

2020-2024 City of Ottawa Municipal Accessibility Plan Initiatives

Lead Department	Initiative Subject	Objective	Actions	2021 Updates	Start	End
All departments	Website Compliance	Ensure all City websites and the content on those websites are Web Content Accessibility Guidelines 2.0 AA compliant.	Sites managed by ServiceOttawa (ottawa.ca, MySO, documents.ottawa.ca, so311, serviceottawa.ca, online forms, and In My Neighborhood) 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.	PIED has reviewed and updated all documents and information for the department on Ottawa.ca to comply with January 1, 2021 deadline. There are only two external facing sites that are outstanding which have been captured on the Attestation: - Engage Ottawa, an external site managed by Planning Services, is not accessible, which is noted on the Attestation; and - Locate Ottawa, an external site managed by Economic Development, which is not accessible and noted on Attestation. EPS formalized the roles of the Digital Services Coordinator (DSC) and the Digital Services Officer in the EPS BTSS group. The DSC monitors web pages daily. In addition, the department has web contacts in Operational Service areas that are responsible for ensuring compliance to Accessibility Guidelines for all web content. For example, the Ottawa Paramedic Service has two content contributors to ottawa.ca. These staff work with the Public Education Team and are responsible for updating first aid and CPR course information on ottawa.ca. All content that is posted by the Public Education Team is WCAG 2.0 AA compliant. This will be further discussed in the report.	2016	ongoing
Community and Social Services	Community Awareness Campaign	To promote uptake of the Ontario Renovates Program with residents, private landlords and social housing providers.	Develop, implement and evaluate a community awareness campaign about the Ontario Renovates Program.	There continues to be challenges implementing the communication strategy as the COVID pandemic protocols continued into 2021. In 2021, Community and Social Services (CSS) directly reached out to landlords and the Eastern Ontario Landlords Association to promote the program. In addition, as part of the 2021 Capital Plan for affordable housing, City Council approved minor revisions to the Ontario Renovates Program to expand the eligibility of the program to Social Housing Providers. This was a very successful implementation with full funding uptake by the providers for accessibility related improvements within the units and common areas.	2020	2023
Community and Social Services	Staff Awareness Accessibility and Inclusion	Develop two all staff communications per year that has an accessibility and inclusion focus.	One communication will have an internal focus (staff directed) and one with an external focus (supporting the clients we serve).	The Gender and Race Equity, Indigenous Relations, Diversity and Inclusion branch (GREIRDI) ran a "16 Days of Activism against Gender-Based Violence" Campaign from November 5- December 10 that included the "We need to talk" Teams Podcast Series. This campaign incorporated an intersectional lens that included the experiences of women and gender-diverse persons with disabilities as part of its podcast series. This was available to all staff across the organization and was meant to increase dialogue about these important experiences as persons with disabilities. In Q3 and Q4, 2021, the Women and Gender Equity (WGE) team received two training sessions about a Gender Lens, provided by Sawsan Al-Refaei, Women and Gender Equity Specialist. The sessions were 3 hours long and 42 people participated from various departments including Community and Social Services, Recreation, Culture and Facilities Services, the Office of the City Clerk and Planning, Infrastructure and Economic Development. GREIRDI staff continued to acknowledge key dates in the community and increase awareness about diversity experiences such as people with disabilities. Departmental communications included acknowledgement of the National Disability Employment Awareness Month (NDEAM) in October and International Day Persons with Disabilities in December. The Equity Secretariat provides administrative support to Affinity groups, which include the Employees with Disabilities (EwD) Affinity group. This group planned and facilitated a learning event specific to accommodations in the workplace to coincide with NDEAM. This event was open to all managers and staff across the Corporation with over 115 employees participating.	2020	2024
Community and Social Services	Older Adult Guide	Access to information is essential for active and healthy aging, and to access services and programs. To support Older Adults, including older adults with disabilities, the Older Adult guide will be updated, made accessible for the web and distributed through multiple methods, including online and through community outreach.	Once created, distribution will be ongoing.	Due to COVID and the closures of facilities, printed guides have not been distributed to City facilities and community partners in 2021. Distribution of printed copies will be assessed in 2022.	2020	2023

Emergency and Protective Services	Next Gen 911	Canadian Radio-television and Telecommunications Commission has mandated that all 911 service providers update their 911 networks, including equipment, systems, databases, etc., to align with the National Emergency Number Association (NENA) i3 architecture specification for Next Generation 911 services — based on In-Position (IP) technology — by June 30, 2020, and NextGen 911 Text Messaging (based on real-time text) by Dec. 31, 2020.	City of Ottawa has Text feature available; will work on communicating feature to the public.	Canadian Radio-television and Telecommunications Commission continues to suspend deadlines on this item because of COVID-19. As a result, external communications on this feature continue to be delayed at this time.	2020	2024
Finance Services	Paper Communication Materials	Review formatting of the paper Water Utility Bill and other water utility communications material to ensure <i>Accessibility for Ontarian with Disabilities Act (AODA)</i> requirements are followed.	Conduct a review of water utility communications materials to ensure AODA requirements are followed. Update materials where required.	Staff are reviewing existing print and web materials to ensure AODA compliance. Updates have been made to web products such as the 2021 rate increase insert to provide an AODA compliant web version hosted on ottawa.ca.	2020	2022
Finance Services	Paper Communication Materials	Conduct a review of property tax paper communication materials (excludes paper bill as the format is prescriptively legislated by the province) to ensure <i>Accessibility for Ontarian with Disabilities Act (AODA)</i> requirements are followed.	Conduct a review of property tax materials to ensure AODA requirements are followed. Update materials where required.	Staff will begin a review of property tax materials, including materials related to the new Vacant Unit Tax initiative to ensure AODA compliance.	2022	2024
Finance Services	Website	Conduct a review of the “Water Utility Bills” and “Taxes” pages on Ottawa.ca to improve the layout and simplify written processes/instructions for the various payment options.	Revenue Staff and Business Support Services (BSS) to work in collaboration and engage the Accessibility Advisory Committee. Review: • Water Utility Pages (2020-2022) • Property Tax Pages (2022-2024)	FSD worked with web services to update the “Water Utility Bills” and “Taxes” pages on Ottawa.ca. These updates were complete in November/December 2021.	2020	2024
Finance Services	Website	Create fully accessible web budget documentation.	Business Support Services to work in collaboration with the Web Services Branch and Finance Services to identify needs and requirements and produce fully accessible web budget documentation.	Completed. Continued in 2021, all budget documentation is being outsourced to ensure it is fully accessible for posting on ottawa.ca.	2020	2021
Innovative Client Services	Accessible Websites and Applications	Enable departments to conduct accessibility testing for Quality Assurance program for web pages.	Continue to work with external vendor to perform accessibility and usability testing, exclusively by users with disabilities. Continue to use automated testing tools for ottawa.ca.	This work is ongoing.	2016	2024
Innovative Client Services	Accessible PDFs	Ensure that all of the Portable Document Formats (PDFs) created by ServiceOttawa meet the legislative requirements.	Web Services will support ServiceOttawa staff who produce and manage PDFs with tools and training to bring all ServiceOttawa PDFs to the new standard required by the end of 2020.	This work is ongoing.	2016	2024
Innovative Client Services	Accessible Websites and Applications	Ensure quality of content prior to publishing.	Incorporate accessibility into web publishing guidelines. Training and continued education plays a significant role in the overall efforts of achieving the target of fully compliant/accessible websites and applications.	This work is ongoing.	2015	2024
Innovative Client Services	Accessible Websites and Applications	Provide support to ensure that applications and web content are accessible.	Provide knowledge, tools, processes and technical support required to achieve accessibility compliance for business applications, web sites and documents.	This work is ongoing.	2018	2024
Innovative Client Services	Accessible Procurement	Provide support to integrate accessibility when purchasing web applications.	Support the corporation with accessibility requirements, and vendor evaluations for web products. Includes assistance with testing web products for accessibility.	This work is ongoing.	2018	2024

Innovative Client 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.	This work is ongoing.	2020	2024
Innovative Client Services	Open Data	Provide open data for accessibility-related mobile applications.	Information Technology Services is currently working with vendor to meet compliance for the application. Data sets will continue to be released in 2020 and beyond.	This work is ongoing. 46 datasets were released in 2021.	2016	2024
Innovative Client Services	NEW: geoOttawa Interactive Map	Upgrade the geoOttawa interactive map.	The Innovative Client Services Department is making upgrades to the geoOttawa interactive map application which including new accessibility tools.	Completed.	2019	2020
Innovative Client Services	Social Media Best Practices	Create a better understanding of how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents.	Public Information and Media Relations has developed a Social Media Style Guide. All social media must consider the City's Equity and Inclusion Lens groups when posting social media content.	Social Media images and graphics apply an accessibility lens.	2015	2024
Innovative Client Services	Enhance the City's Communications Channels to Promote Equal Opportunities and Improve Access	Improve how the City communicates to people with disabilities.	A Public Engagement Office has been created and is working to ensure that all City public engagement activities are inclusive and accessible for all residents. Public Information and Media Relations (PIMR) has launched an online engagement platform called Engage Ottawa which allows departments to hold engagement activities virtually. These activities are more inclusive and accessible to all residents.	Support to the Corporation is ongoing. PIMR also works closely with the Accessibility Office and consider any recommendations and feedback they provide, including updating the Inclusive Public Engagement Strategy Guidelines in 2022.	2016	2024
Innovative Client Services	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 COVID-19 updates.	Media availabilities pertaining to emergencies and following City Council meetings continue to be held with simultaneous translation and sign language interpretation.	2020	2024
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.	The City's Accessibility Office releases a monthly e-newsletter to subscribers entitled, "Accessibility Spotlight." The newsletter provides accessibility articles relating to city services, events, programs, initiatives, and other related topics in order to keep our residents and subscribers informed. In 2021, the AO sent out 11 editions of the newsletter in both English and French, featuring over 38 articles about accessibility initiatives, services, events, and invitations from all departments across the City. The newsletter was distributed to 4,333 subscribers in English, an increase of 1,850 from 2020, and 192 in French, an increase of 36 from last year. +F24In 2021, City staff continued meeting with representatives from the Canadian National Institute for the Blind, the Canadian Council for the Blind and the Alliance for Equality of Blind Canadians. City staff also re-established regular meetings with the Ottawa Disability Coalition. During these meetings, City staff answered questions and addressed concerns from the community regarding City infrastructure, programs and services. These meetings also serve to inform City staff of trends and new developments, which inform priorities in the coming years. The City has a strong relationship with representatives from these organizations and engagement will continue to occur in 2022.	2015	2024

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 - Request proclamations from the Mayor to help raise awareness for certain groups/causes.	The Accessibility Office held two virtual events in 2021. The City celebrated its 18th annual AccessAbility day on May 27, 2021. The event's theme was barriers and benefits to participation in a virtual world. During the virtual event, Mayor Jim Watson presented the day's proclamation to Suzanne Blanchard and Tony Labilloy of the Canadian Accessibility Network (CAN) and announced the City's participation in CAN. In line with the theme, the event also featured a community panel discussion about the experiences of people with disabilities during the COVID-19 pandemic. The panel discussed new barriers that were created during the pandemic, benefits to accessing services through technology, and recommendations for the City and other businesses to minimize barriers. On December 2, 2021, the City of Ottawa hosted their third annual International Day of Persons with Disabilities event virtually over Zoom. The theme for this year's event was "Leadership and participation of persons with disabilities toward an inclusive, accessible and sustainable post-COVID-19 world" and participants were encouraged to learn about how we can commit to a world characterized by human rights. The event featured two speakers, including Jeff Willbond, Director General of the Canadian Human Rights Commission, who provided an update on the Accessible Canada Act, as well as Jeff Poirier, Acting Director of the Policy, Education, Monitoring and Outreach Branch of the Ontario Human Rights Commission, who spoke about the impacts of COVID-19 on people with disabilities and Human Rights in our province.	2020	2024
Office of the City Clerk	Accessibility Services Refresh	Increase accessibility information on Ottawa.ca.	In consultation with Innovative Client Services - Redesign of Council and Standing Committees pages on Ottawa.ca, to include accommodation/additional information, about the services available to those participating in Council Meetings.	The Accessibility Office continued to update it's News and Events section on ottawa.ca with articles about the City's accessibility events, and other relevant information. Additionally, the AO continued to facilitate ASL and LSQ interpretations for all post-council media availabilities, as well as all emergency Ottawa Public Health media availabilities	2016	2024
Office of the City Clerk	Annual Accessibility Internal Communications Plan	Ensure managers, supervisors and employees are aware of the City's legislative <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) requirements.	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. This will continue as part of regular ongoing business.	The AO continued to share information with employees and management through internal communications in 2021. This included updates on accessibility during COVID-19, as well as the City's continued commitment to its legislative responsibilities. In 2021, the AO published 11 articles in the internal In The Loop employee newsletter as well as 3 articles in Management Bulletins.	2016	2024
Ottawa Public Health	Ottawa Public Health (OPH) Client Engagement Strategy	Engage clients with disabilities, as part of OPH Client Engagement Strategy, on development of OPH services and spaces.	<ul style="list-style-type: none"> • Conduct evaluations of programs actively seeking feedback on OPH service delivery related to accessibility; • Include pictures of persons with disabilities on communications products; • Provide multiple feedback options with client engagement and consultations so that individuals with disabilities can provide feedback. • Use clear/plain language on communications, including stigma reduction language 	OPH's regular planned engagement activities continued to be on hold in 2021 due to COVID-19. Through the Community Engagement Task Force, there were multiple opportunities for people with disabilities to engage with City staff on OPH's COVID-19 vaccine rollout. All public surveys included contact information to request alternate formats and communication supports. Information in American Sign Language and Langue des Signes Québécoise continues to be updated on OPH's website. Further details will be provided in the report.	2020	2022
Ottawa Public Health	Ottawa Public Health (OPH) Emergency Management	Conduct review of relevant OPH emergency management documents and processes to consider the needs of persons with disabilities and other priority populations.	<ul style="list-style-type: none"> • Examine current practices and identify gaps • Update documents and processes as applicable • Pilot approaches as needed • Communicate changes to employees and clients 	COVID-19 has highlighted gaps in emergency processes for people with disabilities and provided opportunities for OPH to improve practices moving forward. The needs of persons with disabilities and other priority populations continue to be considered in the OPH response to COVID-19.	2021	2023
Ottawa Public Library	Accessible Board Meetings	Ottawa Public Library (OPL) will improve accessibility of library board meetings.	Meetings held virtually will include livestreaming with captions, transcription, posting of recording with captions, and ASL/LSQ interpretation.	This initiative is ongoing. Meetings held virtually will include livestreaming. American Sign Language and Langue des Signes Québécoise interpretation is available upon request.	2016	2024

Ottawa Public Library	Accessible Canada 150 iPod Pilot	Assist customers who have difficulty coming to a branch or those with learning disabilities to enjoy programming.	Collection content will change to mimic what is happening in the community of Ottawa.	The Canada 150 iPods were not frequently borrowed when they were part of individual branches' collections, so OPL loaned some of them to organizations that work with vulnerable members of Ottawa's population. The Ottawa Mission was loaned 6 iPods to be used at their downtown location. They have been distributed to clients who struggle with noise in the shelter, and also provide them with a source of entertainment in times of isolation or lockdown. Carlington Community Health Centre was loaned 17 iPods. They will be used in-house with seniors who live on the 3rd and 4th floors of the new senior centre, to help these residents (many of whom are experiencing mental health issues) stay calm and relaxed while waiting for medical appointments, COVID tests, or other times.	2017	2024
Planning, Real Estate and Economic Development	Land Management System (LMS) is replacing MAP Software functionality for PIED and Committee of Adjustment.	Provide enhanced service to citizens and access to development applications, permits and licenses in an accessible online format.	Phase 1 of the LMS project includes three releases over approx. five years from 2020 to 2025. Release 1 of the Land Management System will include an accessible online public portal and is expected to Go-Live in Q4 2021.	Project is still on track for the Q4 2021 Go-Live target	2020	2025
Public Works	Accessible Formats and Communication Supports	Provide accessible formats and communication supports to persons with disabilities, in a timely manner, and at no extra cost for the person requesting it.	Collaborating with relevant departments (Transportation, Planning, Infrastructure and Economic Development) to jointly address the concerns related to roads, intersection crossings, parking, etc.	When Public Works creates online surveys, a contact person for disability-related accommodations is provided to ensure all residents can complete the survey.	2016	2024
Recreation, Cultural and Facility Services	Public Announcements	Increase accessibility of emergency information to staff and residents in City facilities.	Provide public address via the alarm system or phone systems within City Hall, Constellation and Ben Franklin Place.	Due to the ongoing response to the COVID 19 pandemic, this item has been delayed until 2022.	2020	2024
Recreation, Cultural and Facility Services	Access to Physical Material	Improve distribution of recreation program print materials. Share information through multiple channels including libraries and client service centres as printed materials are still being used by residents (print, online, large print).	Each facility develops and makes physically available, individual guide/brochures of their recreation program offerings. In addition, the Older Adult guides lists all 50+ recreation programs City Wide. These guides are readily available to the public and can be mailed by facility staff at the request of the resident. The full recreation guide that lists all programs City Wide is now broken into categories online (Child, Youth, Adult, Swimming, etc.). These can be accessed on the ottawa.ca website. Computers to access the Recreation Guide may be used on a drop-in basis at the Ottawa Public Library, and are also available at Recreation facilities that are designated Smart Sites. The printed guides are distributed to Client Service Centres, Ottawa Public Libraries and Ottawa Public Health Clinics.	All Recreation & Culture guides are available electronically online through JoinOttawa, and on ottawa.ca/recreation. Computers to access the recreation guides are available at the Ottawa Public Library branches (OPL) and designated Smart Site recreation facilities. Physical guides were ceased due to COVID-19. Community and Social Services Department (CSSD) ceased allocating funds for physical copies of the Older Adult Guide.	2020	2024
Recreation, Cultural and Facility Services	Seating in Parks	Share information on the location of rest areas.	Add the location of current benches in City Parks. Residents will be able to find benches in City Parks through the geo.ottawa.ca map.	New benches continue to be updated online through the https://maps.ottawa.ca/geottawa/ map.	2019	2024
Recreation, Cultural and Facility Services	Access to Accessibility Features	Make information more accessible by listing accessible devices (e.g., Wheelchairs at pools) online.	The accessibility features of facilities are detailed online on each facility's page. Some features include information related to Parking, Passenger Loading Zone, Entrance and Exits, Signage, Interior access and washrooms.	Accessibility features continue to be updated online on each facility's page when upgrades/retrofits occur in RCFS facilities.	2019	2024

Lead Department	Initiative Subject	Objective	Actions	2021 Updates	Start	End
All departments	Accessibility Design Standards -Awareness Training	Increase incorporation of Accessibility Design Standards in construction of new facilities and renovation of existing facilities leased or operated by the City to remove barriers for people with disabilities.	Increase education and awareness of the Accessibility Design Standards as required, and upon request from departments.	The Standards Unit presented an overview of typical issues encountered related to the incorporation of accessibility features in designs, including messaging to project managers and management to reiterate importance of application of accessibility lens throughout all stages of the project cycle.	2016	2024
All departments	Update Discrepancy Reporting Process	Ensure decisions where staff do not apply the Accessibility Design Standards (ADS) are thoroughly reviewed to ensure the highest level of application and accessibility in City infrastructure.	Adhere to reporting process for non-application of the ADS and review non-application occurrences annually to ensure ADS are applied as much as possible	Variations to the ADS or Accessibility for Ontarians with Disabilities Act are subject to the deviation process, recorded and documented as per the legislation. The Accessibility Office is included for awareness each time a variance occurs. Review of the Variance Process was delayed to 2022.	2016	2024
Community and Social Services	Community Gardens	The Community Garden Standards are currently in draft and are being piloted over the 2020 growing season with an accompanying draft "Community Guide". The guide includes information to ensure accessibility is incorporated in design so that everyone can gain access and participate in garden activities.	The guide is expected to be shared with the community for the 2021 growing season.	Five new community gardens opened in 2021, with funding support from the Community Garden Development Fund. None are on City land. Funding has also supported the development of three more community gardens, slated to open in 2022.	2015	2021
Community and Social Services	Playground Accessibility	Ensure the Huron Early Learning Centre playground and relocation of the Foster Farms Child Care Centre play yard are accessible	Include accessible design and features in the playground improvement at Huron Early Learning Centre as well as for the relocation of the play yard at Foster Farms Child Care Centre.	The Huron Early learning centre's play yard have been completed and is now compliant with all current accessibility legislation. Foster Farm's play yard is on track to be upgraded in 2022.	2020	2022
Community and Social Services	Ontario Renovates Program and VisitAbility of New Housing Units	The Ontario Renovates Program provides low income seniors and persons with disabilities who are homeowners, with grants/forgivable loans to help with necessary repairs and accessibility modifications to support independent living. The program also provides limited funding to qualifying landlords for essential repairs and renovations as well as modifications to improve accessibility of their existing unit(s) or building(s) and make them in compliance with the Accessibility for Ontarians with Disabilities Act.	The program eligibility requirements will be expanded to include availability to social housing providers for accessibility related modifications	In 2021/22 the Ontario Renovates program was expanded to include social housing providers with accessibility related repairs and renovations as part of the Year 3 Ontario Priorities Housing Initiative (OPHI) funding stream. In addition, social housing providers continued to receive funding to support accessibility related repair and renovation projects under the Year 3 Canada Ontario Community Housing Initiative (COCHI) and the 2021 Housing and Homelessness Investment Plan (HHIP) capital repair funding streams.	2020	2024
Community and Social Services	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).	The City continues to abide by these standards and any new builds in 2021 has ensured mandatory accessibility design with a minimum of 10 per cent barrier-free units.	2020	2024
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.	The capital repair funding to address accessibility related needs was a priority funding allocation category for our 2021 Housing and Homelessness Investment Plan (HHIP) and Year 3 Canada Ontario Community Housing Initiative (COCHI) capital funding programs and a Year 3 Ontario Priorities Housing Initiative (OPHI).	2020	2022
Community and Social Services	Adding accessibility buttons to doors used by public or staff	Removes barriers for clients and staff with accessibility needs by allowing comfortable use rather than waiting or having to ask for assistance.	Accessible door openers will be installed to allow for independent and comfortable use of washrooms, entrances and interview rooms.	This initiative is ongoing	2018	2024
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.	This project started November 2021 through the Planning, Infrastructure and Economic Development Department (now PRED) to replace all the cladding on the exterior of the building, install air conditioning for all client rooms and install a new generator. These changes are building related and non client interfacing. The Planning, Infrastructure and Economic Development Department (now PRED) is responsible for ensuring consideration to accessibility as mandated.	2017	2024

Emergency and Protective Services	Preserving Accessibility on City Sidewalks and Pathways	Work with Business Improvement Areas to increase accessibility of City sidewalks and reduce the number of accessibility complaints related to temporary signs and A-frame boards.	This will continue as ongoing business.	This will continue as ongoing operational practice.	2016	2024
Emergency and Protective Services	Accessibility Design Standards -Awareness Training	Increase incorporation of Accessibility Design Standards in construction of new facilities and renovation of existing facilities leased or operated by the City to remove barriers for people with disabilities.	Increase education and awareness of the Accessibility Design Standards as required, and upon request from departments.	EPS is not responsible for the construction of new facilities or renovation of existing facilities; however, we do commit to working with PIED (now PRED) to ensure all construction (new or existing) in the department increases the incorporation of Accessibility Design standards. EPS can confirm that work with PIED (now PRED) was completed in 2021 and will continue in 2022 on the Retrofit of BLRS Headquarters (Industrial Rd), the expansion of Fire Station 52 and the design plans for future Fire Station 45. Accessibility Design standards were considered and incorporated.	2016	2024
Infrastructure and Water Services	New Central Library	Ensure accessibility in design of new Central Library.	The Ottawa Public Library-Library Archives Canada Joint Facility Project has engaged accessibility consultant BDEL to review accessibility standards and provide reviews throughout the design process. To date, the project team has made two presentations to the Accessibility Advisory Committee and their recommendations have been incorporated into the design.	Main tender for the construction completed May 17, 2021, and final design drawings released August 5, 2021. Joint facility named Ádisōke by Anishinābe Algonquin Nation Construction scheduled to start this fall. Set to open it's doors in late 2024, with an official opening in the Summer of 2026. Project began under PIED, department changed to Infrastructure and Water Services (IWD) in Jan. 2022.	2019	2024
Infrastructure and Water Services	Pilot project to install accessible fountains and misters connected to fire hydrants	Determine feasibility and pilot installation of accessible fountains (and possibly misters) in strategic high pedestrian traffic locations across the City, with consideration given to vulnerable populations during heat warnings and support for outdoor events	Ensure all elements of product meets AODA requirements. Address Ottawa Public Health concerns about bacteria. External stakeholders to test specs.	Held preliminary meetings with internal stakeholders. New Pilot, starting in Spring 2022 and ending Fall 2022.	2021	2022
Innovative Client Services	Public Engagement – Wayfinding	Facilitate wayfinding for people with visual disabilities.	A wayfinding system leading to client service areas and public meeting rooms at City Hall has been purchased and installed. External stakeholders, including the Canadian National Institute for the Blind participated in testing the systems and helped optimize the technology: Key2Access, a location-based app that provides users with information about where they are in City Hall and ultimately helps residents better understand the space they're in.	Delayed due to continued facility closures in 2021. The City is exploring extending the wayfinding to Ben Franklin Place in 2022.	2016	2024
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 reaches out to community organizations and stakeholders to support best practice in design, when additional information is needed to support the Accessibility Design Standards. This will continue as part of regular ongoing business.	The Accessibility Office continues to provide linkages between community stakeholders and staff working on projects within the built environment, where the projects benefit from an additional accessibility lens. This practice will continue in 2022.	2017	2024
Ottawa Public Health	Ottawa Public Health (OPH) Clinics	Create more accessible and inclusive spaces for visitors, volunteers and employees to OPH clinics and spaces.	Use Accessibility Design Standards when creating and renovating spaces. Conduct 'audit tours' through spaces to identify and prioritize applicable modifications and tools to increase accessibility. Apply accessibility lens when determining community locations, venues for programming.	Audit completed, modifications in progress for 100 Constellation. Removal of desks, cabinets, tables, chairs; hallways and access spaces widened; removal of cubicles/reductions in work areas	2020	2024

Ottawa Public Library	Sensory Story Time	This program is beneficial for customers who have lower attention span, low vision or persons who are Deaf-Blind. This program can also be altered for adults as well as children.	Training will become part of regular ongoing business in 2020 and beyond. Staff will be trained to offer programs for people with various disabilities.	In-person programming was suspended due to COVID. Ottawa Public Library (OPL) hopes to resume in-person programming in 2022.	2017	2024
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.	Testing out the concept at Rosemount branch. Pilot, if successful, will encourage new central library to install some as well.	The Rosemount Branch re-opened in 2021 and this initiative has concluded.	2019	2021
Ottawa Public Library	Bookmobile	Bookmobile Unit #2 was purchased in 2005 and was decommissioned in 2021. A replacement vehicle was received in 2021 and will ensure continuity of service in 25 neighborhoods that experience gaps in library services.	Replacing the current vehicle with a similar large vehicle ensures access to a broad range of library services, fostering positive customer engagement, high use of library materials, discovery opportunities regarding OPL services and resources, and the ability to promote literacy and learning through programming.	This vehicle is currently in use and providing Bookmobile service. This initiative has concluded.	2019	2021
Ottawa Public Library	New Central Library	Ensure accessibility in design of new Central Library through community engagement.	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.	This initiative is ongoing.	2019	2025
Planning, Real Estate and Economic Development	Annual Education Series with Industry (Contractors, Consultants, Suppliers)	Increase accessibility awareness of both internal staff and external partners in the design and construction process.	Half day education sessions will be dedicated to accessibility. Participants include City staff, design consultants and construction contractors.	The City of Ottawa partnered with the National Capital Heavy Construction Association (NCHCA) and the Association of Consulting Engineering Companies (ACEC-Ontario) to offer a virtual version of the annual Education Series. The virtual session was held on April 8th, 2021 and included two presentations on mental health and substance use, as well as emerging design and construction techniques. The second session reviewed the design & construction of protected intersections and raised cycle paths and included application of accessibility features in the presence of cycling infrastructure. Both sessions included time allotted for questions and answers and recordings were made available for post event viewing.	2016	2024
Planning, Real Estate and Economic Development	Annual Updates to Standard Tender Documents	Continuous improvement of engineering standards results in increased accessibility of the built environment.	Ongoing edits to Infrastructure Services Department's Construction Specifications, Material Specifications, and Standard Detail Drawings incorporating accessibility features as part of the cycle for continuous improvement.	Work began on the 2021 spec updates in October 2020 with publication in March 2021. Updates included a review of provisions for placement of tactile walking surface indicators at intersection corners, as well as a review of application and material to be used for improved delineation between pedestrian and cycling facilities. With the publication of the Protected Intersection Design Guide (PIDG) in 2021, an undertaking to address gaps in direction, specifications, standard details and materials will take place in 2021/2022 with elements incorporated into the Standard Tender documents for Unit Price Contracts as they become available.	2016	2024
Planning, Real Estate and Economic Development	Accessibility Design Standards – Promotion	Ensure staff and internal/external stakeholders are aware of the requirements of the Accessibility Design Standards (ADS).	Provide information to departments and stakeholders upon request.	Subsequent to publication of interim guidance, Transportation Planning undertook creation of the Protected Intersection Design Guide (PIDG). This included consultation with the community to determine appropriate delineation between cycle track and sidewalk. Based on publication of the PIDG, a Technical Bulletin to the ADS will be published before end of Q4 2021 to address guidance in PIDG, OBS updates and minor clarification changes noted by City staff.	2016	2024
Planning, Real Estate and Economic Development	Accessibility During Construction	Ensure accessibility during construction provided based on contract requirements and provide written report to Project Manager (PM) to be shared with construction team.	Assessments ongoing through construction season.	The Standards Unit continued with accessibility of construction assessments during the 2021 construction season. Site visits were performed bi-weekly, and number of assessments were not affected due to the pandemic. The purpose of the assessments was education and raising awareness regarding accommodation of pedestrians with disabilities and increased mobility needs through and/or around construction sites of infrastructure projects as per the Accessibility Design Standards (ADS) and contract requirements, including the Contractor's Traffic Control Plan. Typically, these assessments include members of the Standards Unit walking through the site with members of the project team. Assessments are documented in a report and provided to team members. Based on distancing requirements related to the pandemic, community members were not included in the assessments in 2021.	2018	2024

Planning, Real Estate and Economic Development	Integrated Full Road Renewal – Albert and Slater Streets (Empress Avenue to Bay Street) and Bronson Avenue (Laurier Avenue to Queen Street)	Complete the renewal for Albert and Slater Streets (Empress Avenue to Bay Street) and Bronson Avenue (Laurier Avenue to Queen Street). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets.	Completed the Request for Quotation / Request for Proposal process and awarded the detailed design for Albert and Slater Streets (Empress Avenue to Bay Street), and Bronson Avenue (Laurier Avenue to Queen Street). The detailed design will follow the previously completed functional design which identified opportunities to increase accessibility by increasing sidewalk width, enhancing intersections and improving transit stops along the corridor, as well as improve the grade of the sidewalks from Empress Avenue to Bronson Avenue.	This project is ongoing and about to go to tender.	2017	2024
Planning, Real Estate and Economic Development	Integrated Full Road Renewal - Hawthorne Avenue, Colonel By Drive, Main Street and Greenfield Avenue	Complete the renewal for Hawthorne Avenue (Main Street to Colonel By Drive), Colonel By Drive (Hawthorne Avenue to Graham Avenue), Main Street (Harvey Street to Echo Drive) and Greenfield Avenue (Main Street to King Edward Avenue). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets.	Transportation Services completed portion of project in 2019. This will be reported on by Planning, Infrastructure and Economic Development until completion. Construction is planned to start in 2021.	Online engagement was provided to residents and businesses for feedback on the 2021 Construction. The project team is continuing to work on the detail design to ensure the project meets current accessibility requirements and intersection design standards. A public info session will be held in Q1, 2022 to present the final detail design to the community project site.	2018	2024
Planning, Real Estate and Economic Development	Integrated Full Road Renewal – Elgin Street and Waverley Street (Elgin Street to Jack Purcell Park)	Complete the renewal for Elgin Street (Gloucester Street to Queen Elizabeth Drive) and Waverley Street (Elgin Street to Jack Purcell Park).	Transportation Services completed portion of project in 2018. This will be reported on by Planning, Infrastructure and Economic Development until completion. Construction started in 2019 and will be completed in 2020.	Project is complete.	2016	2024
Planning, Real Estate and Economic Development	Barrier Removal (Retrofit) 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, play structures, and pathway systems	The Planning, Infrastructure and Economic Development (PIED) 2021 budgetary value for Accessibility Barrier Removal Program was 2.5 million. PIED utilized this budget to enhance accessibility features at City Facilities identified on the accessibility audits. The accessibility audits are also provided to Recreation, Cultural and Facility Services (RCFS). RCFS received funding by the Older Adult Plan advisory committee to continue focusing on removing barriers at City Facilities as well.	2016	2024
Planning, Real Estate and Economic Development	Community Connectivity Program	Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations.	In 2020, construct new accessible pedestrian and cycling connections at the following locations: <ul style="list-style-type: none"> • Belfast Road (Coventry to Tremblay) • Cyrville Station MUP (Cyrville Station to Ogilvie/Aviation) 	<ul style="list-style-type: none"> • Ogilvie Road MUP (Blair to Montreal Rd) - Substantially Completed and opened for use • Belfast Road MUP (Coventry to Trembay) under construction (planned completion 2022) In 2022: <ul style="list-style-type: none"> • Completion of cross-rides for two intersections along Ogilvie Road • Planned completion of Belfast Road MUP (Coventry to Trembay) 	2020	2024

<p>Planning, Real Estate and Economic Development</p>	<p>Pedestrian Facilities Program</p>	<p>Provide new sidewalks, and connect existing sidewalks and pathways, to improve accessible pedestrian connections to public transit, schools, parks, and other key destinations.</p>	<p>Construct new sidewalks at the following locations:</p> <ul style="list-style-type: none"> • Ahearn Avenue (Farrow to Scrivens) • Castlefrank Road (Sheldrake north to Sheldrake south) • Connaught Avenue / Roman Avenue (Carling to Hindley) • Leacock Drive (Beaverbrook to The Parkway) • Varley Drive (Beaverbrook to Milne) 	<p>New Sidewalk projects where planning studies were initiated in 2021 included:</p> <ul style="list-style-type: none"> • Arnot Road (Dynes to Fisher) • Cobden Road (Iris to Elmira) • Chimo Drive (Katimavik to Anik and McClure) • Meadowbrook Road (Dondale to Bortolotti) • Carrière Street (Orléans to Belcourt) • Navaho Drive (Iris to Erindale) • Fellows Road, Drury Lane, Parkway Drive, Westbury Road (Iris to Highgate) <p>New sidewalk projects anticipated to be in design/construction in 2022 include:</p> <ul style="list-style-type: none"> • Arnot Road (Dynes to Fisher) • Cobden Road (Iris to Elmira) • Chimo Drive (Katimavik to Anik and McClure) • Meadowbrook Road (Dondale to Bortolotti) • Carrière Street (Orléans to Belcourt) • Navaho Drive (Iris to Erindale) • Ahearn Avenue (Farrow to Scrivens) • Connaught Avenue (Carling to Queensview LRT Station pathway) • Varley Drive and Leacock Drive • Halton Terrace (Flamborough to Newcastle) • Dovercourt sidewalk (Churchill to Broadview) • Fellows Road, Drury Lane, Parkway Drive, Westbury Road (Iris to Highgate) <p>New sidewalk projects where planning studies will be initiated in 2022 include:</p> <ul style="list-style-type: none"> • Wilkie (Merkley to MUP near Chenier) • Field (Woodroffe to Iris) 	<p>2020</p>	<p>2024</p>
<p>Planning, Real Estate and Economic Development</p>	<p>Cycling Facilities Program / Active Transportation Missing Link Program</p>	<p>Complete new cycling facilities and make improvements to existing cycling facilities. Projects often include the development of multi-use pathways and intersection modifications including accessibility features.</p>	<p>In 2020, construct accessible cycling connections in the following locations:</p> <ul style="list-style-type: none"> • Akerson Road MUP (through the Hydro corridor to Pony Park) • Booth Street MUP (Pimisi Station to Ottawa River pathway) • Laurier Avenue (Nicholas to Waller) • O'Connor Street (Laurier to Wellington) 	<p>Construct accessible pedestrian and cycling connections in the following locations:</p> <ul style="list-style-type: none"> • Scott Street (Tunney's to Bayview Station): Construction underway, to be completed in 2022 • MUP on north side of Boteler Street (Cumberland to King Edward): Completed and opened for use in 2021 • Akerson MUP (Pony Park to Trans Canada Trail): Substantially complete and opened for use with cross-ride at Eagleson Road to be activated in 2022 • Larsen Pathway: Substantially completed in 2021, will be opened for use in 2022 • Old Second Line MUP extension to Terry Fox: Substantially completed and opened for use, cross ride will be activated in 2022 • Parkhaven sidewalk: Substantially completed and opened in 2021. • Hope Side Road sidewalk (west of Freeport Drive): Completed in 2021 • Farlane Boulevard sidewalk (Walford Way to Eleanor Drive): Completed in 2021 <p>Construct accessible pedestrian and cycling connections in the following locations:</p> <ul style="list-style-type: none"> • Pleasant Park Neighbourhood Bikeway (parts of route follow Billings Ave.) • Laurier Bike Tracks (Nicholas to Waller and North to Stewart on Waller) • Dovercourt Bike Lanes (Churchill to Sherbourne) • Belfast Road MUP (Trainyards to Industrial) • Mackenzie Avenue Ramp two-way bike tracks (Rideau to Daly) • Henley Street sidewalk (Connaught Avenue to Alpine Avenue) 	<p>2020</p>	<p>2024</p>
<p>Planning, Real Estate and Economic Development</p>	<p>Development Sidewalks</p>	<p>Design and construct accessible sidewalk linkages that cannot be secured from developments under the Planning Act, resulting in gaps in pedestrian connectivity. Projects typically address situations where existing communities need to be linked with sidewalks to a new development across vacant land.</p>	<p>In 2020, design and construct the following sidewalk linkage:</p> <ul style="list-style-type: none"> • Nixon Farm Drive 	<p>Manotick Main Street (from Eastman Avenue to 60 m north) has been constructed. Cecil (from Bank to 100 m west) approved in 2022 Capital Budget. For 2022, the new development sidewalk on Cecil Avenue is in preliminary design.</p>	<p>2020</p>	<p>2022</p>

<p>Planning, Real Estate and Economic Development</p>	<p>Integrated Full Road Renewal –Multiple Locations</p>	<p>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.</p>	<p>Completed preliminary and/or detailed design in 2019 of many local streets scheduled for full road reconstruction in the next two years.</p> <p>New sidewalks have been recommended at the following locations, subject to detailed design:</p> <ul style="list-style-type: none"> • Winona Avenue • City Centre Avenue • Lebrun Street <p>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.</p> <p>Major road scoping ongoing in 2020 includes the following locations:</p> <ul style="list-style-type: none"> • Catherine Street • Chamberlain Avenue • Isabella Street • Byron Avenue • Alta Vista Drive <p>Major road scoping starting in 2020 includes the following location:</p> <ul style="list-style-type: none"> • Woodroffe Avenue (Saville Row to Richmond) 	<p>There is an 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.</p> <p>Major road scoping ongoing in 2021 includes the following locations, which are in the preliminary or detailed design phase: Pretoria Avenue (Metcalfe to Bank); City Centre Avenue (Albert to Elm); Avenue Des Pères Blancs (Marquette to St-Jacques); Byron Avenue (Highcroft to Hilson); Canterbury Avenue (Harding to Halifax)</p> <p>Major road scoping started in 2021 includes the following locations: James Street (Bronson to Bank); Clare Street (Churchill North to Hilson); Dovercourt Avenue (Churchill North to Tweedsmuir); Glebe Avenue (Bank to O'Connor); Breezehill Avenue North (Gladstone to Somerset West)</p> <p>Multiple integrated projects are in various stages of preliminary and detailed design, managed by IS, with TES direction/review of geometric design and transportation requests. Other TP staff are consulted as needed. Construction status of each project is monitored by IS.</p> <p>For 2022, ongoing review and design of future full road reconstruction projects to identify opportunities to provide transportation elements such as speed management measures, additional sidewalks, controlled crossings and other pedestrian and accessibility enhancements.</p> <p>Major road scoping ongoing in 2022 includes, but is not limited to, the following locations, which are in the preliminary or detailed design phase: Lyon Street (Somerset to Florence); Huron Street (Scott to Wellington); Winona Avenue (Scott to Richmond); Lebrun Street (Michel to Des Peres Blancs); MacLaren (Bronson to Kent)</p> <p>Major road scoping starting in 2022 includes, but is not limited to, the following locations: Highland Avenue (Princeton to Dovercourt); Viscount Avenue (Merivale to Carling); Ralph Street (Fifth to Holmwood); E;a Street (Gordon to Craig); Hilda Street (Scott to Armstrong)</p>	<p>2020</p>	<p>2024</p>
<p>Planning, Real Estate and Economic Development</p>	<p>Transportation- related Environmental Assessment and Functional Design Studies</p>	<p>Complete environmental assessment (EA) and functional design studies in support of transportation projects throughout the city. Functional designs include a variety of accessible features, consistent with the City of Ottawa's Accessibility Design Standards, such as bus stops and platforms, sidewalks, exterior paths, curb ramps and accessible parking.</p>	<p>Initiate the following studies in 2020 with a Statement of Work report to Transportation Committee:</p> <ul style="list-style-type: none"> • Huntmar Drive Widening (Palladium to Maple Grove) and Stittsville Main Street Extension EA (Maple Grove to R. Grimwood Grant) • St. Laurent Boulevard Transit Priority (Innes to Montreal) Planning and EA Study <p>Complete the following EA study and report to Transportation Committee and Council in 2020:</p> <ul style="list-style-type: none"> • Barrhaven Light Rail and Grade Separations EA Study (Baseline Station to Barrhaven Town Centre including grade separations at Fallowfield and Southwest Transitway/Woodroffe) <p>Continue work on the following studies, planned for completion in 2021:</p> <ul style="list-style-type: none"> • Brian Coburn Extension and Cumberland Transitway Westerly EA Study (Blair to Brian Coburn) • Montreal-Blair Road Transit Priority Corridor Planning and EA Study (St. Laurent to Blair LRT Station and Blair North) <p>Public Infrastructure and Economic Development (PIED) will lead the detailed design and construction of these projects, except for the Light Rail Transit (LRT) program.</p>	<p>Work will initiate on the following projects in 2022:</p> <ul style="list-style-type: none"> • Tremblay Light Rail Station Multi-Use Pathway Crossing of VIA Rail Station Planning and EA Study • St. Laurent Boulevard Transit Priority (Innes to Hemlock) Planning and EA Study <p>The Planning, Real Estate and Economic Development Department will lead the detailed design and construction of these projects (except for LRT projects), once a source of funding has been determined.</p> <p>The St. Laurent Boulevard Transit Priority Study did not commence in 2021 but will commence in February 2022. The Tremblay MUP study will identify an active transportation connection between Trainyards development to the VIA Rail Station and a connection to the Tremblay Light Rail Station.</p>	<p>2022</p>	<p>2024</p>

<p>Planning, Real Estate and Economic Development</p>	<p>Transportation Master Plan (TMP)</p>	<p>Review and update the Transportation Master Plan, which is the City's long-term blueprint for planning, developing and operating Ottawa's walking, cycling, transit and road networks. The review will be informed by a number of key considerations, including equity and inclusion.</p>	<p>The Transportation Master Plan update will be ongoing through 2020. The first round of public consultation will be completed in January 2020. The second round of consultation will take place during spring 2020 and will include engagement of people with disabilities through the project's Ambassador's Working Group and Community Working Group, which include representatives from the Accessibility Advisory Committee as well as representatives of other accessibility agencies.</p>	<p>The third round of public consultations for the TMP update was deferred until the end of 2021, and launched in early December. The focus of the consultation is the draft TMP policy document and the proposed active transportation projects. The draft TMP document includes a number of policies related to equity and accessibility. Consultation on the draft TMP policies and proposed active transportation projects will continue in Q1 2022, including meetings with the Ambassador's Working Group and other stakeholders. A public meeting will be held in February, 2022. The policies and active transportation projects will be brought forward to Transportation Committee and Council in Q2 2022. Work will also begin in 2022 on the cost of travel white paper, update to the Multimodal Level of Service (MMLoS) guidelines, and right-of-way review for selected arterials.</p>	<p>2019</p>	<p>2023</p>
<p>Planning, Real Estate and Economic Development</p>	<p>NEW - Accessibility Measures at Intersections with Cycle Tracks</p>	<p>Provide guidance and direction on the design and installation of accessibility measures where a cycle track or multi-use pathway approaches an intersection.</p>	<p>Developed and adopted interim guidance and direction on the design and installation of accessibility measures where a cycle track or multi-use pathway approaches an intersection.</p>	<p>The Protected Intersection Design Guidelines were completed in 2021 and made available to internal and external stakeholders. While the Protected Intersection Design Guide was completed in 2021, there are two related elements that are planned to be completed in 2022: 1) The Sidewalk and Cycle Track Delineation Design Elements study: This work is in partnership with Guidelines and Standards. The goal of this study is to aid in the application of recently adopted, half-height curb delineation method between sidewalk and cycle tracks by preparing a report to staff with recommended detail drawings and additional guidance for application in various infrastructure or urban design elements as appropriate and described in Section 4.1 Scope of Work. This work includes, but is not limited to, the following: the holistic review of existing City specifications and other guidelines and standards applicable to design and construction of pedestrian and cycling facilities; identification of gaps within the City's guidelines and standards applying half-height curb delineation to determine where additional details for application are required or where delineation treatment and other accessibility requirements are missing or cannot be applied.; and, development of recommendations to address these gaps and update/develop applicable City guidelines, standards, and detail drawings. 2) A scope change for the Protected Intersection Design Guide to add additional detail where multi-use pathways split into cycle tracks and sidewalks, and to provide additional detail on signal design and signal infrastructure placement at protected intersections.</p>	<p>2019</p>	<p>2021</p>
<p>Planning, Real Estate and Economic Development</p>	<p>Pedestrian Accessibility – Intersection and Ramping Enhancements</p>	<p>Improve accessibility at bus stops, intersections and mid-block crossings through the installation of accessible pedestrian facilities, such as curb ramps, tactile warning surface indicators and short sections of sidewalk. These changes bring existing facilities into compliance with the <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) and City of Ottawa Accessibility Design Standards.</p>	<p>In 2020, implement pedestrian accessibility enhancements at the following intersections, subject to detailed design: • Beauséjour Drive and Country Walk Drive • Beauséjour Drive and Des Sapins Gardens • Donald B. Munro Drive and Carp Road • Eagleson Park and Ride and Highway 417 off-ramp • Manotick Main Street and Clapp Lane • Morgan's Grant Way and March Road – 30-metre section of sidewalk to bus stop 6152 • Nicolas Street and Laurier Avenue • Trim Road and Dairy Drive and Trim Road and St. Joseph Boulevard roundabouts</p>	<p>Implemented pedestrian accessibility enhancements at the following locations: • River Run and River Mist - completed • Somerset East and Nelson - completed • Lockhart and 50 metres south of Neepawa - completed • Eagleson Park & Ride and Highway 417 off-ramp - pursued through other City programs</p>	<p>2020</p>	<p>2024</p>
<p>Public Works</p>	<p>Winter Maintenance Quality Standards (WMQS) Review and Development of Maintenance Quality Standards (MQS) for Specialty Spaces and Streets</p>	<p>Ensure an accessibility lens is applied to the WMQS review and development of MQS.</p>	<p>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.</p>	<p>An accessibility lens is applied to the WMQS review and development of MQS. A trained staff person was identified to work with self-identifying residents who faced accessibility barriers to participate in the review. This is the first time such a resource had been made available during an engagement opportunity in Public Works.</p>	<p>2019</p>	<p>2021</p>

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.	This work is ongoing to increase awareness of accessibility through staff training. Winter Maintenance Quality Standards is applied to bus stops.	2017	2024
Public Works	Integrated Street Furniture	<p>Integrated Street Furniture was implemented in 2020. In 2021 Ottawa's Integrated Street Furniture Program (ISFP) continued 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.</p> <p>New furniture is inclusive and accessible to everyone. Placement elements incorporate adequate clearances to accommodate wheelchairs and scooters, as well as have bases that are cane detectable. Furniture is selected with colour contrast and slats to ensure transitions at the edges of the furniture. All elements have been placed in a manner that creates a barrier free walkway with special attention given to the height and protrusion of objects into the sidewalk corridor. All benches include back support, seat depth and seat height at the ADS prescribed measurements. All benches include a third arm located one seat-width from an arm at the end of the bench. On a three-seat bench the middle arm is installed at 1/3 of the width. On a two-seat bench the middle arm is located at 1/2 of the width. Waste receptacles have side openings at accessible heights and use colour, images and text for each compartment.</p>	<p>An Accessibility Lens was applied while installing new benches, waste/recycling containers on street sides.</p> <p>In 2021 Ottawa's Integrated Street Furniture Program (ISFP) continued 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.</p>	Staff continue to work to improve the design and function of furniture in public places and public spaces. The goal is to create a safer, more accessible and more attractive pedestrian right-of-way that residents and visitors can use with ease. This year the ISF Program has installed 202 new accessible benches and 360 new three-stream waste receptacles. Since 2019, a total of 694 accessible benches and 1,033 accessible three-stream waste receptacles have been installed city-wide.	2019	2024
Public Works	Maintenance of Sidewalks	Maintenance activities are scheduled based on the extent of the hazard in accordance with the maintenance quality standard. Public Works and Environmental Services (PWES) performs annual sidewalk surveys to identify issues including the maintenance of accessible elements.	The sidewalk surveys continue to be an annual exercise for Roads which assists with prioritizing sidewalk repairs and life-cycling sidewalks.	This work is ongoing to increase awareness of accessibility through staff training. Roads and Parking Services staff participated in Accessibility Awareness training at the beginning of the Winter 2021/2022 season. This included training to recognize barriers residents might face as a result of winter snow clearing operations and address accessibility challenges.	2015	2024
Public Works (Traffic Services)	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.	In 2020, continue to install APS on all newly constructed and retrofitted traffic signals.	The Planning, Real Estate and Economic Development Department will lead the detailed design and construction of these projects (except for LRT projects) once a source of funding has been determined.		2024
Public Works (Traffic Services)	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.	Equipped 29 traffic signals with PCS in 2021. Currently, out of 1,197 signalized intersections, 1,069, or about 89 per cent, are equipped with PCS. In 2022, continue to install PCS on all newly installed and retrofitted APS. (Initiative originally started under Transportation Services - now under Public Works - Traffic Services)	2020	2024

Public Works (Traffic Services)	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.	In 2020, continue to facilitate Key2Access's pilot site. Also, install enhanced accessible pedestrian signals, which can be remotely activated. This will be done as part of the final work on the Elgin Street reconstruction from Gloucester Street to Queen Elizabeth Driveway.	The vendor who was successful in the tender process has experienced delays in providing a product that integrates into the traffic signal controller. Barring any unforeseen circumstances, staff expect the deployment of the product to begin in spring/summer 2022, at which point the pilot project will officially begin. (Initiative originally started under Transportation Services - now under Public Works - Traffic Services)	2018	2023
Public Works (Traffic Services)	Pedestrian Crossovers	Install pedestrian crossovers (PXOs), which allow pedestrians to cross streets safely in locations where no crossings existed before. PXOs are identified by specific signs, pavement markings and depressed curbs.	Installed 10 new PXOs in 2020. PXOs make it easier and safer for residents, particularly children, older adults and persons with disabilities, to get around their own neighbourhoods. They give pedestrians the right of way over vehicles and cyclists, and in many cases, safely reduce walking distances for residents.	Installed 26 new PXOs in 2021. PXOs make it easier and safer for residents, particularly children, older adults and persons with disabilities, to get around their own neighbourhoods. They give pedestrians the right of way over vehicles and cyclists, and in many cases, safely reduce walking distances for residents. City Council approved \$530K in funding for new PXO installations in 2022	2020	2022
Public Works (Traffic Services)	Road Safety Action Plan	Develop a strategy for making the City's roads safer for all users and for continuing to advance toward zero fatal and serious injury collisions.	City Council approved the City's third Road Safety Action Plan, for 2020 to 2024. The plan is based on a safe systems approach which prioritizes human life and health, considers safety as a shared responsibility between road providers, regulators and users, recognizes that roads should be designed so that human error doesn't lead to death or serious injury and calls for a change in culture. The plan's objective is to reduce the average annual rate of fatal and major injury collisions by 20 per cent by 2024. The plan focuses the City's efforts and resources where they would have the greatest impact on reducing collisions that result in serious injury or death, including the protection of more vulnerable road users, like pedestrians.	Actions taken in 2021 included: <ul style="list-style-type: none"> Implementing enhanced high-visibility pedestrian crosswalk markings at 11 high-priority locations, including: Moodie Drive & Robertson Drive, Bronson Avenue & Laurier Avenue, King Edward Avenue & Templeton Street, Clarence Street & Dalhousie Street, King Edward Avenue & Murray Street, Grey Nuns Drive/Youville Drive, Bank Street & Riverside Drive N, Castlefrank Road & Hazeldean Road, Hazeldean at 246 m E of Castlefrank Road, Hazeldean Road & Carbrooke, and Greenbank & Ashgrove/Harrison. PXO crossings installed at 2 roundabouts located at Longfields Drive & Cambrian Road/Golflinks Drive and at Prince of Wales Drive & NCC Driveway. <p>In 2022, continue the implementation of the Council-approved 2020-2024 Road Safety Action Plan (RSAP).</p> <p>In 2022, City Council approved \$7.2 million for the continued implementation of road safety countermeasures under this program. The 2022 RSAP implementation plan will be presented for City Council approval in Q1 2022.</p>	2020	2024
Public Works (Traffic Services)	Street and Pathway Lighting Improvements	Install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility.	Complete the LED Streetlight Conversion Project.	Continued the conversion of 58,000 standard streetlight fixtures in the city to LED technology as part of the LED Streetlight Conversion Project. As of the end of 2021, about 94 per cent of the City's streetlights have been converted. Delays as a result of the pandemic and availability of lighting standards materials as a result of specialized standards has caused a delay in the completion of the project. The project's completion date has been revised to the end of 2022. (Initiative originally started under TSD - now under PWD - Traffic Services)	2020	2021
Recreation, Cultural and Facility Services	Accessible Seating in Parks	Provide more rest areas.	In 2021 Ottawa's Integrated Street Furniture Program (ISFP) continued 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.	New commemorative benches continue to be available and requested by residents. The bench locations are added online through the geoOttawa map.	2020	2024

Recreation, Cultural and Facility Services	Maintenance of Accessible Elements	<p>Departments continue to abide by clause 80.44 of the Integrated Accessibility Standards Regulation (IASR) via procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.</p>	<p>Upcoming Facility Operations Service projects:</p> <ol style="list-style-type: none"> 1. Accessibility for Ontarians with Disabilities Act (AODA) washroom project at Nepean Sportsplex in public washroom spaces 2. Accessible viewing platform in the Yzerman Rink at Sportsplex 3. New parking lot design including accessible layout and barrier free paths and asphalt at Sportsplex 4. Kanata Leisure Centre (KLC) grab bar installation universal washroom (asset management) 5. Richcraft Recreation Complex-Kanata (RRCK) grab bar installation universal washroom (asset management) 6. Partitions replaced in washrooms and changerooms at Greenboro Community Centre – one accessible stall in the men’s washroom and an accessible stall and shower stall in the women’s 7. Terry Fox North Building accessible washroom (currently underway) 8. Fully accessible kitchen at Greenboro Pavilion (14 Tapiola) 9. Front desk improvements at Francois Dupuis 10. Purchase of an accessible stage and ramp for City Hall (reviewing) 	<p>For 2022 it is anticipated to start the Yzerman rink viewing platform, the kitchen at Greenboro Pavilion, and front desk improvements at Francois Dupuis. There have been delays as a result of the pandemic. The remaining projects from previous years have been completed.</p>	2020	2024
Recreation, Cultural and Facility Services	Enhance Accessibility of Facilities	<p>Increase the accessibility of new and existing City Facilities and Parks. All new accessible features (including specialized fitness equipment) will be made available to the public on ottawa.ca.</p> <ol style="list-style-type: none"> 1. Outdoor Spaces project: audit recently built parks. 2. Training for staff on the new Accessibility Design Standards. 3. Incorporate the City’s Accessibility Design Standards in Community Recreations Facility Infrastructure Standards. 	<p>Utilize the City’s Accessibility Design Stands for RCFS parks and facilities.</p>	<p>Park planners continue to maintain and promote Accessibility Design Standards. In the case of a feature not meeting the accessibility design standard, the Accessibility Advisory Committee is notified and initiatives to mitigate are put in place.</p>	2016	2024
Recreation, Cultural and Facility Services and Innovative Client Services	Public Engagement – Ramp	<p>Enhance accessibility at City events and venues.</p>	<p>The City of Ottawa’s goal is for public engagement activities to take place in fully accessible spaces where this equipment is not needed. If required, the request would be accommodated. This will continue as part of regular ongoing business.</p>	<p>An accessible stage and ramp is available for City Hall to continue supporting public engagement activities. COVID-19 has impacted public engagement activities.</p>	2016	2024

Lead Department	Initiative Subject	Objective	Actions	2021 Updates	Start	End
Community and Social Services	Child Care for Children with Disabilities	Care for children with disabilities has been identified by families and service providers as an area requiring significant investment.	A strategy will be developed and implemented in order to increase access and support children with disabilities and their families	The strategic priorities defined in the Service System Plan had to be shifted in 2021 in response to pandemic-related emerging needs and to ensure the continued viability and sustainability of the child care sector. The Children's Services' 2021-22 work plan approved by Council in June 2020 was updated in June 2021 to address pandemic implications in support of the sector and to meet the needs of families within available resources. Planning considerations were used to adapt the Service System Plan activities to respond to local needs while continuing to advance progressive improvements in access, affordability, quality and responsiveness. The 2020 accomplishments and 2021-22 workplan priorities are listed in detail within the staff report, and include increased information, awareness, and transparency of the child care and early years system and continuing to work closely with Children's Inclusion Support Services (CISS) to ensure that children with disabilities are supported during COVID-19 and that inclusion is prioritized. CISS maintained services to the 800+ children they served prior to the closure of child care services. Consultants supported families on their caseload with toys, equipment and virtual services. Children's Services is committed to implementing priorities in support of children with disabilities and their families.	2020	2023
Community and Social Services	Portable Business Tools Pilot	Implement and evaluate the Portable Business Tools pilot, which leverages technology to create a virtual office that supports clients in their own environment or community establishment as well as reduces the need to attend the office for appointments or other administrative matters.	The pilot is being tested by staff who work predominantly offsite, with a focus on Home Support Services, Residential Services, Essential Health and Social Supports, and those who need financial assistance but are unable to leave their home due to a medical condition.	Completed in 2020.	2019	2020
Community and Social Services	Ontario Works New Online Tools	Encourage Ontario Works recipients to make use of new online tools to improve access to information and financial assistance.	Examples of improved service options include: • The My Benefits online tool - a secure way to report changes, see past payment information, view letters and more – anytime and on any device; • The reloadable payment card supports individuals who have barriers accessing or maintaining a bank account for direct bank deposit. The card can be updated at any time with eligible financial benefits, removing the need for a physical cheque and any additional travel requirements to the office.	The Children's Services' 2021-22 work plan approved by Council in June 2020 was updated in June 2021 to address pandemic implications in support of the sector and to meet the needs of families within available resources. Planning considerations were used to adapt the Service System Plan activities to respond to local needs while continuing to advance progressive improvements in access, affordability, quality and responsiveness. The 2020 accomplishments and 2021-22 workplan priorities are listed in detail within the staff report, and include increased information, awareness, and transparency of the child care and early years system and continuing to work closely with Children's Inclusion Support Services (CISS) to ensure that children with disabilities are supported during COVID-19 and that inclusion is prioritized. CISS maintained services to the 800+ children they served prior to the closure of child care services. Consultants supported families on their caseload with toys, equipment and virtual services.	2020	2024
Community and Social Services	Equity and Inclusion Lens Training	Enhance staff knowledge of Equity and Inclusion (EI) Lens training.	Equity and Inclusion Lens training will be offered to all City employees by way of in-class training and in an e-learning format. Training continues as part of ongoing business with sessions being planned for 2020.	Due to COVID-19, Equity and Inclusion (EI) Lens training was not formally offered during 2021. Revisions are being made to the existing content to further incorporate a gender and equity lens and consistent language. During this time, bias awareness training for leaders and staff was launched across the organization. This incorporates many of the key concepts discussed in the EI lens training and further considers the experiences of bias related to disability.	2016	2024
Community and Social Services	Older Adult Plan	The Older Adult Plan (OAP) supports a long-term vision for our community that values, empowers, and supports older persons and their quality of life.	The Older Adult Plan 2020-2022 commits to 24 actions organized around four main strategic areas that are consistent with the provision of City services for older adults: Aging with Choice, Transportation and Mobility, Wellbeing, and Communication. The OAP assigns responsibility for each action to a City Department, as well as Ottawa Public Health and Ottawa Public Library, who are committed to its implementation.	While COVID-19 impacted the original plans for related initiatives, 24 actions were adapted to meet the intended outcomes. Actions continue to consider the diversity of Older Adults and have accessibility at the forefront.	2020	2022
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.	Allocated \$137,799 to nine agencies for the Snow Go and Snow Go Assist Programs in 2021.	2015	2024

Community and Social Services	Awareness Training for Managers	Increase awareness of managers on diversity, and their duty to accommodate, with a resulting increase in the degree that the workplace be barrier free for employees with disabilities.	This training will continue to be delivered to Managers and staff for specific information resources related to accommodations.	Due to COVID-19 response requirements in 2021, "Leading a Diverse Workforce" training was not offered on a regular basis. In 2022 this training will be updated to be available in a virtual format. New training offerings focused on bias awareness were rolled out in 2021. This incorporated experiences and examples related to disability to ensure greater knowledge and awareness. Community and Social Services Extended Department Leadership Team staff took part in the pilot of the bias awareness course for leaders.	2017	2024
Community and Social Services	General Accessibility Awareness	City and Human Resources staff will increase awareness and understanding of the needs of people with disabilities.	City of Ottawa staff participate in the coordination of the annual Employment Accessibility Resource Network (EARN) conference. Learning My Way training continues to be delivered to create greater awareness around learning disabilities, and to remove stigma. This will continue to be part of regular ongoing business.	A current employee represents the City of Ottawa on the Employment Accessibility Resource Network (EARN) in the role of Leadership Group Co-Chair and another current employee sits on the Steering Committee. In this capacity, these employees play a leadership role in supporting a number of activities, including the annual EARN conference for employers and program evaluation. Additionally, the current Outreach and Engagement Specialist participates in monthly job match calls to promote current competitions and establish relationships with service providers.	2016	2024
Community and Social Services	Respectful Workplace Training	To ensure employees become more familiar with types of workplace harassment, discrimination, and the duty to accommodate, the training includes information on the different types of learning disabilities, and the many ways to accommodate people with learning disabilities.	In 2020 the Equity and Inclusion Lens training will become part of the onboarding process for all new employees. As well, sessions will continue to be offered to current staff.	The online "Violence, Harassment and Respectful Workplace" training continues to be available to all staff. As in-person training was not an option in 2021, this training has not been formally offered. An updated virtual offering has been developed and will be piloted with elected officials and their staff. Additionally, the City has rolled out additional bias awareness training for leaders and employees.	2016	2024
Community and Social Services	Human Needs Task Force	Mask Distribution	Ensure vulnerable populations have access to masks during COVID-19.	The Human Needs Task Force (HNTF) continued to coordinate and redirect reusable and disposable mask donations to community agencies who required them so they could continue to offer programs and services safely. Residents requesting masks were redirected to local community health and resource centres for their needs and encouraged to review the Provincial and/or Ottawa Public Health websites for additional information on the various face masks and their intended use. In 2021, the HNTF was able to redirect donation offers of over a million disposable masks to community agencies.	2020	2021
Community and Social Services	Human Needs Task Force	Red Cross Outreach to Vulnerable and Isolated Populations	Proactive outreach to vulnerable and isolated populations to ensure they are supported during COVID-19.	The Human Needs Task Force continued to engage the Red Cross, Ottawa Community Housing (OCH), Ottawa Public Health and additional community partners to assist with wellness visits for isolated and vulnerable populations within several communities around the City of Ottawa. During these wellness visits, they also provided packages with COVID-19 information and resources, as well as hand sanitizer. Effective May 2021, with the resumption of community services, local community agencies were able to continue outreach services in their communities and no longer required supports from the Red Cross and the City of Ottawa.	2020	2021
Community and Social Services	Human Needs Task Force	Respite Centres	Provide support to vulnerable residents during COVID-19 through services provided at respite centres.	The Tom Brown temporary respite centre continued to operate throughout the year and was stood up as a temporary physical distancing centre from January 29 to February 11, 2021. Existing services were enhanced with the Employment and Social Services (ESS) Outreach and Mobile Services Team beginning to offer services in March 2021 as a pilot. The pilot was so successful that the team continued to operate and expand throughout 2021. Meals were no longer offered by October 2021, but snacks were still provided from community partners through food recovery. The Bernard Grandmaitre temporary respite centre continued to operate throughout the year. Existing services were enhanced with the ESS Outreach and Mobile Services Team beginning to offer services in March 2021 as a pilot. The pilot was so successful that the team continued to operate and expand throughout 2021. Meals were no longer offered by October 2021, but snacks were still provided from community partners through food recovery. St. Paul's Eastern United Church respite centre continued to operate until September 30 2021, when it was closed due to low attendance and existing local community services resuming their operations.	2020	2021

Community and Social Services	Human Needs Task Force	Physical Distancing/Isolation Centres	Offer physical distancing/isolation centres for women experiencing homelessness during COVID-19.	The Friel physical distancing centre (PDC) for women, operated by the Cornerstone Housing for Women and supported by the City of Ottawa, moved to the Heron Road community centre in July 2021 as the lease for the Friel location expired. This new location continued to house over 100 single women until November 2021 when the Dempsey physical distancing centre was stood up to accept half of the women in preparation for the Cornerstone Housing for Women to move back to their original location at 172 O'Connor due to the life cycle upgrades at their facility being completed. The Dempsey PDC for single men continued to operate until June 2021 when they were transitioned to the Nicholas St. location to allow for overflow space for women, if needed. The Nicholas PDC for single men was opened in February 2021 to accommodate the high number of homeless individuals as Dempsey had reached capacity. While Nicholas continues to operate and house over 100 single men, it has expanded, as need, to accept single women as part of an overflow capacity strategy.	2020	2021
Community and Social Services	Human Needs Task Force	Portable Toilets	Maintain portable toilets in the urban core for use during COVID-19.	The Human Needs Task Force continued to work with its stakeholders, including Public Information and Media Relations, on the funding, placement, and operations of portable toilets in the community, as part of the emergency response. As of September 2021 only 5 portable toilets remained and these were closed, effective October 31, 2021 due to the cold weather. Residents are being redirected to respite centres, community agencies, City Hall and the Employment and Social Services site at 370 Catherine St. for washroom access.	2020	2021
Community and Social Services	Human Needs Task Force	HNTF Recovery & Sustainability Planning (NEW)	Develop sustainability plans to address ongoing needs and service gaps.	The Human Needs Task Force (HNTF) began recovery planning in July 2021. Due to the resurgence of COVID-19, particularly the Delta and Omicron variants, recovery and transition planning has paused to allow the HNTF to focus on maintaining vital services being offered through the emergency response. In 2022, the HNTF will continue to work collaboratively with community partners, including ongoing consultation with Ottawa Public Health and Ottawa Inner City Health to monitor the emergency response and continue with the development of a recovery and sustainability plan that will help address any gaps that may not be accommodated within our existing community services, and will include new ways of providing services to residents in need.	2021	2022
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.	Enforcement of accessible parking violations is part of BLRS' ongoing operations. In 2021 BLRS issued 14 Part 1's, 1,045 Part 2 tickets and 34 warnings for parking in an accessible space without a permit.	2020	2024
Emergency and Protective Services	Public Communications	Develop a communications strategy to highlight Ottawa Paramedic Service policy 1.8 (Transporting Passengers in Emergency Vehicles) and the inclusion of support persons and service animals.	Share information with residents once strategy is completed.	The development of a communications strategy to highlight the Ottawa Paramedic Service Policy 1.8, Transporting Passengers in Emergency Vehicles, and the inclusion of support persons and service animals continues to be on hold due to the ongoing COVID-19 pandemic. The service will be reassessed in 2022.	2020	2024
Emergency and Protective Services	Public Engagement: Accessible Consultations	Public Policy and Development (PPD) branch, and Community Safety and Well Being (CSWB) group, commit to having American Sign Language (ASL)/Langue des signes Québécoise (LSQ)/Closed Captioning/FM loop and French interpretation available for public engagement events, upon request.	Supports will be provided upon request when registering. Active offer for supports on registrations.	Accessible supports were provided to all that requested them during the Community and Safety Well Being consultations and presentations throughout 2021. Moving forward, the Community and Safety Well Being plan will sit with Community and Social Services. PPD continues to commit to offering accessible resources as part of any public consultations moving forward. This item will be considered part of regular business practices.	2020	2024
Emergency and Protective Services	Public Communications: Event Accessibility	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.	External communications to the public relating to accessibility for events were delayed due to the pandemic. Events within the City of Ottawa were limited throughout 2021 due to COVID restrictions. The communications plan will be revisited when restrictions are removed and in-person events resume in 2022.	2020	2024
Finance Services	Point of Sale Equipment "POS"	Research accessibility features available for Point of Sale equipment.	Work with the Revenue Branch to research accessibility features available for POS equipment, as part of lifecycle.	The POS Request For Proposals has been posted on Merxx and has recently closed. The selection team will begin the evaluation process of each proposal with hopes of having a selected vendor by end of Q1 2022.	2020	2024
Finance Services Department	Wearing Masks	Increase education and awareness of the Accessibility Standard.	Work with branches to raise awareness on the barriers created by staff wearing face masks.	OPH-approved clear masks have been purchased. Staff are aware these are available for working with clients with hearing loss, as needed.	2020	2021

Innovative Client Services	Maintenance of Accessible Web Training Program	Ensure corporate and Web Content Accessibility Guidelines trainings are provided, relevant and utilized.	Corporate training on web accessibility validation tools and creating accessible documents will continue as part of regular ongoing business in 2020 and beyond.	Courses and content continue to be updated and offered to staff. This will be ongoing.	2016	2024
Innovative Client Services	Scented Products in the Workplace Guidelines	Increase employee's and the community's awareness of the Scented Products in the Workplace Guidelines.	Internal review is ongoing regarding guidelines for staff on awareness of scent-related sensitivities. Review of the policy and distribution started in Q4 of 2020. Documentation will be updated in 2021.	Human Resources worked with the Accessibility Office to convert the existing guideline to a policy and procedure. The purpose of the Policy is to reduce the likelihood of employees or clients being negatively impacted by scented products. The policy was approved in November 2021 and will be communicated in 2022. There was extensive consultation with Departmental Policy Leads, Legal/Legal Review, the Accessibility Office, Workplace Safety and Compliance, Health and Safety Committees, the Equity Secretariat and Facility Services.	2016	2024
Innovative Client Services	Accessible tools	Increase options for voters in the Ward 19 by-election.	A close partner of the Elections Office, Information Technology Services (ITS) was engaged early to support the Cumberland By-election, including supporting the "vote anywhere" option.	Completed.	2020	2020
Innovative Client Services	Accessible Customer Service	Increase communication options for residents calling 3-1-1.	The Canada Video Relay Service will allow residents to communicate with city employees through phone calls, by accessing real-time assistance of a sign language interpreter.	This service continues in 3-1-1.	2020	2024
Innovative Client Services	Accessible Customer Service	Increase methods of accessing City of Ottawa information.	The establishment of a City's Mobile App in both official languages.	Additional services are available online, allowing them to be accessed without coming in-person to a Client Service Centre.	2019	2024
Office of the City Clerk	Policy Development	Provide clarity regarding accessibility considerations in Council reports.	The Accessibility Office supports departments to include fulsome Accessibility Impact Statements. This will continue as part of regular ongoing business.	In 2021, the Accessibility Office completed a full review of the instructions to write Accessibility Impacts statements for reports to Committee and Council. Updated instructions were shared through Committee and Council Services in June. Training will be offered in the future. In Q1 2021, the Accessibility Office also began to offer enhanced support to report writers. This included monitoring the legislative agenda for reports that could benefit from an additional accessibility lens. This is further discussed in the report.	2016	2024
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.	The Accessibility Office (AO) continued to respond to accessibility-related inquiries and feedback in 2021, supported by all departments. This included responding to feedback on the City's response to COVID-19, and supporting Ottawa Public Health to develop information and materials for people with disabilities. Additionally, the AO was also represented on the newly created Community Engagement Task Force (CETF) to ensure people with disabilities were considered and engaged in the vaccine planning and implementation.	2019	2024
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 by creating dedicated entrances for people with disabilities.	This initiative is on-hold due to COVID-19. Accommodations and supports for virtual events were offered and provided upon request.	2020	2024
Office of the City Clerk	Accessible Customer Service	Improve accessibility for public delegations at Council Meetings and Standing Committees	Ensure microphones are accessible for all delegates. In consultation with Facilities and Accessibility Office.	Committee and Council meetings continued to be held virtually and delegates were encouraged to participate online or via a written statement sent electronically. This initiative will be reassessed when in-person meetings resume.	2020	2024
Office of the City Clerk	2022 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.	Accessibility considerations for the 2022 Municipal Election are detailed in the report.	2020	2022
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.	In 2021, the Accessibility Office (AO) continued to publish the e-newsletter, Accessibility Spotlight, to highlight all initiatives, events, programs and services happening at or through the City that have an impact on people with disabilities. The newsletter was distributed to 4,333 subscribers in English, an increase of 1,850 from 2020, and 192 in French, an increase of 36 from last year. The AO is committed to sharing updates and information with the public and will continue to work to find ways to increase the newsletter's subscribers.	2020	2024

Ottawa Public Health	Awareness of Accommodations	Establish an Ottawa Public Health (OPH) standard active offer on promotions about our programs and services, to ensure residents are aware that accommodations can be made to access services.	<ul style="list-style-type: none"> • Examine best practice and examples of active offers used at the City and elsewhere • Develop tag line • Determine contact person for inquiries and method of communications available • Used phased approach to include tag line on promotional materials • Address and monitor accommodation requests 	Disability-related accommodations and supports have been a central focus of OPH's vaccination plan. A plan to offer and respond to accommodations was developed in 2021. These have been promoted on the OPH website, through social media, and through the Accessibility Office to community organizations and through the e-newsletter, Accessibility Spotlight.	2020	2022
Ottawa Public Health	Accessible Programs and Services	Analyze social determinant data of Ottawa Public Health (OPH) clients to offer tailored programs and services.	<ul style="list-style-type: none"> • Train employees on importance for Social Determinant (SD) data collection; and address concerns • Imbed SD data collection in Electronic Public Health Record (EPhR) development • Train employees on SD data collection in EPhR • Identify and monitor differences in access, care and health outcomes for persons with disabilities to other service users; • Modify services to address unique individual, as well as population, needs by offering tailored and culturally sensitive programs and services 	Many of OPH's regular programs and services continued to be on-hold in 2021 due to COVID-19. However, OPH continued to work with diverse community organizations to ensure the response to COVID-19 was inclusive for all Ottawa residents, including people with disabilities. Accessibility continues to be a key focus in the OPH's emergency response.	2020	2024
Ottawa Public Library	Centre for Equitable Library Access (CELA Library)	Offer alternative reading formats for people with a print disability. Increase browse-ability of the collection for customers.	Continue to offer program for customers with print disabilities.	We continue to register customers with print disabilities for CELA, which gives them access to books and reading in a variety of accessible formats.	2020	2024
Ottawa Public Library	Homebound Services (HBS) Programming	To provide programming to customers who aren't able to attend in branch programs.	Part of regular business depending on the funding received. Each year Homebound will submit funding request to develop programming for older adults.	Homebound services continued to run with adjustments due to the inability to enter long-term care and retirement/seniors facilities.	2017	2024
Ottawa Public Library	Sensory Story Time	This program is beneficial for customers who have lower attention span, or lower vision and the Deaf/Blind community. This program can also be altered for adults as well as children.	Training will become part of regular business offerings in 2020 and beyond. Staff will be trained to offer programs for people with disabilities.	This program is still paused due to COVID restrictions. We will resume once programming is permitted.	2017	2024
Ottawa Public Library	Purchase More Large Print Books	To assist the older adult population and those with low vision to read.	Ottawa Public Library's collection development team is committed to developing the Large Print collection as long as it continues to be used and is viable.	This initiative is ongoing.	2016	2024
Ottawa Public Library	Tracking Accessibility Inquiries/Questions	Ottawa Public Library (OPL) will have a better idea of what questions and inquiries staff receive which can reflect any changes needed in branches or training for staff.	Streamline ways of tracking OPL related inquiries and ensure staff are including the OPL Accessibility Office when accessibility related events happen.	This initiative is ongoing.	2016	2024
Ottawa Public Library	Wellness Fridays (Aging Well Together)	Offered by OPL in partnership with the City of Ottawa, these programs are delivered online and feature activities designed to enhance the physical and mental well-being of Older Adults. This will allow Older Adults who are unable to leave home or have difficulty doing so experience the mental and physical benefits of these activities.	Offering weekly programs in English (and bi-weekly programs in French)featuring activities (yoga, painting) adapting to the needs of seniors	OPL was granted funding from the Older Adult Plan (OAP) to run this workshop series for the year. Workshops took place weekly from February to December. OPL will apply for OAP funding in 2022 in hopes the series can continue.	2021	?

Planning, Real Estate and Economic Development	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.	The City of Ottawa partnered with the National Capital Heavy Construction Association (NCHCA) and the Association of Consulting Engineering Companies (ACEC-Ontario) to offer a virtual version of the annual Education Series. The virtual session was held on April 8th, 2021 and included two presentations - Mental Health and Substance Use and Emerging Design & Construction Techniques. The second session reviewed the design & construction of protected intersections and raised cycle paths and included application of accessibility features in the presence of cycling infrastructure. Both sessions included time allotted for Q&A and recordings were made available for post event viewing.	2017	2024
Planning, Real Estate and Economic Development	Accessibility for Ottawa	Share best practices and provide accessibility-related resources and information to the local business community.	Part of regular ongoing business and will be expanded in 2020-2024.	This initiative is ongoing.	2016	2024
Public Works	Increase Emergency Preparedness and Develop a Departmental Deployment Plan	Ensure departmental readiness and increased responsiveness in case of emergencies.	Plan for deploying staff in emergency situations while maintaining daily operations.	Recent departmental structure changes may impact the process of these plans.	2020	2024
Public Works and Environmental Services	Accessibility Related Service Requests	Respond to the accessibility related service requests in a timely manner to significantly improve the accessibility of the public services related to the roads maintenance, snow removal, curb cuts, waste collection, etc.	Will be ongoing into 2020, while exploring possibilities for further improvement of the services we provide.	This continues to be a priority for staff while balancing operational responsibilities.	2020	2024
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.	RCFS delivered a virtual program for individuals with Acquired Brain Injury (ABI) or post-stroke who do not feel comfortable or cannot attend in-person programming during the pandemic. We developed and delivered a virtual Variety at Home program for adults with developmental/intellectual disabilities when Variety programs were paused, and offered adapted summer programs during the pandemic which provided an opportunity for programming for this population when community programs were limited. We adapted the structure of Inclusive Social Recreation programs to help accommodate shut downs and reopened programs to lower the rate of program cancellations. We also submitted two grant applications to create new programming to address gaps in service identified for seniors with disabilities. We prepared weekly virtual calendars for ABI and Variety Program families while programs were shut down to offer continued support in an adaptive method. We also liaised with Ottawa Public Health and Legal regarding the interpretation of provincial and municipal guidelines impacting Inclusive Recreation (IR) programs in order to adapt programming to meet provincial requirements. We worked with the eService Resumption Working Group to advise on guidelines and procedures to ensure the resumption of IR summer and seasonal programs were considered in the overall service resumption decisions. We also surveyed families regarding their satisfaction with Summer Spirit Program. Finally, we analysed the results and made operational recommendations for summer 2022 programming based on feedback received.	2016	2024
Recreation, Cultural and Facility Services	Accessible Summer Programming	Provide social recreation programs/summer camps for individuals with developmental disabilities.	Inclusive Recreation is completing public engagement consultations with participants and families of the Variety program, and the therapeutic recreation day program. Inclusive Recreation will ensure feedback from the consultations is incorporated into program offerings beginning Fall 2020.	Engagement with families and caregivers is ongoing to address recommendations within the Variety Success report and plan. Two Parent Engagement/Information meetings were held in 2021.	2016	2024

Recreation, Cultural and Facility Services	Accessible Sport Instructional Programming	Making sport more accessible. To provide quality learning and experiences for children and youth of all abilities.	<p>These programs are funded through Canadian Tire Jump Start (CTJS) charities and make sport accessible to children and youth with developmental and physical challenges:</p> <p>I Love to Ski program, a cross-country ski program for children and youth with Autism (ASD).</p> <p>I Love to Play Multi-Sport – Racquet Sport program for children with physical and developmental challenges.</p>	Due to COVID-19, all winter Para programs were cancelled. Select program offerings were made available virtually in the Spring. No additional Canadian Tire Jump Start related programming was offered in Summer and Fall.	2018	2024
Recreation, Cultural and Facility Services	Inclusive Recreation Webpage	This update is to increase awareness of programming available, and the corresponding process for Inclusive Recreation (IR) programming in an accessible manner.	Update the Inclusive Recreation webpage to include relevant information for parents, guardians and service providers.	The Inclusive Recreation (IR) Website is continuously updated to reflect programs offered by season. Throughout COVID-19, links to virtual inclusive activities were added to the IR webpage and these resources were shared via social media platforms and the Corporate Accessibility branch.	2019	2024
Recreation, Cultural and Facility Services	Registration Assistance	Improve access to registration services for recreation clients who require alternative services.	<p>Individuals can meet with a Portfolio coordinator to determine the best fit for programming.</p> <p>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.</p> <p>Recreation, Cultural and Facility Services (RCFS) is in the process of acquiring a new registration, booking and payment system.</p>	RCFS has acquired a new registration, booking and payment system that will continue development into 2022. Clients that may require alternative services continue to be able to meet with an Inclusive Recreation Portfolio Coordinator to determine the best fit for programming.	2016	2024
Transit Services	Community Outreach and Engagement on Public Transit	Foster partnerships and open communication through direct and ongoing engagement with community groups and stakeholders.	In 2020, continue community outreach sessions throughout the city, in partnership with various community agencies.	Due to the ongoing pandemic, OC Transpo suspended in-person community outreach on the public transportation options available in 2021. However, outreach continued virtually, by telephone and email with a wide range of individuals and stakeholders. We will resume in-person community outreach sessions throughout the city, in partnership with various community agencies, once it is safe to do in compliance with public health recommendations.	2020	2024
Transit Services	Replica Bus Stops in Long-Term Care Facilities	Best practice research recognizes replica bus stops as a valuable tool in dementia care. The stops add a point of reference for residents. Waiting at the bus stop is a daily activity that people remember from earlier in their lives.	In 2020, continue to partner with long-term care homes and other community facilities in the creation of replica bus stops.	OC Transpo installed a replica bus stop at The Courtyards on Eagleson in August 2021. The Courtyards on Eagleson is a retirement community for those living with memory care concerns, such as Alzheimer's disease and dementia. Best practice research recognizes replica bus stops as a valuable tool in memory care. The stops add a point of reference for residents. Waiting at the bus stop is a daily activity that people remember from earlier in their lives. In 2022, continue partnership with long-term care facilities in the creation of replica bus stops on an as-requested basis.	2020	2024
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.	In 2020, continue partnerships in the delivery of travel training to persons with disabilities and seniors; and, continue provision of training to other individuals who may benefit from instruction on how to use transit safely and independently.	Partnered with nearly 100 community agencies, groups and organizations in the delivery of the travel training program in 2021. Approximately 2,400 travel training passes were distributed by OC Transpo in 2021; however, due to the COVID-19 pandemic, many partner agencies' travel-training programs were suspended or significantly reduced in both 2020 and 2021. In 2022, we will replace existing Travel Training cards with new tappable cards that will not have an expiry date sticker and will be registered in a new database. This will allow OC Transpo to assist our partners with card control and program auditing.	2020	2024

Transit Services	NEW - Service Animal Cards	Simplify identification requirements for customers using service animals on OC Transpo.	Stop issuing OC Transpo Service Animal Cards, for the identification of service animals, to better align OC Transpo with transit agencies across the province and the Accessibility for Ontarians with Disabilities Act.	Simplified identification requirements for public transit customers using service animals in December 2021. Service Animal Cards are no longer required or being issued by OC Transpo for the identification of service animals. This change better aligns OC Transpo with transit agencies across the province and the AODA. Customers who already carry Service Animal Cards can continue to use them until they expire or use any one of the following forms of identification: - A vest, harness, or other visual indicator that clearly identifies the animal as a service animal. - A letter from a regulated health professional confirming they require the animal for reasons relating to a disability. - Other forms of identification, such as a guide dog identification card from the Ontario Ministry of the Attorney-General or identification from a registered service animal training school.	2021	2021
Transit Services	NEW - 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).	We informed customers of another way to connect with OC Transpo through the Canada Video Relay Service (VRS). Using VRS, customers can connect with a sign language interpreter by video before calling OC Transpo. VRS allows callers to express themselves in their first language, American Sign Language (ASL) or Langue des signes québécoise (LSQ) when communicating with OC Transpo staff. This free service offers customers more independence and freedom when accessing transit services, and an alternative to the TTY line.	2021	2021

Lead Department	Initiative Subject	Objective	Actions	2021 Updates	Start	End
Community and Social Services	Outreach and Recruitment	Accessibility Awareness for hiring Managers	In addition to the Accessibility for Ontarians with Disabilities Act (AODA) managers compliance sessions offered by the Accessibility Office, many of the discussions and scenarios used in the Leading a Diverse Workforce training focus on accessibility accommodations and duty to accommodate. This work will continue in 2020. Additional training such as bias awareness and mandatory Equity and Inclusion (E&I) lens training for new staff will positively impact the experiences of jobseekers/employees with disabilities.	Due to COVID-19 response requirements, "Leading a Diverse Workforce" training was not offered on a regular basis in 2021. In 2022, this training will be updated to be available in a virtual format. New training offerings focused on bias awareness were rolled out in 2021. This incorporated experiences and examples related to disability to ensure greater knowledge and awareness.	2020	2024
Community and Social Services	Corporate Diversity and Inclusion Plan	Make linkages between accessibility, the Corporate Diversity and Inclusion plan and the priorities laid out in the Corporate Strategic Plan.	Meet objectives and complete initiatives in the areas of awareness and engagement, workforce analytics, recruitment and selection processes, and employee learning and development for staff with disabilities and other groups.	The updated and digitized form was launched in 2021 as the Count ME In! self-identification questionnaire. This included a robust communications campaign with engagement across the organization. Awareness focused on the importance of identifying lived experiences, benefits to the individual and the organization and how the information is to be used. Overall participation rate rose from 81% to 87%. There was also a marked increase in individuals self-identifying as living with disabilities, moving from 2.5% to 7% post-campaign. This speaks to the success of the awareness campaign and the work towards creating an inclusive environment for employees with disabilities and other employment equity groups.	2016	2024
Community and Social Services	Outreach and Recruitment	Enable the City to connect with people with disabilities and promote employment opportunities.	Continue outreach to external organizations, educational institutions and Employment Accessibility Resource Network (EARN) to encourage applications from people with disabilities.	A current employee represents the City of Ottawa on the Employment Accessibility Resource Network (EARN) in the role of Leadership Group Co-Chair and another current employee sits on the Steering Committee. In this capacity, these employees play a leadership role in supporting a number of activities, including the annual EARN conference for employers and program evaluation. Additionally, the current Outreach and Engagement Specialist participates in monthly job match calls to promote current competitions and establish relationships with service providers.	2016	2024
Community and Social Services	Accessibility Awareness for Managers	Increase accessibility knowledge for Managers.	In addition to the <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) managers compliance sessions offered by the Accessibility Office, many of the discussions and scenarios used in the leading a diverse workforce training focus on accessibility accommodations and duty to accommodate. This work will continue in 2020.	Due to COVID-19 response requirements, "Leading a Diverse Workforce" training was not offered on a regular basis in 2021. In 2022, this training will be updated to be available in a virtual format. New training offerings focused on bias awareness were rolled out in 2021. This incorporated experiences and examples related to disability to ensure greater knowledge and awareness.	2017	2024
Community and Social Services	Inclusive Workforce	Develop and implement a plan that will foster an inclusive, thriving workforce.	This includes: <ul style="list-style-type: none"> • Increase the diversity of the workforce to more closely reflect the diversity of the community; including persons with a disability • Pilot modern and innovative hiring practices/ opportunities for diverse candidates to enter the department • Understand and respond to the needs of the workforce of the future; including physical space, tools and work environment • Increased mental health supports/training for employees • Influence the culture to be inclusive, accepting, welcoming and supporting of our people 	In addition to continuing the inclusive hiring practices mentioned in 2021, LEAD IT (Leverage Equity to Achieve Diversity and Inclusion Targets) has been further developed and piloted in four departments. This strategic initiative aims to increase representation of employment equity groups across the City. A robust implementation process has been developed that includes the following: development of sponsors group and steering committee; working groups focused on the various areas impacted by this work i.e. change management, training, communications etc.; develop policies, tools and supporting resources. In 2021 an evaluation was undertaken of the pilots to inform full implementation to be launched in Q3 2022. Affinity groups were further developed in 2021, including the Employees with Disabilities Affinity Group. As an employee lead group, its mandate was defined by its membership. A number of virtual gatherings were held in 2021 and a virtual learning session was coordinated in response to National Disability Employment Awareness Month in October. This event was open to all City staff and focused on accommodations in the workplace. PIED provided corporate sponsorship to support the accommodations and promotion of the event. The city currently has 9 active Affinity groups that support a number of lived experiences and social identities that also consider intersectionality in their membership. With the ongoing COVID-19 response and recovery, additional consideration and support has been given to mental health issues and required supports for staff. Updated information on supports are provided to staff through the SharePoint page and promotion of the tools available through the Employee and Family Assistance Program (EFAP) are regularly discussed and promoted.	2020	2022

Community and Social Services	Outreach and Recruitment	Promote the City of Ottawa as an inclusive employer to people with disabilities.	Through the 2019-2024 Corporate Diversity and Inclusion Plan, a number of tactics have been identified to increase representation and inclusion of persons with disabilities in the workforce. This includes but are not limited to; inclusion of diversity related competencies in job postings, questions related to diversity now included in the interview question inventory, increased use of diverse hiring panels, and exploration of alternative assessment methods for candidates where appropriate. Human Resources is collaborating with Community and Social Services Department (CSSD) on procedure documents to support strategic hiring processes. Continue outreach to external organizations, educational institutions and Employment Accessibility Resource Network (EARN) to encourage applications from people with disabilities.	Additional LEAD IT pilots were undertaken in the Transportation Services Department, the Innovative Client Services Department, as well as additional competitions within Community and Social Services. Additional work has been done to support the upcoming roll-out across the corporation. This has been a collaboration between Innovative Client Services (Human Resources) and CSSD. Through these pilots, barriers have been identified and addressed through the evaluation and the development of supporting processes, and continual lessons have been learned to support inclusive hiring process that considers diversity as an added value.	2018	2024
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 event. Attend the "Employment Accessibility Resource Network (EARN) Job Fair" at Carleton University.	Due to the ongoing response to the COVID-19 pandemic and the Vaccine Distribution Task force efforts, the City's Career Showcase event was cancelled and the EARN job fair was done virtually; EPS continued to create and promote virtual outreach products, including awareness videos for Paramedic Awareness Week, station visits and also participated in virtual career fairs and guest speaking events at high schools	2020	2024
Emergency and Protective Services	Education on Accessible Collaboration Tools	Promote the available accessibility features on new technology; educate staff on proper use of supports and tools.	Continue to roll out Office 365 including use of accessibility tools; Educate service area contacts on Accessible tools/supports.	The EPS Digital Services Coordinator (DSC) continues to work with service area contacts to expand their knowledge base of accessible supports. The Business and Technical Support Services DSC led the Ozone to SharePoint migration efforts and the EPS Business Support Services and Project Management Officer are leading the overall SharePoint expansion in all EPS Departments. The work will continue through to 2022.	2019	2024
Finance Services	Accessibility Awareness for hiring Managers	Increase knowledge of accessible hiring practices.	Promote the use of interviewing materials, tips and rating guide via manager newsletters.	There was an article featured in Q1 2021 of Leadership Express. More on awareness is planned in recruiting initiative for 2022.	2020	2024
Finance Services	Recruiting	Promote the City of Ottawa/Financial Services Department (FSD) as an inclusive employer.	Participate in the City's Job Fair event. Attend the "Employment Accessibility Resource Network (EARN) Job Fair" at Carleton University.	There were no career fairs offered in 2021. FSD has indicated this as a priority in their corporate Diversity and Inclusion (D&I) plans. Plans to offer support for D&I questions within interviews will be prioritized in 2022. FSD will participate in recruitment job fair opportunities and are awaiting corporate direction from the Gender & Race Equity, Inclusion, Indigenous Relations and Social Development Services within CSSD.	2020	2024
Innovative Client Services	Collaboration Tools	Enable staff to communicate with each other in accessible formats.	Continue to implement SharePoint and support the adoption of Office 365 including use of accessibility tools. A guide on how to make accessible SharePoint content was circulated in Q1 2021.	ITS continues to promote on how to create accessible content for this platform.	2019	2024
Innovative Client Services	Recruiting	Promote the City of Ottawa/Innovative Client Services Department as an inclusive employer.	Participate in various job fairs such as Employment Accessibility Resource Network (EARN) at Carleton. Continue to participate in various events to promote our department and attract applicants.	An Outreach and Recruitment Specialist was hired in September 2021. The Specialist will be developing a corporate strategy that will include defined programs to attract and retain a diverse and talented workforce. Engagement is underway with post secondary institutions to strengthen student programs, such as Co-Op's. Engagement events are planned to begin in Q1 2022.	2019	2024

Innovative Client Services	Access to tools and information	Enable staff to access their City email, online training, e-newsletters, HR tools, forms and guidelines	Add more staff to the network. Information Technology Services (ITS) accelerated plans to provide network access, email accounts and online Microsoft Office 365 to almost 5,000 employees within five departments who were previously non-networked. Among a host of other benefits, this enablement will provide employees with the ability to access up-to-date departmental and Corporate information and online services, communicate via the new tools, and set the foundation to implement future employee-focused technology services.	This work is ongoing	2020	2024
Innovative Client Services	Accessible formats (NEW)	Enable staff to have access to an accessible format for online external facing courses on OLearn	Provide an alternative format for participants to view eLearning modules in the form of a transcript.	OLearn is the City's eLearning public platform that provides courses to volunteers, contractors and students, which launched in 2021. Work is underway to bring course content to compliance, starting with providing transcripts as an alternative for non compliant courses. Innovative Client Services Department (ICSD) has accomplished this for mandated/legislated owned courses owned by ICSD. The Learning Centre has also modified some modules/courses to improve accessibility.		
Innovative Client Services	Inclusive employment (NEW)	Promote the City of Ottawa/Innovative Client Services Department as an inclusive employer.	Recruitment campaign to target employment equity seeking groups for MPE positions using LEAD IT (Leverage Equity and Achieve Diversity and Inclusion Targets)	Human Resources (ICSD) is collaborating with the Equity Secretariat (CSSD) to implement LEAD IT. Implementation of LEAD IT will support increasing diverse representation of the City's workforce and support collection of data with proactive processes in place. Activities include development of a policy and procedures, templates, tools, resources and training. A project team was established in June 2021. LEAD IT is targeted to launch corporate wide in Q3 2022		
Office of the City Clerk	Manager and Supervisor Training - Internal Staff Communication	Ensure that managers and supervisors are familiar with the individualized workplace emergency response process and provide the tools and guidance to their employees.	Reminders will be sent through the Management Bulletin and information will be updated as required.	This work is ongoing. Reminders regarding employee Individualized Workplace Emergency Response Information (IWERI) plans were published in editions of In the Loop and a Management Bulletin.	2016	2024
Ottawa Public Health	Diversity and Inclusion Plan	Incorporate a Health Equity lens in Ottawa Public Health (OPH) to address under-represented groups by removing barriers, accommodating special needs, promoting hiring of people with disabilities and fostering a respectful and supportive workplace.	A large variety of programming is provided to various groups with a health equity lens, for example immunization clinics at shelters, free dental services at our dental clinics, free vision screening in schools, etc. Our volunteer space accommodates those with physical disabilities, and includes teacher aids and other types of support. OPH has also promoted learning opportunities to our leadership team related to bias-free hiring practices, promoting safe positive spaces, and launched the Guarding Minds @ Work survey and Wellness @ Work action plan with employees to help foster a respectful and supportive workplace.	<ul style="list-style-type: none"> •Reviewing ways to reduce workload as a critical step to improving wellness (Management and Professional Exempt workload survey) •Supporting new Supervisors through training - Supervisor's Learning Series •Wellness coaching circles training •Self-care challenge •Staff recognition/appreciation Promoting Joy in the Workplace: Ugly sweater contest (just something fun) •Employee surveys to learn more about the issues they are facing •Holiday celebration 	2016	2024
Public Works and Environmental Services	Creating Opportunities	Increase Environmental Services staffs' awareness about diversity and inclusion.	Deliver mandatory training of all supervisors/managers on: Leading a Diverse Workforce, Equity and Inclusion Lens, Learning My Way, Respectful Workplace.	PWES (now PWD) staff continue to increase awareness about accessibility, diversity and inclusion through training. Approximately 71.5% of PWES employees have completed accessibility training.	2016	2024
Transit Services	Work Experience Program for Persons with Disabilities	Work experience program for people with disabilities in partnership with a number of agencies.	Resume work experience program for persons with disabilities once it is safe to do so, and explore options to move in-person work experience to remote online work.	OC Transpo's work experience program for persons with disabilities, which is done in partnership with community agencies and organizations, has been suspended since March 2020 due to the COVID-19 pandemic. We will restart the work experience program for persons with disabilities once it is safe to do so, in compliance with public health recommendations. In 2022, we will explore options to move in-person work experience to remote online work.	2020	2024

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.	<p>In 2021, OC Transpo provided accessibility training to all 83 new Operators, including: 79 conventional transit Operators through the New Bus Operator Training program; and four Para Transpo Operators through the New Para Transpo Operator Training program. Their curriculum included training on the AODA standards, interacting with persons with various types of disabilities, safe use of accessibility equipment, and emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p> <p>In 2022, we will continue to train our new bus and Para Transpo Operators, as well as employees requiring refresher training (for example, those returning to work).</p> <p>We will continue to update training curriculum to reflect ongoing changes to OC Transpo operations and relevant legislation, regulations and standards.</p>	2020	2024
Transit Services	Dementia Awareness Training	Dementia Awareness training for customer-facing employees, in collaboration with the Alzheimer Society of Ontario.	Ensure staff receive Dementia Awareness training that supports their responsibilities.	<p>Provided dementia awareness training to all new Station Service Attendants in 2020 and 2021. Dementia awareness training is provided virtually in collaboration with the Alzheimer Society of Ontario. It addresses how staff should interact with people with dementia and can help keep them safe.</p> <p>In 2022, we will continue to provide dementia awareness training to all new Station Service Attendants, as well as other front-line Transit Services staff as required.</p>	2020	2024

Lead Department	Initiative Subject	Objective	Actions	2021 Updates	Start	End
Emergency and Protective Services	Vehicle for Hire Accessibility Levy Fund	Maintain the collected funds from the negotiated Vehicle for Hire Accessibility Levy Fund contributions; enter into negotiations with Private Taxi Companies (PTC) to increase the surcharge.	Continue to use funds to improve and expand accessible transportation, expand 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.	The outcome of the renegotiation with PTCs of the voluntary per-trip surcharge was reported to the Community and Protective Services Committee at its June 17, 2021 meeting. The surcharge was increased from 7 to 10 cents per trip. Furthermore, there was no change in 2021 to legislation which would permit municipalities to impose an accessibility levy.	2016	2024
Emergency and Protective Services	Accessible Transportation Improvements	Increase accessibility of transportation services for people with disabilities.	Implementation of initiatives: increase number of taxi coupons, decrease fee of taxi coupons, increase funding for rural transportation through partnership with rural transportation providers.	BLRS continues to support Transit Services with these initiatives. Emergency and Protective Services (EPS)/BLRS can confirm fund distribution in 2021 (Jan-Nov. incl.) as follows: taxi coupons - \$74,085; discounted taxi coupons - \$47,814; rural transportation funding - \$150,000	2016	2024
Emergency and Protective Services	Accessible Taxi service study	Conduct a study and recommend improvements for on demand accessible taxi services in Ottawa.	As directed by Council, conduct a study of the complaints and concerns expressed regarding the quality, availability and costs of on-demand accessible taxi services, including their causes and recommending any potential solutions for improvements.	The consultant's report was received and we are now reviewing the recommendations and preparing the staff report. This report has been deferred to Q1 2023 to be presented to the Community and Protective Services Committee.	2020	2024
Transit Services	Stage 2 Light Rail Transit (LRT) - O-Train Lines 1 and 2 Accessibility	Expand Ottawa's rapid transit network through the construction of extensions to O-Train Line 1 and Line 2.	Complete the final design review of the Stage 2 LRT stations.	Completed the final design review of the Stage 2 LRT stations. These stations will be constructed to be fully accessible to customers, meeting or exceeding the requirements of the AODA, Ontario Building Code and the City's Accessibility Design Standards. Designs for new stations include the same accessible features in the Stage 1 stations, including: tactile directional wayfinding; dual elevators serving station platforms; tactile signage; as well as fully accessible public washrooms at Trim, Place d'Orléans, Moodie, Baseline, Lincoln Fields and Limebank stations. In addition to the Confederation Line Alstom Citadis vehicle fleet, the existing Trillium Line Alstom LINT and new Stadler FLIRT vehicles have also been designed to be fully accessible. On the Trillium Line south extension to Riverside South and the airport, construction is underway at all 13 stations, and will continue through to its anticipated opening in 2023. On the Confederation Line east extension, construction started at four of five stations and will continue through to 2024. And, on the west extension, construction started at four of 12 stations and will continue to about 2025. Construction will continue at new and existing stations along all three Stage 2 LRT extensions in 2022. When Stage 2 is complete, the O-Train system will include 64 kilometres of track and 41 light rail transit stations, and 77% of Ottawa residents will live within five kilometres of the light rail system.	2019	2025
Transit Services	O-Train Customer Outreach and Familiarization - Station Attendant Program	Launch OC Transpo's Station Service Attendant program, which will provide customers with another point-of-contact at O-Train stations for information, assistance and inquiries.	Implemented the temporary O-Train Ambassador program in 2019. O-Train Ambassadors or "red vests" were on-site at all train stations from September 14, 2019 to the end of 2020. This contingent of about 170 individuals provided customers with assistance with: trip planning; using the ticket machines; entering and exiting fare gates; finding their way around the stations and bus platforms; and, responding to questions. Transitioned the temporary O-Train Ambassador program to the permanent Station Service Attendant program in 2021.	Created the new permanent Station Service Attendant program in 2021. Station Service Attendants are now available on O-Train Line 1 during regular operating hours. They are positioned at high-volume locations and visit different stations during their shifts to provide additional resources focused on customer service. Their primary responsibility is to provide excellent customer service – a first point-of-contact for customer-related inquiries at stations, and on trains and platforms. They tour stations to observe and report on a variety of issues and assist customers of all abilities during service disruptions and special events. In 2022, a staffing plan will be finalized that will be brought forward as part of the 2023 budget process for additional Station Service Attendants to support the system as it expands.	2019	2021
Transit Services	NEW - O-Train Customer Outreach and Familiarization	Develop customer outreach and familiarization plans for customers and community stakeholders who may need additional time to be introduced to the new O-Train stations and assistance in using these facilities.	Develop strategies for the delivery of familiarization sessions for accessibility stakeholders, customers with disabilities and older adults before and after the opening of the new O-Train Line extensions.	In 2022, develop strategies for the delivery of familiarization sessions for accessibility stakeholders, customers with disabilities and older adults before and after the opening of the new O-Train Line extensions. These sessions, modelled on those delivered in 2019 for Line 1, will introduce customers to the new stations and vehicles, as well as highlight their accessibility features.	2022	2026

Transit Services	Stage 2 LRT - O-Train Lines 1 and 2 Outreach and Public Engagement	Continue to engage and inform accessibility stakeholders throughout the Stage 2 LRT design and construction phases.	Update and engage the Accessibility Advisory Committee and other accessibility stakeholder regarding Stage 2 LRT stations, vehicles and accessibility. And, continue to engage other accessibility stakeholders and persons with disabilities.	Updated and engaged several stakeholders in 2021 regarding the accessibility of proposed Stage 2 LRT stations and vehicles. This included a meeting with representatives of the CNIB, Alliance for the Equality of Blind Canadians, Canadian Council of the Blind and Accessibility Office in November 2021, where Transit Services staff provided a Stage 2 update. Also in 2021, Transit Services started adding accessibility specific messaging to all Stage 2 public notices, reinforcing the importance of maintaining accessibility during the project's construction phase. This message states: "Accessibility is an important consideration for the Stage 2 LRT project. The Stage 2 team makes every effort to provide access through and around construction sites. If you require special accommodation, please contact stage2@ottawa.ca." In 2022, the Stage 2 LRT communications team will continue to engage stakeholders 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.	2020	2025
Transit Services	Stage 2 LRT – O-Train Lines 1 and 2 Pedestrian Connections	Expand and enhance pedestrian connections to Stage 2 LRT stations and facilities.	Maintain pedestrian connections during construction of Stage 2 Light Rail Transit (LRT) infrastructure, consistent with the City's Accessibility Design Standards. Work with the public, stakeholders and Councillors on Stage 2 LRT pedestrian connectivity issues.	Continued to work with the public, stakeholders and Councillors on Stage 2 LRT pedestrian connectivity issues. In 2021, seven public information sessions were held: one in April on east-end connectivity; three in April-May for the residents of Kitchissippi, Gloucester-Southgate, Gloucester-South Nepean and Osgoode wards; and, three in September-December on the Connaught Avenue to Richmond Road multi-use pathway (MUP). Started construction of several pedestrian connectivity projects in 2021, including: - Iris Street bridge with pedestrian facilities - Rideau River pedestrian bridge - Hunt Club Road pedestrian bridge - Churchill Avenue pedestrian underpass (under the Sir John A. Macdonald Parkway) - Woodroffe Avenue pedestrian bridge - Green's Creek pedestrian bridge In 2022, additional public information sessions are planned for east-end residents due to connectivity changes required in the vicinity of Jeanne d'Arc and Convent Glen Stations, and for residents between Richmond Road and Connaught Avenue. Complete the following projects in 2022: - Iris Street bridge with pedestrian facilities - Churchill Avenue pedestrian underpass - Woodroffe Avenue pedestrian bridge - Green's Creek pedestrian bridge - MUP between Blair Road and Sir George-Étienne Parkway Start the following projects in 2022: - Algonquin Station pedestrian bridge - Queensview pedestrian bridge	2020	2025
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.	Conduct a best-practice review of OC Transpo's cooperative seating signage. Review the findings of the best practices review with internal stakeholders for their feedback and recommendations on next steps.	In 2021, conducted a best-practice review of OC Transpo's cooperative seating signage in O-Train Line 1 trains. Staff reviewed the priority seating signage installed in the trains of five comparator transit agencies: Massachusetts Bay Transportation Authority, TransLink, Société de transport de Montréal, TTC and Calgary Transit. Staff have summarized the findings in a document and will circulate to internal stakeholders for review and feedback. In 2022, review the findings of the best practices review with internal stakeholders for their feedback and recommendations on next steps.	2020	2022
Transit Services	Navigation for Customers at Transit Stations	Investigate additional wayfinding, as well as smartphone and beacon technology, to improve navigation inside and around transit stations for persons who are blind or partially sighted.	Develop text descriptions of O-Train Line 1 stations, as well as other major transit stations. These descriptions will be made available for all customers on octranspo.com.	Staff conducted a best practice review online and with other transit agencies in 2021 aimed at identifying some good examples of transit-station text descriptions. Three samples were shared with vision-loss stakeholders in December 2021, including reps from the CNIB, the Alliance for the Equality of Blind Canadians and the Canadian Council of the Blind, for their review and feedback. In 2022, we will compile the feedback received from vision-loss stakeholders on the sample text descriptions and identify common elements and themes. We will continue collaboration with stakeholders to develop a template for the station descriptions and begin content development. Once completed, station text descriptions will be posted on OC Transpo's web site.	2020	2023

Transit Services	OC Transpo Bus Replacement	Replace OC Transpo conventional transit buses that reach the end of their life cycle.	Enter four battery-electric buses into service in early 2022. Engage and monitor feedback from customers with disabilities and accessibility stakeholders during the first phase of the battery-electric bus rollout.	In 2021, we completed the acquisition of four 40-foot battery-electric buses. The new buses include the same accessibility features found on our newer buses, including allocated spaces for customers using mobility devices, equipped with "theatre-style" flip-down seats, a second next-stop-announcement sign for customers facing the back of the bus, and better-quality interior and exterior audio speakers. The four 40-foot battery-electric buses will enter into service in early 2022. Buses will be equipped with sound-emission technology to help ensure pedestrians and cyclists can hear the vehicle. Staff will be testing the capabilities of the system and will engage and monitor feedback from customers with disabilities and accessibility stakeholders during this first phase of the battery-electric bus rollout.	2020	2024
Transit Services	Next Stop Interior Bus Announcement - Monitoring	Provide communication support to customers through interior audible and visual announcements on route.	Continue regular compliance monitoring of the next stop interior bus announcements system.	In 2021, we continued compliance monitoring of the next stop interior bus announcements system, with respect to audibly and visually calling out next stops. This was accomplished by tracking the feedback provided by both customers and Operators. On-board monitoring by OC Transpo staff through regular in-service checks was suspended in March 2020 due to the COVID-19 pandemic, but is expected to resume in 2022. In 2022, we will continue regular compliance monitoring of the next stop interior bus announcements system, including the resumption of on-board monitoring by OC Transpo staff.	2020	2024
Transit Services	Para Transpo Operations Review	Review of Para Transpo operations, including eligibility criteria, trip cancellation, booking and customer service.	Finalize the procedures for and formally establish the independent appeals panel, as well as the Para Transpo eligibility renewal process. Continue work on the late cancellation policy, which is expected to roll out in conjunction with planned My Para Transpo customer-trip-reminder notices.	Continued work on several measures intended to enhance Para Transpo service and procedures, including: -Establishing the independent eligibility appeals panel for applicants who have been denied eligibility and wish to have the decision reviewed. -Implementing the Para Transpo renewal process, where customers with full and conditional eligibility will have their eligibility renewed and/or re-assessed once every three years. -Implementing the late cancellation policy, which will be applied to all Para Transpo trips based on a points system for late cancellations and no-shows. Implementation of these measures has been delayed due to the operational requirements of the COVID-19 pandemic. In 2022, the procedures will be finalized and we will formally establish the membership of the independent appeals panel. In late 2022, the request for public membership will be included in the public member requests for the City's advisory committees. The procedures will be finalized and the Para Transpo eligibility renewal process will be formally implemented. We will also continue work on the late cancellation policy. The updated process is expected to roll out in conjunction with planned My Para Transpo customer-trip-reminder notices.	2016	2023
Transit Services	Funding Partnership with Rural Community Support Service Agencies	Partner with community support service (CSS) agencies in the provision of transportation services to older adults and persons with disabilities in the rural area.	Provide funding to CSS agencies for the delivery of transportation services to rural seniors and persons with disabilities.	Provided CSS agencies with \$856,000 in funding in 2021 for the delivery of transportation services to rural seniors and persons with disabilities. \$200,000 of the overall funding envelope was provided by the Vehicle-for-Hire Accessibility Fund, which is generated through an accessibility surcharge paid by ride-sharing services like Uber and Lyft. Like conventional and Para Transpo ridership, the CSS agencies have experienced significantly decreased demand in 2020-2021 due to the impact of COVID-19. However, the agencies provided 6,044 one-way trips in 2021, an increase of 28 percent compared to 2020. The CSS agencies were able to meet about 97 per cent of all trip requests.	2020	2024

Transit Services	On-Street Bus Stop Accessibility Improvements	Enhance universal access to on-street bus stops and facilities through new construction, or the renovation and maintenance of existing stops.	Continue to make improvements to on-street bus stops in 2020, through regular OC Transpo programs and initiatives, and by coordinating work with other City projects, including: <ul style="list-style-type: none"> • Modernizing several older on-street bus stops to meet the City's Accessibility Design Standards. • Installing new accessible exterior benches at several on-street stops and upgrading existing benches to the current standards. • Prioritizing additional stops for rehabilitation, focusing on locations with the greatest need, using data gathered as part of OC Transpo's on-street bus stop accessibility review. 	Identified 77 on-street bus stops for improvements in 2021. However, due to delays with procurement, as well as supply chain issues related to the COVID-19 pandemic, none of these bus stops were completed by the end of 2021. These improvements have been pushed forward to spring 2022. Installed new accessible exterior benches at two on-street bus stops and identified several additional bus stops for bench installations in 2022. Improved the Para Transpo passenger loading zone at the Good Companion's Centre through the addition of an access aisle to facilitate the boarding and de-boarding of persons with disabilities, and curb ramps with tactile walking surface indicators. As well, several other on-street Para Transpo passenger loading zones were formalized through the addition of signage, including one at the Gladstone Sports and Health Centre on Louisa Street, and at two locations along Rideau Street, near the Rideau Centre. The addition of loading-zone signage improves Para Transpo customer's access to these pick-up and drop-off locations. In 2022, complete improvements to the 77 on-street bus stops that could not be completed in 2021. Identify additional on-street bus stops for improvement in 2022, through regular OC Transpo programs and initiatives, and by co-ordinating work with other City projects, including: <ul style="list-style-type: none"> -Modernizing several older on-street bus stops to meet the City's Accessibility Design Standards. Enhancements will include the installation of new level bus pads, shelters, seating, connections to adjacent sidewalks and pathways, larger boarding areas, and curb ramps in locations where no adjacent pedestrian connections existed. -Installing new accessible exterior benches at several on-street stops and upgrading existing benches to the current standards. -Prioritizing additional stops for rehabilitation, focusing on locations with the greatest need, using data gathered as part of OC Transpo's on-street bus stop accessibility review. 	2020	2024
Transit Services	Transit Station and Park and Ride Accessibility Improvements	Enhance universal access to transit stations and Park and Rides through the renovation and maintenance of existing facilities.	Continue to make improvements to bus and train stations and Park and Rides in 2021 for the benefit of customers of all abilities, including: <ul style="list-style-type: none"> • Finalize the design for the rehabilitation of the north tower at Blair Station, start the construction of the new redundant elevator, and complete the replacement of the existing elevator. • Rehabilitate the Park and Ride at the Bob MacQuarrie Recreation Complex. This work will include the installation of three accessible parking stalls with access aisles. • Expand the network of ticket machines available to customers at several more stations and Park and Rides. The ticket machines have several accessibility features, including controls at an accessible height, Braille and raised text identifying machine parts and keys, and audible voice instruction through a headphone jack. • Continue to eliminate barriers identified by customers and stakeholders. 	Improved universal access to transit stations and Park & Rides in 2021: <ul style="list-style-type: none"> -Finalized the design for the installation of an additional elevator in the north tower at Blair Station. As well, the current elevator will be replaced with a larger one that meets current accessibility design standards. This work will ensure improved access to Blair Station. -Began the installation of a new accessible exterior ramp from the local bus platform to the Transitway bus platform at Billings Bridge Station. This ramp will provide customers with an alternate accessible route in the event of an elevator outage. -Installed five additional ticket machines at five transit stations and facilities. These units have several accessibility features, including Braille and raised text identifying machine parts and keys, and audible voice instruction through a headphone jack. These machines are scheduled to go-live in 2022. -Completed the design for the rehabilitation of the Park & Ride at the Bob MacQuarrie Recreation Complex, which will include the installation of three accessible parking stalls. Construction is expected to take place in 2023. We will continue to make improvements to bus and train stations and Park & Rides in 2022 for the benefit of customers of all abilities, including: <ul style="list-style-type: none"> -Starting construction of the two new elevators at Blair Station in 2022. -Complete construction of the exterior accessible ramp at Billings Bridge Station. -Begin design work on accessibility related improvements at Strandherd Park & Ride. These may include the installation of a new passenger loading zone, and more accessible parking spaces. -Install two new accessible parking spaces (one Type A and one Type B) on the east side of Millennium Park & Ride. -Begin the design and construction of permanent overhead canopies on the Blair south bus platform and Tunney's Pasture Station south bus platform. -Continue eliminating additional barriers identified by customers and stakeholders. 	2020	2024
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 off the regular fare.	Ongoing promotion and administration of the Taxi Coupon Program. Review ways of improving the Taxi Coupon Program through the provision of online services.	In 2021, 982 Para Transpo customers purchased 13,580 taxi coupon books. These numbers have been significantly lower in 2020 and 2021 due to the impact of the COVID-19 pandemic. In 2022, review options that would permit taxi-coupon customers to purchase discounted taxi fares online. OC Transpo will also be working with Finance staff to review a solution submitted by the taxi service contractor. This proposal would include a new product allowing the replacement of printed taxi coupons with a smart card and/or app.	2021	2022

Transit Services	Emergency Procedures on Public Transit	Enhance the information provided on emergency procedures for all public transit customers.	Enhance information available to customers of all abilities about the existing procedures in place to safely evacuate stations, trains and buses during an emergency.	In 2021, we posted O-Train evacuation procedures on OC Transpo's web site. This information identifies the general procedures in the event a train needs to be evacuated and the provisions in place to accommodate persons with disabilities. This content affirms that responders will determine the best evacuation strategy for each situation, dependent on a customer's individual needs. Customers were also provided with contact information should they have questions regarding emergency evacuation procedures for any mode of transportation. In 2022, continue to enhance information available to customers of all abilities about the existing procedures in place to safely evacuate stations, trains and buses during an emergency. This information will be communicated to customers through a variety of channels, including the web site, social media and public service announcements.	2020	2022
Transit Services	O-Train Line 1 Evacuation Review	Review the access and evacuation procedures from the O-Train Line 1.	Complete a review of the access and evacuation procedures from the O-Train Line 1.	The O-Train Line 1 evacuation procedure considers the three primary train evacuation scenarios: train to train, train to station, and train to guideway. In 2021, Transit Services completed a review of the access and evacuation procedures for O-Train Line 1. This review included a hazard assessment. Through this review, evacuation procedures were found to be satisfactory, and no updates were made to these procedures in 2021. In 2022, review evacuation procedures for tunnels to ensure adequate provisions are in place to accommodate persons with disabilities. Conducting tabletop and infield exercises on rail evacuations for customers of all abilities will continue to be a priority.	2021	2022
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.	Launch the initial set of My Para Transpo online services to all Para Transpo customers by Q2 2022. These initial services will include online trip booking and cancellation, and ride tracking.	We continued testing the initial set of functions for My Para Transpo on a development browser-based web site throughout 2021, including online trip booking and cancellation, and ride tracking. This testing engaged members of the eight-member Para Transpo community working group, as well as other customers and stakeholders. Throughout this process, their feedback has been used to inform improvements to the site and to increase its functionality. We completed a web accessibility audit of My Para Transpo. The auditor has certified that the online services are WCAG 2.0 Level AA compliant, as required under the AODA. In 2022, we will extend the pilot testing of the web site for an additional five weeks and increase the number of early adopters testing the functionality of My Para Transpo to assess public readiness. More than 50 customers are expected to be involved in using these online services to book trips. We will launch the initial set of My Para Transpo online services to all Para Transpo customers by Q2 2022. These initial services will include online trip bookings and cancellations, as well as ride tracking. We will continue working on the next release of My Para Transpo services to deliver customer notifications and reminder notices for both web app trips & call center booked trips. These additional features are expected to be delivered by Q1 2023 and will include the launch of a mobile My Para Transpo application and enhancements to comply with WCAG 2.1 standards.	2019	2023
Transit Services	Para Transpo Fare Payment Improvements	Streamline the use of Presto passes on Para Transpo.	Continue to work with OC Transpo's fare system supplier on a future improvement that will allow customers to tap Presto cards to pay for fares on Para Transpo minibuses and taxis, using both monthly passes and e-Purse funds.	In 2021, continued to work with OC Transpo's fare system supplier on a future improvement that will allow customers to tap Presto cards to pay for fares on Para Transpo minibuses and taxis, using both monthly passes and e-Purse funds. There is a planned deployment of a new fare solution in 2022 enabling Presto cards to be used on Para Transpo minibuses and taxis.	2018	2022
Transit Services	NEW - Transit Fare Changes	Implement transit fare changes for customers.	Maintain the freeze on Community Pass (for Ontario Disability Support Program recipients), EquiPass (for people with low incomes) and Access Pass (for Para Transpo customers who also use conventional bus and train service) prices at 2019 levels. Pilot no-charge fares for children aged 6 and 7 years in 2022.	In the 2022 City budget, Council maintained its freeze on the following fares at 2019 levels: Community Pass (for Ontario Disability Support Program recipients); EquiPass (for people with low incomes), and Access Pass (for Para Transpo customers who also use conventional bus and train service). This is the third year these prices have not increased. Council also directed OC Transpo to implement no-charge fares for children 6 and 7 years old (those five and younger were already eligible for no-charge fares). This new program change is being piloted for 2022 and will be applied to both OC Transpo conventional and Para Transpo specialized services. We will implement the freeze on Community Pass, EquiPass and Access Pass prices, as well as no-charge fares for children 7 and younger starting January 1, 2022.	2022	2022

Transit Services	Para Transpo Ride Guide Review	Enhance information provided to Para Transpo customers by completing a review of the Para Transpo Ride Guide and providing updated content to reflect changes to service and new services.	Complete a review of the Para Transpo Ride Guide in 2021-2022.	<p>We began work on the development of a new ride guide in Q4 2021. This work included an initial review with subject matter experts within Transit Services on the organization, content and design of the future ride guide.</p> <p>In 2022, we will continue to work on the development of a new ride guide with the goal of a redesigned product by the end of 2022. Staff will also solicit feedback on the ride guide from the Para Transpo customer stakeholder group.</p>	2021	2022
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.	<p>Establish an internal multi-disciplinary City staff working group.</p> <p>Develop guidelines to address circumstances where bicycle facilities are located adjacent to sidewalks and bus stops.</p>	<p>In 2021, we established an internal multi-disciplinary City staff working group and developed draft guidelines to address circumstances where bicycle facilities are located adjacent to sidewalks and bus stops. These draft guidelines consider the application of tactile delineation between cycling facilities and bus stops, as well as the application of tactile directional indicators at bus stop boarding locations.</p> <p>We engaged both an external design consultant and a professional accessibility consultant to review the draft guidelines.</p> <p>In 2022, we will finalize the Interaction Zone Design Guidelines based on the feedback from the external design and accessibility consultants.</p> <p>We will review the guidelines and a real-world design example with members of the Accessibility Advisory Committee and other accessibility stakeholders.</p> <p>We will also finalize the guidelines and implement them for all newly constructed on-street bus stops.</p>	2020	2022
Transit Services	Para Transpo Customer Service Working Group	Establish a working group of Para Transpo customers to collaborate with, engage and provide feedback regarding Para Transpo.	Establish and continue to engage a Para Transpo Customer Service Working Group.	<p>We established a Para Transpo Customer Service Working Group in 2021 for Para Transpo customers to provide feedback on proposed service improvements and to increase customer engagement.</p> <p>The working group initially consisted of 12 members of the public who were or represented registered Para Transpo customers, including a representative of the City of Ottawa's Accessibility Advisory Committee. OC Transpo staff met with working group members 12 times in 2021 to discuss a variety of issues.</p> <p>In 2022, we will continue to engage the Para Transpo Customer Service Working Group in discussions on Para Transpo programs and services</p>	2021	2021
Transit Services	NEW - Transitway Design Guidelines	Develop updated design guidelines for Ottawa's integrated Bus Rapid Transit (BRT) and Light Rail Transit (LRT) network.	Establish an internal multi-disciplinary City staff working group, and engage internal and external stakeholders in updating OC Transpo's Transitway and Stations Design Guidelines.	<p>We established an internal multi-disciplinary City staff working group in 2021 to provide updates to OC Transpo's Transitway and Stations Design Guidelines, which were first developed in June 2013. These updates will be rolled out through the release of new standalone documents on BRT (Book 1), on-street facilities (Book 2), temporary conditions (Book 3), multi-modal transportation (Book 4), fleet guidelines and specifications (Book 5) and LRT (Book 6).</p> <p>In 2021, we completed an internal stakeholder review of Book 1 on BRT.</p> <p>In 2022, we will conduct internal stakeholder reviews and workshops for Books 2 to 6; complete site visits at existing transit facilities to review the current conditions relevant to each document; develop draft documents; consult and vet with internal stakeholders; engage external stakeholders as needed; and complete the six new documents.</p>	2021	2022

Transit Services	NEW - Para Transpo Service Enhancements	Enhance the delivery of services to Para Transpo customers.	<p>Remove the requirement that restricted Para Transpo customers to booking a maximum of four one-way trips per day.</p> <p>Look at the feasibility of offering 24/7 service to Para Transpo customers.</p> <p>Re-assess the current requirement that customers make casual trip bookings only one day in advance.</p>	<p>In 2021, we removed the requirement that restricted Para Transpo customers to booking a maximum of four one-way trips per day. This measure, which was recommended by members of the Para Transpo Customer Service Working Group, gives customers greater flexibility in planning their daily lives.</p> <p>In 2022, staff will be looking at the feasibility of offering 24/7 service to customers. Currently, Para Transpo trips can only be scheduled between 6 a.m. and midnight.</p> <p>Staff will also be re-assessing the current requirement that customers make casual trip bookings only one day in advance. The transition to online trip booking through My Para Transpo, as well as the introduction of customer notifications and a reminders system, will make the extension of the advance booking period easier to implement.</p> <p>All Para Transpo service enhancements and changes will be developed in consultation and collaboration with the Para Transpo Customer Service Working Group. Any required policy changes would be brought to the Transit Commission for consideration.</p>	2021	2023
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