach and recruitment events including at Algonquin College and other post-secondary and high school recruitment/career events. Other recruitment events included: Ujima Fair, Multi-Cultural Festival, Work Skills Job Fair, various Councillor events, a Spring Information Fair, City of Ottawa's AccessAbility Day, Take Our Kids to Work Day, among others.
E2	Emergency and Protective Services	Recruiting	Ensuring a fair and inclusive recruitment process.	The Management team will ensure that candidates are offered accommodations, including extra time for reviewing interview questions (standardized approach across the Department).	2025	2029	These processes are incorporated into regular business practice and reported through the AODA Compliance Attestation.
E3	Finance and Corporate Services	Accessibility awareness for hiring managers	Increase knowledge of accessible hiring practices.	Promote the use of interviewing materials, tips and rating guides via manager newsletters.	2025	2029	Staffing Officers continue to share resources with Hiring Managers as part of our standard operational process. In Q2 2025, the HR Essentials Part One module of the Ottawa Leads program was delivered to hiring managers. This module included an overview of requirements for hiring managers to offer accommodations to candidates as part of the pre-test or interview process, the types of accommodations that can be provided, and where to obtain resources and supports, among others.
E4	Finance and Corporate Services	Accessible formats	Enable staff to have access to an accessible format for online external facing courses on Olearn.	Ensure all new e-learning courses are available in an accessible format.	2025	2029	All courses delivered through the Learn (internal) and Olearn (external) platforms are provided in an accessible format.
E5	Finance and Corporate Services	Inclusive employment	Promote the City of Ottawa/Finance and Corporate Services as an inclusive employer.	Recruitment campaign to target employment equity groups for Management Position Exempt positions using LEAD IT (Leverage Equity and Achieve Diversity and Inclusion Targets).	2025	2029	The project ownership has now moved to HR and the team is currently defining next steps.
E6	Finance and Corporate Services	Recruiting	Promote the City of Ottawa/Finance and Corporate Services as an inclusive employer.	Participate in various job fairs that support job seekers with disabilities and develop partnerships with community organizations to promote employment with the City.	2025	2029	Staff participated in the City of Ottawa's AccessAbility Day to promote the offer of accommodations available to candidates during the hiring process. Staff also attended career fairs and networking events with the Canadian National Institute for the Blind (CNIB). Finally, staff have developed relationships with Live, Work, Play and are considering future partnerships.
E7	Finance and Corporate Services	Training offerings	Introduce Bias Awareness training for leaders and employees.	Provide in person learning opportunities that promote accessibility awareness, including Bias Awareness and Learning My Way courses. Provide alternative learning options for a wide range of accessibility related topics through LinkedIn Learning.	2025	2029	The Ottawa Leads People Leader Stream launched in 2025 and includes a module focused on Inclusive Leadership.
E8	Finance and Corporate Services	Accessibility, disability, and duty to accommodate training for leaders	Ensure employees returning to work from workplace injuries and non-occupational illnesses are supported. Ensure leaders are aware of the City's duty to accommodate under Provincial and Federal human rights legislation.	Launch as part of the new leaders training program.	2025	2029	This will be included in the Ottawa Leads Technical Leader stream, with delivery planned in 2026.
E9	Finance and Corporate Services	Careers web page	Review and update careers page on ottawa.ca to improve accessibility and consideration of additional outreach for external candidates (social media, outreach to affinity groups, posters in City facilities with QR codes, etc.)	Partner with IT, communications and accessibility teams to review and implement changes.	2025	2029	Broader outreach to all potential candidates is underway with engaging job posts and updated information across recruitment platforms including ottawa.ca/careers, LinkedIn, Indeed and Glassdoor.
E10	Finance and Corporate Services	Streamline application process for candidates who self-declare they have disabilities	Human Resources (HR) to work with selection committee to ensure applicants with disabilities are given fair consideration.	Implement training for HR Staffing Officers and Onboarding Officers	2025	2029	Human Resources worked with the Corporate Accessibility Office towards the provision of training for all HR staff in October via an all-staff event. The training focused on defining the responsibility of HR in relation to the duty to accommodate, the importance of integrated accessibility vs accommodations and the identification of barriers.
E11	Office of the City Clerk	Accessibility Advisory Committee recruitment	Explore ways to ensure diverse representation on the City's Accessibility Advisory Committee (AAC).	Working with Committee and Council Services, assess processes and potential improvements to ensure diverse representation on the AAC.	2025	2029	Upon recommendation from the Accessibility Office, four new members (two voting and two reserve) joined the AAC in the spring of 2025, which included two members of the d/Deaf community and one member of the Francophone community. The Accessibility Office and Council and Committee Services ensured that both ASL interpretation and simultaneous French translation was offered at all AAC meetings and orientation sessions in 2025. This will continue in 2026.

Employment

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
E12	Office of the City Clerk	Internal staff communication on accommodations	Ensure that managers, supervisors and staff are familiar with accommodation plans and individualized workplace emergency response process and provide tools and guidance so everyone understands their responsibilities and rights.	Reminders will be sent through internal communications and shared on an annual basis and as required. Information will be updated, as required.	2025	2029	In collaboration and review from Human Resources, the Accessibility Office published information through internal communications regarding how employees with disabilities can create an Individualized Workplace Emergency Response Information (IWERI) plan, as well as how their manager can provide support. Additional resources, including a fillable PDF template and separate instructional videos for both employees and managers were recently updated to include new Employee Service Centre contact information. The Accessibility Office is in the process of updating IWERI training resources to ensure they include the most up-to-date information.
E13	Office of the City Clerk	Manager and supervisor training - internal staff communication	Ensure that managers and supervisors are familiar with the City's Workplace Accommodation Policy, as well as the individualized workplace emergency response information (IWERI) process, and provide the tools and guidance to their employees.	Reminders will be sent through internal communications and information will be updated, as required.	2025	2029	Both the Workplace Accommodation policy and information on IWERI plans are included in the AODA Management Compliance training. This training is mandatory for all managers and supervisors from levels 1-6 and is offered multiple times throughout the year, and promoted regularly in internal communications.
E14	Office of the City Clerk and Finance and Corporate Services	Inclusive hiring practices and accommodations for new and existing candidates	Improve understanding of the Workplace Accommodation Policy and the duty to accommodate new candidates and employees.	The Accessibility Office will work with Human Resources to ensure staff consistently apply the Workplace Accommodation Policy and the duty to accommodate through presentations, the development of resources, and other methods.	2025	2029	In October 2025, the Accessibility Office worked with the Learning Centre to develop a training on the City's Accommodation Policy, as well as how to integrate accessibility considerations throughout the employee lifecycle tailored towards staff in HR. The training was attended by over 80 staff members in HR.
E15	Office of the City Clerk, Finance and Corporate Services	Inclusive hiring practices and community partnerships	Promote the City of Ottawa as an employer of choice to various community organizations to recruit people with disabilities.	The Accessibility Office will support Human Resources to attend meetings or presentations with community organizations to promote upcoming opportunities at the City, as well as available accommodations to potential candidates.	2025	2029	In March 2025, AO met with the Chief Human Resources Officer and CAN Win, an organization that helps employers create accessible and inclusive workplaces by providing free recruitment, retention, training, and consultation services, to find out more about the organization and discuss potential partnership with the City. Following this meeting, the Accessibility Office arranged for CAN Win to attend an Accessibility Working Group meeting. Members of Human Resource were additionally invited to this presentation to learn about the various free services that are offered. In 2025, the City in partnership with Performance Plus Rehabilitative Care Inc. (PPRC), a fully bilingual, Canadian-owned rehabilitation company, arranged that three job seekers with disabilities be mentored by staff in various departments.
E16	Ottawa Public Library	Work with LiveWorkPlay	Establish a partnership with LiveWorkPlay.	Meet with LiveWorkPlay (LWP) representatives in advance of job competitions and participate in workplace assessments to identify opportunities for LWP clients. Ensure that LWP applicants receive additional accommodations, as required. Connect LWP applicants with hiring managers and provide additional support and assistance during the application and screening stage, as required.	2025	2029	This initiative is currently on hold. OPL met with City partners this year to discuss the LWP program, and has advised that while we don't currently have board approval to pursue this initiative, we're open to participation in the future.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
CS1	Community and Social Services	Child Care for Children with Special Needs	Prioritize and address the unique child care needs of children with special needs and their families by supporting access to tailored, inclusive, and supportive services.	The Council approved Child Care and Early Years Service System Plan 2025–2029 sets priorities for the next five years and outlines the City's commitment to supporting children and families in Ottawa, with a focus on reducing barriers for underserved families and those facing the greatest challenges. One of these strategic priorities is a commitment to enhance the Early Learning and Child Care system to better meet the needs of children with special needs and their families and to prioritize and address systemic inequities to better meet the needs of children with special needs and their families by supporting access to tailored, inclusive, and supportive services.	2025	2029	In 2025, Children's Services began work on the 5-year action plan. Key initiatives included: <ul style="list-style-type: none"> The creation of a dedicated web resource for special needs child care on ottawa.ca, assisting families and service providers to navigate better community information and access quality care The Municipal Child Care (MCC) Inclusion Pedagogist program was created and piloted in the City's ten Municipal Child Care Centres. This program provides on-site, hands-on support, coaching and professional learning to frontline educators to strengthen inclusive programming for children with specialized and enhanced needs. Completed in 2025, the successful pilot demonstrated strong outcomes in educator capacity, inclusive practices and family engagement by embedding expert guidance, targeted child observations and practical tools directly into daily operations. The project significantly increased staff confidence and competence in caring for children with special needs and enhanced needs, improved individualized supports for children with exceptionalities and strengthened collaboration with families and community partners. Overall, the pilot laid important groundwork to continue offering this program in MCC and for system-level improvements with the expansion of this program within the broader early years and child care sector in 2026.
CS2	Community and Social Services	Staffing and Recruitment	To increase recruitment and staffing efforts focused on candidates with disabilities.	Develop and implement strategies to increase staffing and recruitment for candidates with disabilities. Increase our outreach efforts to community partners who support people with disabilities and strengthen our recruitment efforts to support candidates with disabilities, including enhancing our accommodations process.	2025	2029	All staffing competitions in Community and Social Services ensure accommodations and flexible use of accessibility tools, advance review of questions, and other candidate driven elements.
CS3	Community and Social Services	Staffing and Recruitment	To increase our outreach efforts at external job fairs.	Develop and implement strategies to increase Community and Social Services Department's presence at external job fairs. Recruit staff who are interested in attending job fairs to promote our job opportunities and increase our representation.	2025	2029	This work is ongoing.
CS4	Community and Social Services	Snow Go and Snow Go Assist Programs	Snow Go program directly assists low income residents with disabilities, including seniors, to access a matching service (person with disability to snow remover) and can access financial assistance if needed.	Continue to respond to calls, refer clients to snow contractors, and assist clients with subsidies.	2025	2029	2025 numbers will be available in March 2026, after the agencies submit their 2025 Annual Funding Report.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
CS5	Community and Social Services	Ontario Works Online Tools	To increase usage of Ontario Works' MyBenefit online tool for secure, timely and simplified access to information. The My Benefits online tool provides a secure way to report changes to Ontario Works, view payment information and letters, send and receive messages and documents and more - anytime and on any device. It provides added choice and flexibility around getting, managing and reporting information related to an individual's social assistance file.	Develop and implement strategies to increase usage of the MyBenefit online tool by recipients of Ontario Works to support timely and simplified access to information and financial assistance.	2025	2025	<p>The MyBenefits online tool features continue to evolve as the Province continues to promote a "digital first" experience for social assistance recipients.</p> <p>In 2025 the Province implemented several enhancements, including improved table design and bug fixes for improved navigation visually consistent and accessible for users. The Province also implemented multi-factor authentication to strengthen security and protect personal information.</p> <p>72 per cent of Ontario Works recipients are currently registered for MyBenefits. To support awareness and usage of the tool, staff assist clients with signing up for it when they begin to receive social assistance.</p> <p>Locally, a strategy is being developed for implementation in 2026-27 that will establish MyBenefits as the default communication tool for residents receiving Ontario Works. This initiative aims to offer convenience and flexibility through secure online access. Key features include:</p> <ul style="list-style-type: none"> • 24/7 Access and Updates: Clients can view and make changes to their Ontario Works file information at any time, from any place and on any device • Electronic Document Delivery: Clients have immediate access to important documents and letters electronically reducing delays associated with mail delivery, minimizing paper usage and supporting sustainability goals • Streamlining Communications: Two-way messaging simplifies and enhances communication channels between clients and their caseworker <p>Staff will support clients to overcome any barriers to using the MyBenefits tool to support equitable access to this tool. Alternative communication methods will remain available for clients unable to use MyBenefits.</p>
CS6	Emergency and Protective Services	Lunch and Learns: Best Practices	Guide employees working in Public Policy on how to consult better with accessibility communities.	Commit to accessible remediation trainings and practices: documents, materials and presentations.	2025	2029	Staff in the Public Policy Development have taken training on remediation of materials for the web and communications products. This training will be applied to material prepared for Ottawa.ca, as well as reports and communications products.
CS7	Emergency and Protective Services	Plain language summary of new or existing by-laws	Educate residents on by-laws in a way that is easy to understand.	Creating pamphlets/guides on summarizing provisions in by-laws that is easily understood.	2025	2029	This work is ongoing. This will be included in Public Policy Development's bylaw review workplan in 2026/2027.
CS8	Emergency and Protective Services	City Accessibility Design Standards application to By-law Reviews	Create consistency in accessible standards when developing new provisions or updating existing ones.	Integrating the City's Accessibility Design Standards into business licensing categories (consider applying signage requirements for new and existing by-laws, when applicable)	2025	2029	In 2024-2025, Public Policy and Development (PPD) staff consulted with members of the Corporate Accessibility Office on accessibility requirements and impacts for various classes of licensed businesses found in the Licensing By-law (e.g., signage requirements, height restrictions, location of rooming house features). These recommendations will be incorporated into the final report for the Licensing By-law Review in Q2 2026. PPD staff also recommended the application of the City's Accessibility Design Standards for signage used by hardscape contractors (on vehicle signage), which was approved in October 2025 as part of a business licensing requirement for this industry.
CS9	Emergency and Protective Services	Accessible Parking	Ensure accessible parking is available to those who have accessible parking permits.	By-law and Regulatory Services (BLRS) will continue to investigate and address abuse of accessible parking permits as internal resources permit. Will remain ongoing business.	2025	2029	In 2025, BLRS issued 13 Part 1s and 3,531 Part 2 tickets for parking in an accessible space without an Accessible Parking Permit (APP). Enforcement of accessible parking violations is part of BLRS' ongoing operations and is regularly highlighted in BLRS' social media channels.
CS10	Emergency and Protective Services	Public Communications	Develop a communications strategy to highlight section 9 of the City of Ottawa Event Central Event Guide: "Accessibility for Events"	Share information with residents once strategy is completed.	2025	2029	The City of Ottawa encourages all event organizers to make their events as accessible as possible so that everyone can participate fully. Resources including industry best practices are available to event organizations on ottawa.ca.
CS11	Emergency and Protective Services	Burn Permits and Expanding the Suite of Online Services	Improve accessibility to the online burn permits application and information on the City website.	Ottawa Fire Services (OFS) is improving the online burn permits application for new applicants and renewals, working with ServiceOttawa for online payment options. In addition, OFS is improving online content and educational information for burn permits and created an address look-up tool for permit eligibility.	2025	2029	OFS will continue to refine the accessibility of the online Open Air Fire Permit information, application, and the purchasing processes.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
CS12	Emergency Protective Services	New: Training with Guide Dogs	Ensure that guide dogs for persons who are blind and with sight loss have the opportunity to train with and around paramedics and ambulances.	Ottawa Paramedic Services (OPS) hosts training opportunities at Paramedic Headquarters.	2025	2029	OPS staff will continue to hold regular training opportunities hosted at the Paramedic Headquarters.
CS13	Finance and Corporate Services	In-person Services	Provide accessible spaces for residents to receive in-person service.	The City's urban and suburban client service centre locations currently have lower counters to accommodate clients with various disabilities. ServiceOttawa is working with Facilities on implementing lower counters at the rural client service centres sites.	2025	2029	Facilities will survey the City's rural client service centre locations, and a report with cost estimates will be shared in 2026.
CS14	Finance and Corporate Services	In-person Services	Provision of Video Remote Interpretation (VRI) to be able to access in-person City services at both Client Service and Provincial Offences Act (POA) Centres.	Staff received a quote from a qualified company to provide the service. ServiceOttawa will focus on obtaining the required technical infrastructure to provide in-person clients with on-demand VRI services in both American Sign Language (ASL) and Langue des signes québécoise (LSQ).	2025	2029	This initiative is on hold. Client service centre staff continue to offer accommodations and communication supports, upon request.
CS15	Finance and Corporate Services	Accessibility and disability training for agents	Customer Service Agents (phone and in-person) to complete training	Schedule mandatory accessibility-related training and refreshers.	2025	2029	The training has been prioritized in the 2026 workplan. All ServiceOttawa employees are expected to complete the training within the year.
CS16	Finance and Corporate Services	Alternative to Video Relay Service	Enhance service offered	Explore the feasibility of an alternative solution	2025	2029	Staff will obtain quotes from vendors and review with Corporate partners to determine feasibility in 2026.
CS17	Finance and Corporate Services	Braille signage	Provide braille signage in all our sites.	Complete review of all sites, identify those who do not have braille signage, post new signage.	2025	2029	All exterior signage has been updated with braille at all rural facilities. Facilities will be updating signage with braille at the remaining sites, including City Hall.
CS18	Finance and Corporate Services	Close the Loop	Enhance service for Service Requests by updating the service delivery timelines, status updates and notifications when a request is completed.	Project led by Service Ottawa in collaboration with Information and Technology Services (ITS), Operational Excellence and applicable service areas.	2025	2029	The service delivery timelines were updated for all forestry related requests in Q4 2025. In addition, the confirmation email for online reporting was customized to the request (Forestry). Updates to the delivery timelines and customized email confirmation are scheduled for parks maintenance requests and overtime parking in 2026. In addition, updates to the delivery timeline for the mentioned requests are scheduled to be introduced to the knowledge base for phone requests in 2026.
CS19	Finance and Corporate Services	Accessible lens	Continued accessible lens placed on all public facing digital services managed by ServiceOttawa.	Ongoing	2025	2029	The City has consolidated the teams working on web accessibility, which had previously operated under separate branches, and are now fully housed within the Information Technology branch. This change embeds accessibility considerations, testing, and tracking directly into the development lifecycle, strengthening collaboration, accountability, and overall compliance. The IT team continues to work closely with the Office of the City Clerk and the City's Corporate Accessibility Office on strategies to advance compliance on the City's digital web assets across the organization.
CS20	Office of the City Clerk	Public Engagement	Explore new ways to engage with the community on a regular basis.	The Accessibility Office continues to explore ways to connect with the community to receive feedback on an ongoing basis.	2025	2029	The Accessibility Office continued to respond to a high number of accessibility-related inquiries and feedback in 2025. Specific data will be shared in the update report. All departments support responding to accessibility-related feedback.
CS21	Office of the City Clerk	Accessible Customer Service	Improve accessibility at the Mayor's events.	Increase courtesy and directional signage for people with disabilities. Increase reserved seating and/or tables for people with disabilities. Reduce barriers at City Hall and Aberdeen Pavilion by creating dedicated entrances for people with disabilities.	2025	2029	The Accessibility Office continued to work with the Office of Protocol to consider accessibility at all of their events in 2025, including the Canada Day breakfast, Trick or Treat with the Mayor, and the Mayor's annual Christmas celebration. Several features were offered to make the event more accessible including offering non-edible treats and reduced sound levels at the Halloween event, as well as actively providing accommodations upon request. Additionally, at the Mayor's Halloween event, the City partnered with "Treat Accessibly", a movement that aims to make Halloween accessible and inclusive for everyone.
CS22	Office of the City Clerk	2026 Municipal Election: Enhanced Accessibility	Continue to ensure that electors with disabilities have the ability to vote privately and independently.	The Elections Office will explore the feasibility of home-bound voting, with regard to established practices in other jurisdictions and the safety of electors and election workers. In consultation with Legal Services and Accessibility Office.	2025	2029	The Elections Office is reviewing the feasibility of implementing a home-bound voting option for the 2026 Municipal Elections and the outcome of this review will be set out in a report to City Council in March 2026. The Elections Office will provide further updates to the Accessibility Office following the finalization of this report.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
CS23	Office of the City Clerk	Accessible Customer Service	Improve accessibility for public delegations at Council Meetings and Standing Committees.	Ensure microphones are accessible for all delegates. In consultation with Facilities and the Accessibility Office, Andrew S. Haydon Hall (Council Chambers) has upgraded the audio and visual system to improve quality and sound in the room. Hearing loops have also been installed for individuals with hearing aids and cochlear implants.	2025	2025	Hybrid meeting integration continued in 2025, and staff worked to finalize calibration of the system with support from expert-third party vendor.
CS24	Recreation, Cultural and Facility Services	Accessible Sport Instructional Programming	To help make sport more accessible to children and youth with developmental and physical disabilities.	These programs are funded through Canadian Tire Jump Start (CTJS) charities and make sport accessible to children and youth with developmental and physical disabilities. These include: I Love to Ski program (a cross-country ski program for children and youth with Autistic Spectrum Disorders (ASD)), and I Love to Play Multi-Sport (racquet sport program for children with physical and developmental disabilities.)	2025	2029	Funding for the Winter 2025/26 program for \$3,400 has been approved by the CTJS Funding Program. Staff will seek to renew funding for Winter 2026/27 and expand on programs and services, depending on support from external funding via CTJS. Applications open October 2026 for programs in 2027.
CS25	Recreation, Cultural and Facility Services	Accessible Programming	Open access and provide quality, safe Recreation, Cultural and Facility Services (RCFS) programming to individuals with disabilities.	Continue to assess and revise Parks, Recreation and Cultural Services programming options, to increase participation in recreational programs that accommodate individuals with disabilities.	2025	2029	Staff expanded Shared Care (1:1) support capacity for summer camp by adding one additional Shared Care staff in each of the City's four districts, which created approximately 32 additional weeks of 1:1 Shared Care support for families and one additional relief Shared Care staff to support operations. Staff also added one more Mentor to help oversee integration efforts across multiple camp locations. In Fall 2025, the Variety Walter Baker Therapeutic Day Program for adults with disabilities transitioned to a new model: the Enhanced Support Day Program. This shift comes as part of a broader service review, during which it became clear that most current participants attending the program for years no longer align with the criteria for Therapeutic Recreation programming. Recognizing the ongoing need for respite, engagement, and accessible services, staff introduced this enhanced model to better reflect the current profile and needs of the individuals served by the City. The new program offers a 1:3 staff-to-participant ratio and operates for 40 weeks annually, plus an additional 4 weeks in the summer (formerly known as "Summer Plus Walter Baker").
CS26	Recreation, Cultural and Facility Services	Enhance access to children with disabilities to learn to swim.	Create a program to offer private swimming lessons for children who cannot participate in existing class formats.	Creation of Inclusive Recreation Private Lesson, Inclusive Recreation Private Lesson subsidized and Inclusive Recreation Private Lesson Waitlist/Assessment process will enhance access to children with disabilities who require private lessons in order to learn to swim.	2025	2029	Inclusive, private 1:1 swim lessons for individuals with disabilities were offered in Winter, Spring, Summer and Fall with approximately 72 lessons per session.
CS27	Recreation, Cultural and Facility Services	Strengthen support for clients who require ASL/LSQ interpretation	Develop a policy, procedure and resource list for employees supporting clients who are D/deaf, deafened or hard of hearing.	Individuals requesting ASL/LSQ support during programs can meet with the program coordinator to discuss their needs. The program coordinator consults the policy, procedure and list of resource to better serve the client.	2025	2029	Requests for accommodations for ASL/LSQ services to participate in RCFS activities were reviewed and addressed to ensure meaningful participation from clients who are D/deaf, deafened or hard of hearing.
CS28	Recreation, Cultural and Facility Services	Strengthen accessibility supports for residents and applicants	Improve available supports for residents and applicants with disabilities to ensure equitable access to recreation and cultural opportunities, programs, and activities.	Support accessible access for artists and applicants to Public Art opportunities and activities by making all public-facing public art documents (calls to artists, application forms, promo and comms docs) fully accessible for screen readers and in both official languages. Provide accessible access to residents and visitors for public art content and updates by providing alt text in both official languages for images on the web and newsletter, and closed captions in YouTube videos. Accessibility supports will be made available dependent on the multi-experiential artwork. Cultural Funding to develop a policy and procedure for providing financial support to applicants with disabilities who require assistance to apply to the program and identify a funding source.	2025	2029	This is complete for Public Art in 2025. Planning stages for 2025 and beyond are underway.

Reference ID	Lead Department	Initiative Subject	Objective	Actions	Start	End	2025 Updates
CS29	Recreation, Cultural and Facility Services	New: Registration Assistance	Improve access to registration services for recreation clients who require alternative services.	Individuals can meet with a Portfolio coordinator to determine the best fit for programming. Inclusive Recreation continues to complete individual assessments as needed for new participants with medical conditions or disabilities (physical, mental health or developmental) to support integration into programs. Recreation, Cultural and Facility Services (RCFS) works with Ottawa Community Housing (OCH) to support residents who face barriers to registering for programs using the on-line system.	2025	2029	Staff ensured the successful implementation of the Rec Link registration process by engaging with community partners and supporting community members in overcoming barriers to online registration.
CS30	Office of the City Clerk	New: Accessibility Policy and Accessible Formats and Communication Supports Procedure	Update the City's Accessibility Policy and Accessible Formats and Communication Supports Procedure to ensure the documents reflect current legislation and are a meaningful reference for residents.	To make these updates, the Corporate Accessibility Office will consult 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.	2026	2027	This is a new initiative that will start in 2026.