

**2. CITY OF OTTAWA 2018 MUNICIPAL ACCESSIBILITY PLAN (COMAP)  
UPDATE REPORT**

**RAPPORT DE MISE À JOUR SUR LE PLAN D'ACCESSIBILITÉ MUNICIPAL  
DE LA VILLE D'OTTAWA DE 2018**

**COMMITTEE RECOMMENDATIONS**

That Council receive:

1. The 2018 City of Ottawa Municipal Accessibility Plan Update Report;
2. The 2017 Accessibility Compliance Report; and,
3. The City's Compliance Plan Agreement regarding Accessible websites and web content (s. 14 of *O. Reg. 191/11: Integrated Accessibility Standards Regulation*).

**RECOMMANDATIONS DU COMITÉ**

Que le Conseil reçoive :

1. le rapport de mise à jour sur le Plan d'accessibilité municipal de la Ville d'Ottawa de 2018;
2. le rapport de conformité sur l'accessibilité de 2017; et,
3. l'accord de plan de conformité de la Ville concernant les sites et les contenus Web accessibles (art. 14 du Règlement de l'Ontario 191/11 [*Normes d'accessibilité intégrées*]).

**DOCUMENTATION/DOCUMENTATION**

1. Manager's report, Legislative Services, Office of the City Clerk and Solicitor, dated 27 March 2018 (ACS2018-CCS-GEN-0009).

Rapport du Gestionnaire, Services législatifs, Bureau du greffier municipal et de l'avocat général, daté le 27 mars 2018 (ACS2018-CCS-GEN-0009).

Report to  
Rapport au:

Finance and Economic Development Committee  
Comité des finances et du développement économique  
3 April 2018 / 3 avril 2018

and Council  
et au Conseil  
11 April 2018 / 11 avril 2018

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SUBJECT: CITY OF OTTAWA 2018 MUNICIPAL ACCESSIBILITY PLAN (COMAP)  
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OBJET: RAPPORT DE MISE À JOUR SUR LE PLAN D'ACCESSIBILITÉ  
MUNICIPAL DE LA VILLE D'OTTAWA DE 2018

## REPORT RECOMMENDATIONS

That the Finance and Economic Development Committee recommend Council receive:

1. The 2018 City of Ottawa Municipal Accessibility Plan Update Report;
2. The 2017 Accessibility Compliance Report; and,
3. The City's Compliance Plan Agreement regarding Accessible websites and web content (s. 14 of *O. Reg. 191/11: Integrated Accessibility Standards Regulation*).

## RECOMMANDATIONS DU RAPPORT

Que le Comité des finances et du développement économique recommande au Conseil de recevoir :

1. le rapport de mise à jour sur le Plan d'accessibilité municipal de la Ville d'Ottawa de 2018;
2. le rapport de conformité sur l'accessibilité de 2017; et,
3. l'accord de plan de conformité de la Ville concernant les sites et les contenus Web accessibles (art. 14 du Règlement de l'Ontario 191/11 [Normes d'accessibilité intégrées]).

## EXECUTIVE SUMMARY

As per the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the City of Ottawa must prepare an annual status report on the progress of the organization's strategy to prevent and remove barriers to accessibility and its progress in meeting requirements under the *Act* and its *Integrated Accessibility Standards Regulation* (IASR). This is outlined in the City's 2016-2020 City of Ottawa Municipal Accessibility Plan (COMAP) approved by Council March 23, 2016. This report provides a status update, and details the progress and achievements of its accessibility-related initiatives (**Document 1**) as they pertain to City services, programs, information, communications, goods and facilities. Accordingly, it demonstrates the City's commitment to the inclusion of persons with disabilities, be they residents, employees or visitors.

In 2017, the City of Ottawa reported to the Province on its compliance with the AODA and its standards. The 2017 Accessibility Compliance Report (**Document 2**)

demonstrates that the City is compliant with all applicable standards of Customer Service, Information and Communication, the Design of Public Spaces, Transportation and General Standards with two exceptions; Section 3 of the IASR, Establishment of Policies and Section 14, Websites and Web Content:

- 1) **Section 3 - Establishment of Policies:** The City has by-laws that refer to the use of service animals while accessing its services. On July 1, 2016, changes were made to the IASR including an update to the definition of service animal, which at the time of the report to the Province had not yet been incorporated into all City's by-laws. On March 28, 2018, Council approved the changes to all outstanding by-laws making the City once again compliant with this standard.
- 2) **Section 14 - Websites and Web Content:** This is the second time the City has reported non-compliance with this very complex standard. The City has submitted a Compliance Plan Agreement (**Document 3**) to the Province at their request, which provides the City's plans to achieve compliance.

## RÉSUMÉ

En vertu de la Loi de 2005 sur l'accessibilité pour les personnes handicapées de l'Ontario (LAPHO), la Ville d'Ottawa est tenue de préparer un rapport d'étape annuel faisant état des progrès de sa stratégie visant à prévenir et à éliminer les obstacles à l'accessibilité ainsi que des progrès accomplis dans l'atteinte des exigences de la LAPHO et de son règlement intitulé Normes d'accessibilité intégrées (règlement NAI), conformément au Plan d'accessibilité municipal de la Ville d'Ottawa 2016-2020 approuvé par le Conseil le 23 mars 2016. Le présent rapport fait cette mise à jour et explique en détail les avancées et les réalisations des initiatives d'accessibilité (**Document 1**) en matière de services, de programmes, de renseignements, de communications, de biens et d'installations de la Ville. Ainsi, il témoigne de la volonté de la Ville de faire une place aux personnes handicapées, qu'il s'agisse de résidents, d'employés ou de visiteurs.

En 2017, la Ville d'Ottawa a fait état de sa conformité à la LAPHO et aux normes connexes au gouvernement provincial. Le rapport de conformité sur l'accessibilité de 2017 (**Document 2**) a montré que la Ville respecte toutes les normes générales et les normes applicables en matière de service à la clientèle, d'information et de communications, de conception des lieux publics et de transport, à deux exceptions

près : celles de l'article 3 du règlement NAI « Établissement de politiques en matière d'accessibilité » et celles de l'article 14, « Sites et contenus Web accessibles ».

- 1) **Article 3 – Établissement de politiques en matière d'accessibilité** : La Ville dispose de plusieurs règlements municipaux qui mentionnent le recours à des animaux d'assistance par les personnes accédant à ses services. Le 1er juillet 2016, différents changements ont été apportés au règlement NAI, notamment la mise à jour de la définition d'« animal d'assistance ». Au moment de la présentation du rapport au gouvernement provincial, ces nouvelles dispositions n'avaient pas encore été intégrées à l'ensemble des règlements municipaux. Le 28 mars 2018, le Conseil a approuvé les changements à tous les règlements qui n'avaient pas été mis à jour. La Ville se conforme donc de nouveau à cette norme.
- 2) **Article 14 – Sites et contenus Web accessibles** : C'est la deuxième fois que la Ville a indiqué ne pas se conformer à cette norme très complexe. À la demande du gouvernement de l'Ontario, la Ville a également soumis un accord de plan de conformité (**Document 3**) décrivant son échéancier de conformité.

## BACKGROUND

The AODA seeks to, “[Achieve] accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025” by “developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities.”

The AODA's IASR (O. Reg. 191/11) details standards pertaining to General Requirements (including accessibility policies, accessibility plans, procurement and training), Customer Service, Information and Communications, Employment, Design of Public Spaces (Accessibility Standards for the Built Environment) and Transportation.

The IASR obligates organizations like the City of Ottawa to “[Establish], implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation.” To this end, Council approved its 2016-2020 COMAP in 2016.

Under the IASR, the City is further obligated to, “[Prepare] an annual status report on the progress of measures taken to implement the [multi-year accessibility plan]” and its progress in meeting requirements under the Act and the Regulation.

This is the 16<sup>th</sup> annual progress report to Council, and provides updates on accessibility-related initiatives and objectives for the 2017 calendar year, as well as accessibility-related initiatives forthcoming in 2018 and beyond.

Since conventional transportation (OC Transpo), specialized transportation (Para Transpo) and light rail (O-train) are federally or independently regulated, these sections of the Transportation Standard – part of a provincial statute – do not apply to the City. However, the Transportation Services Department is committed to meeting the “spirit and intent” of the provincial standard, and its efforts in this regard are outlined in this report.

While both Ottawa Public Health (OPH) and Ottawa Public Library (OPL) report to their own respective Boards, they report their outcomes to Council through this report. The Ottawa Police Service (OPS) is classified as a “large organization” and meets its reporting obligations separate from the City.

## **DISCUSSION**

As per the City’s Accessibility Policy, “The City of Ottawa is committed to providing equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public.” This commitment, in turn, “extends to residents, visitors and employees with visible or non-visible, and permanent or temporary disabilities.”

Established in 2005, the corporate Accessibility Office (AO) coordinates cross-departmental initiatives and strategies to meet compliance obligations under the AODA and the IASR. On behalf of their General Managers, representatives from departmental Business Support Services branches, in turn, are responsible for monitoring and reporting on their department and respective service and business areas compliance. At the end of each calendar year, departments complete an attestation outlining the status of their compliance obligations for that year. These attestations inform the annual report to Council that demonstrates the City’s progress in meeting requirements under the Act and the IASR. In addition, every odd-numbered year, or upon request, the City is required to complete a compliance status report to the Province.

As 2017 was such a year, the City submitted its 2017 Accessibility Compliance Report to the Province on December 20, 2017. This year's report asked 20 questions pertaining to:

- Accessible employment practices (4)
  - Recruitment
  - Informing employees of supports
  - Accessible formats and communication supports for employees
  - Workplace emergency response information
- New or redeveloped public spaces (11)
  - Recreational trails
  - Beach access routes
  - Boardwalks
  - Outdoor public use eating areas
  - Outdoor play spaces
  - Exterior paths of travel
  - Off-street parking facilities
  - Service counters
  - Fixed queuing guides
  - Waiting areas
  - Accessible elements and maintenance (as per the Design of Public Spaces standard)

The Province asked if the City made any new or significantly redevelop any beach access routes, boardwalks or fixed queuing guides, the City responded that it had not. As such, follow up questions in this area did not apply. The City replied in the affirmative to the other questions pertaining to employment and for new or redeveloped spaces.

Regarding Transportation, the Province asked three questions pertaining to:

- Pre-boarding announcements
- On-boarding announcements
- Specialized transportation services, including categories of eligibility, fare parity and hours of service

The Compliance Report did not have a non-applicable option; as a result, the City responded “no”, with the following note: “All Transportation sections are not applicable as transit services in Ottawa fall under federally regulated legislation.”

Finally, the Province asked, “Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Integrated Accessibility Standards Regulation?”

In response, the City answered no in two (2) areas:

- 1) Establishment of accessibility policies (Section 3)
- 2) Accessible websites and web content (Section 14 of the IASR)

With respect to the “Establishment of accessibility policies”, the City’s corporate *Accessibility Policy* remains in force, rather, this pertains to the updates to the definition of service animals within City by-laws, as per the regulatory changes that came into effect in July 1, 2016. On February 21, 2018, Transit Commission approved the update of the Transit By-law (2007-268) to match the legislation. For the following four by-laws, Council also approved amendments to the definition of “service animal” on March 28, 2018 through the *Minor updates/amendments to existing by-laws* report:

- *Animal Care and Control By-law (2003-77)*
- *Licensing By-law (2002-189)*
- *Parks and Facilities By-law (2004-276)*
- *Vehicle-for-Hire By-law (2016-272)*

This brings the City back into compliance with this requirement.

With respect to “Accessible websites and web content” (Section 14), the City is responsible to ensure that “websites and web content, including web-based applications, that [it] controls directly or through a contractual relationship that allows for modification of the product” meet Web Content Accessibility Guidelines (WCAG). While the main City website [ottawa.ca](http://ottawa.ca), has infrastructure that meets WCAG 2.0 Level AA criteria, not all of the content and applications on the site are compliant. As outlined in the City’s 2017 Compliance Plan Agreement with the Province, “work was undertaken to train the more than 200 content contributors throughout City departments on WCAG techniques, to make all nineteen thousand pages of web content compliant by the end of 2020.”



In spite of this non-compliance, the City is considered a leader in this area. In fact, on at least two occasions in 2017, the provincial Accessibility Directorate of Ontario asked representatives from the City to make presentations on web accessibility matters.

Furthermore, in its Compliance Plan Agreement, the City noted that, “Information Technology Services, Legal Services, Supply Services, Web Services Branch, the Corporate Accessibility Branch [and other branches have been collaborating to]:

- Clarify the required accessibility standards
- Identify roles and responsibilities
- Ensure procedural documents are clear
- Ensure consistent use of training material and procurement toolkits
- Communicate the importance of this requirement with our consultants

The City will provide updates to the Province through future COMAP reports or as otherwise required on the progress of meeting this standard for the City’s over 30 websites and over 40 applications.

### **Update on Provincial and Federal Accessibility Legislation and Regulations**

Under section 41(5) of the AODA, the Act itself is subject to a “comprehensive review of the effectiveness of this Act and the regulations.” In 2010, the first review, *Charting a Path Forward*, was released, followed by the *Second Legislative Review of the Accessibility for Ontarians with Disabilities Act, 2005* in 2015.

On February 8, 2018, the Province appointed former Lieutenant Governor David Onley to conduct the third review. His responsibilities are to “consult with the public and will analyze accessibility progress made in other jurisdictions”. Scheduled for completion by the end of 2018, it will “consider the evolution of the current AODA and its goals for an accessible Ontario by 2025 and beyond. The Accessibility Office will monitor opportunities for the City to provide feedback to the review.

IASR standards are also subject to review under the Act. Standards review development committees re-examine the long-term accessibility objectives and make recommendations to the Minister, based in part on feedback received from the public.

To this end, the Transportation Standards Development Committee commenced its review in 2016, and released its recommendations in 2017. In response, the

Accessibility Office coordinated a response with Emergency and Protective Services and the Transportation Services department. Feedback (**Document 4**) was provided on:

- Sizes of mobility devices
- Identification of support persons
- Service animals
- On-demand accessible taxicabs
- Training for taxicab drivers
- Addressing attitudinal barriers

The City's feedback noted, "[The] review was silent on regulation for ride sharing services – or private transportation companies (PTCs). In particular, it would be helpful to have provincial regulations in place to ensure equitable access to persons with disabilities to those services provided by geo-location (GPS), third-party technologies".

In addition, the General Manager of Emergency and Protective Services sent a request to the Province to amend the IASR to include PTC's in the Regulation. The Province acknowledged receipt of the request.

The Province has not yet indicated what changes, if any, it will implement. While the majority of this standard does not apply to the City, some clauses, such as those pertaining to taxicabs, do.

The City is pleased to have put in place a system whereby persons with disabilities may access an accessible taxicab, at a cost that is no more than the regular cost charged to other persons. In 2016, Council enacted a new Vehicle-for-Hire By-law, which new provisions resulted in the issuance of four additional non-transferrable accessible taxi plate holder licences, increasing the total number to 191. As well, any new plate holder licenses issued in future will be accessible, and will not be transferrable.

The City made the following requests to the Province:

1. Provide authority to the City of Ottawa to impose and implement an accessibility levy to be applied to those PTCs that do not offer accessible vehicle-for-hire services
2. Amend the AODA to include a reference to PTCs to establish a linkage to the accessibility levy referenced above.

While the City is negotiating a voluntary per-trip surcharge (levy) to be paid to the City by licensed PTCs in order to expand accessible service options, municipalities have limited legislative tools to consistently ensure equity and access to these services.

In addition to its review of the Transportation Standard, the Province has currently struck Standard Development Committees for the Employment Standard and the Information and Communications Standard and it is anticipated that the Design of Public Spaces review will also commence in 2018.

The Accessibility Office will monitor any recommendations that may emerge, should they result in any training or policy changes to City programs and operations.

### **NEW PROVINCIAL STANDARDS UNDER DEVELOPMENT**

The Province has struck Standards Development Committees for:

- The kindergarten to grade twelve sector
- The post-secondary sector
- The healthcare sector

In collaboration with departments, the Accessibility Office will assess the legislation when it is introduced, should it potentially affect any City programs and operations.

### **UPCOMING FEDERAL ACCESSIBILITY LEGISLATION**

Following its commitments made in the 2015 federal election, the federal government held public consultations on federal accessibility legislation between February 2016 and July 2017. Based on this consultation, the top six areas that the Government of Canada will focus on include:

- Employment
- Access to buildings and other public spaces through a built environment
- Transportation by air, train, ferry and buses
- Program and service delivery
- Information and communications
- Procurement of goods and services

It is anticipated the legislation will be introduced in spring of 2018. In collaboration with City departments, the Accessibility Office will assess the legislation when it is

introduced, should it potentially impact City programs and operations including federally regulated services such as transit services.

### **Making accessibility a part of everyday business**

In order to ensure the City's adherence to the 87 legislatively applicable clauses and meet the spirit and intent of an additional 43 transportation sections of the IASR, in 2004, Council approved the creation of an Accessibility Steering Committee now called the Accessibility Working Group (AWG).

Led by the Accessibility Office of the Office of the City Clerk and Solicitor, this group is composed of a dedicated member of each department and/or service area, including Ottawa Public Library and Ottawa Public Health. The AWG works with the Accessibility Advisory Committee, monitors and reports on the City's annual progress on the Multi-year Accessibility Plan and reports on the City's compliance with the AODA. Their duties include but are not limited to:

- Completing annual departmental AODA attestations, which facilitate yearly updates to Council via the City of Ottawa Municipal Accessibility Plan report, as well as the compliance report to the Province via the Accessibility Directorate of Ontario every two years
- Coordinating consultations with the AAC as required in the legislation
- Tracking, coordinating and responding to departmental accessibility service requests and complaints
- Coordinating and maintaining adherence to accessibility processes to ensure compliance with specific sections of the legislation such as training and procurement
- Facilitating cross-departmental strategies and responses to accessibility-related issues as they arise
- Providing information to the public about the accessibility of City services through many channels including web, media and events such as the City's annual AccessAbility Day
- Supporting departments with integrating accessibility into their services and programs.

In 2017, to increase efficiency and streamline the work of this group, members were appointed from each department's Business Support Services (BSS) unit, a group that oversees and coordinates corporate processes for departments. In addition, a BSS

Accessibility Function document was developed to clearly outline the responsibilities of the members in relation to accessibility work at the City. This has allowed the corporation to apply consistency and uniformity to many processes that support adherence to the AODA.

### **Accessibility Advisory Committee update**

In 2017 and early 2018, at its meetings, the Accessibility Advisory Committee (AAC) was consulted and provided feedback on the following topics:

- Accessibility Rating Tool
- Consultation for Applicable 2017 and all 2018 Capital Projects
- Exterior Paths of Travel (Rest Areas)
- On-street Parking Spaces
- Outdoor Play Spaces
- Recreation Trails
- ParaPay
- 2018 Municipal Elections
- Communication Products and Persons with Disabilities
- 2018 Budget
- Albert Street and Slater Street Corridors Functional Design Study
- Traffic Calming Design Guidelines
- Accessibility of Patios within the Public Road Allowance
- Dynamic Symbol of Access

In addition, outside of regular meetings, the AAC provided feedback on the following City projects through working groups, by email or by involvement in a committee:

- Transportation Impact Assessment Guidelines
- Merivale Road Transit Priority Study and Community Design Plan
- Byron Avenue Traffic Calming Design
- Redevelopment of the Elmvale Acres Shopping Centre
- Highway 417 Carling Avenue East Ramp Closure
- Orléans Pathway
- Rural Bus Stop Criteria
- Halliburton Park / Fernbank
- Brittany Drive Watermain construction

- Merivale Road North
- Leitrim Road Realignment and Widening Environmental Assessment
- Baseline Road Bus Rapid Transit Corridor
- Private Transportation Company Levy (Committee)
- Seniors Roundtable
- Connecting on Disability and Abuse
- Lester Road Environmental Assessment
- Elgin Street Revitalization Project
- Booth Street Facility
- Bronson Bridge

### **New Consultation with AAC Process**

Effective January 1, 2018, Legislative Services launched a new corporate process for departments to consult with the AAC, as a one-year pilot project. Topics that the City is required to consult on include:

- Requirements and implementation of accessibility standards
- The preparation of accessibility reports
- Site plans and drawings
- Recreational trails
- Outdoor play spaces
- Exterior paths of travel and rest areas
- On-street parking spaces

The AAC is also available for providing feedback on the accessibility of departmental projects that do not fall within the regulatory requirements. This process includes an online intake form that asks project-related questions such as:

- How people with disabilities are being consulted
- If all requirements of the AODA will be met
- How staff will report back to the AAC

Feedback can be obtained from the AAC in person, or by written comments.

If staff present to the AAC, staff are asked, “What is the department seeking feedback on, specifically asking for or needing from AAC?” They are also asked to identify if any barriers are being removed or created; this, in turn, assists in developing Accessibility Impact statements for reports to Committee and Council.

All projects are followed up via the Feedback Outcomes Form, where staff identify if, and how, feedback from the AAC was incorporated into the project.

Many projects are scheduled for the AAC's 2018 meetings. While the process is scheduled for a formal review in early 2019, early feedback from the AAC has been positive. Since its launch, the Accessibility Directorate of Ontario has praised the City of Ottawa's new process and has promoted it as a model for other municipalities and organizations.

### **AODA TRAINING**

As per Section 7 of the IASR, the City is obligated to provide "training on the requirements of the accessibility standards and on the *Ontario Human Rights Code* [...] appropriate to the duties of the employees, volunteers and other persons."

As of January 2018, 93 and 91 per cent of all staff have been trained in ACS and IASR respectively. The headcount of active employees on which the compliance rate is based is a snapshot in time; thus, some staff may have been trained in the interim between when they were hired, and when the report was completed. New staff are trained as soon as practicable. Other staff who have not been trained include those on Long-Term Disability, maternity, leave of absence and the like; as such, it is not practicable to train them until they are actively in the workplace. There are several options for staff to receive their training. The first is the in-class corporate orientation, "AODA: Accessibility for All", provided to full-time staff and some summer students. This course is rooted in the adult learning principle of "experiential learning", whereby participants relay their collective knowledge, guided by the corporate trainer, and apply – and, in so doing, retain – what they have learned. Through a variety of mechanisms, including presentations, dialogue, and group work, participants are able to have questions addressed in a collaborative context, and leave the session with understanding and confidence regarding their rights and responsibilities under the AODA. Indeed, on a rating scale of one to five, with 1 being Unsatisfied and 6 being Very Satisfied, 89% of participants gave it five or above.

A sample of evaluation comments include:

- “[Excellent] trainer whose passion and experience with the subject matter enhances the course and provided active discussion. I also thought the discussions and group activities reinforced the material
- “Hearing [the instructor’s] personal experiences made [the course] more impactful
- “The instructor’s personal experience was a big help in learning
- “This was a fantastic training session. Very engaging and accessible. Just the right amount of time. Great use of interactive learning techniques
- “Best AODA training I have ever attended/participated in
- “I liked the interactiveness
- “I have taken many courses about the AODA but this was by far the best and most informative. I felt prepared and comfortable moving forward
- “Very pleased with the quality of the service. I will take away information and plan to be more inclusive”

Other departments offer this course in-class through their own trainers. As in past years, the Accessibility Office also provided in-class training to some summer students. Some part-time, temporary, casual and other staff may take a version of the course online. Online offerings are available to both networked and non-networked staff.

Prior to June 2017, staff who took the training online took two separate courses to meet their training requirements: one for the Customer Service Standard and another for the other standards of the IASR.

In its 2009 corporate training plan, the Accessibility Office noted that, with respect to the Province’s online learning offering, “This format is appropriate for positions within the organization that have minimal opportunity for interaction with people with disabilities or those already trained accessibility looking to refresh their knowledge.” That is, it meets legislative requirements, but does not provide the same learning outcomes as in-class instruction. Nonetheless, in-class instruction is not feasible for all employees, and, in June 2017, the Accessibility Office launched a new online corporate training, “AODA: Accessibility for All”, in English and French. Approximately two hours in length, this training includes updated requirements of the Customer Service Standards and the Design of Public Spaces (Built Environment) Standard. Existing requirements pertaining to the *Ontario Human Rights Code*, General Requirements (such as training, procurement, and policies and procedures), and the Information and Communication,



Employment and Transportation standards were incorporated. In addition, the District of Columbia Office on Disability Rights consented to the use of its customer service training video; similarly, the Ontario Human Rights Commission consented to the use of its video on disability and the *Ontario Human Rights Code*; both of these videos have provided a more dynamic learning experience for participants.

As there are no longer separate online courses for Accessible Customer Service (ACS) and other standards of the IASR, this merged training has facilitated tracking of training outcomes.

The City provides other AODA related, job specific training to staff to supplement and reinforce the complex legislation. These include, but are not limited to, accessible procurement, manager and supervisor AODA responsibilities, and accessible documents.

The Accessible Procurement Workshop is offered by the Accessibility Office to staff with purchasing authority to provide them with the tools to integrate and track accessible features in procurement. Participants explore what accessible features are, considerations when purchasing items and administering contracts, and how to enhance the accessibility of goods, services and facilities in general. They apply what they learn in a small group, interactive format. In 2017, 186 staff took this Workshop.

New managers and supervisors also receive training in their responsibilities, as managers and supervisors, to implement the compliance obligations of the AODA. In 2017, 61 managers and supervisors took this course offered by the Accessibility Office.

Training in how to develop accessible documents for Committee and Council reports is divided into two streams: Accessible Word documents and Accessible PDFs (CommonLook). By providing staff the tools to meet this requirement under Section 14 of the IASR, staff are able to post WCAG compliant content on the eAgenda website in a timely manner thus providing equitable access to City information.

In 2017:

- 88 additional staff took training in how to make accessible Word documents (a combination of in-class and online)
- 64 additional staff took in-class training in how to make accessible PDFs

Each year, the City of Ottawa collaborates with the National Capital Heavy Construction Association and Consulting Engineers Ontario (local chapter) to provide an Education

Series with several presentations on different topics to City employees, consultants and contractors. On February 9, 2017 a half-day session was dedicated to “Moving People During Construction”, which was attended by approximately 100 city employees and approximately 100 consultants and contractors and covered many facets of maintaining vehicular and pedestrian mobility during construction.

The City further obligates all its volunteers to receive training on all the standards of the AODA and IASR. As well, the City requires that third parties such as contractors and consultants ensure their staff are trained, and that training records are provided upon request; these stipulations are outlined in the General Terms and Conditions of doing business with the City.

As of November 30, 2017, 355 more volunteers were trained in ACS and 354 IASR respectively, the majority of them online through modules customized to their specific roles as volunteers.

To assist volunteers and contractors with their compliance obligations, the City offers the link to the Province’s IASR trainings on [ottawa.ca](http://ottawa.ca).

In late 2017, Emergency and Protective Services launched an online training for the corporate Protective Measures Program; this self-serve program notifies staff of options for protecting oneself from a threat to life, public health, or safety. As of 30 November 2017, 416 completed this training.

To ensure that existing training videos were aligned with the Protective Measures Program, the following two videos were updated:

- Individualized Workplace Emergency Response Information (IWERI) for Employees with Disabilities Responsibilities of Managers and Supervisors
- Individualized Workplace Emergency Response Information

The IWERI Manager’s Guide and Employee Discussion Guide were also updated to meet the requirements of the Program.

## **2017 ACCESSIBILITY ACHIEVEMENTS AND HIGHLIGHTS**

The following describes the highlights of the various initiatives and actions undertaken by departments in 2017 to prevent and remove barriers to accessibility of City services, programs, policies, purchases and projects. A full listing of these initiatives is provided in Document 1, which also identifies new initiatives that have been added by departments over the past year.

The corporation continues to ensure that City purchases include accessible design, criteria and features as prescribed by section 5 of the IASR. The City ensures that accessibility design, features and criteria are included where possible in procurement, regardless of dollar value. In 2017, Supply Services awarded 1,610 new contracts valued above \$15K under delegated authority totaling \$562 million. In terms of dollar value, accessibility requirements were included in 96.3% of all new procurements after adjusting for those where it is not applicable. This figure is consistent with 2016 and represents contracts awarded in the areas of construction, fleet and equipment, goods, information technology, maintenance services and professional services.

Regarding the corporate process for recording purchases under \$15K, departments have reported that it has been implemented in their respective service areas. This process will be reviewed in 2018. As outlined above, staff also receive training on the process via the Accessible Procurement Workshop.

### **CUSTOMER SERVICE**

On June 1, the City hosted its 14th Annual AccessAbility Day, an annual public event that highlights the City of Ottawa's accessibility-related achievements. The City's Accessibility Office and Human Resources (HR) services partnered with the Employment Accessibility Resource Network (EARN). The theme of the day was "EmployAbility" and highlighted the benefits of, and best practices regarding, enhanced workforce participation of people with disabilities.

The day commenced with an Opening Ceremony, including attendance from General Managers of various City departments, and welcoming comments from the Government of Canada, Deputy Mayor Bob Monette and City Manager Steve Kanellakos. Rich Donovan, CEO of the Return on Disability Group, provided a speech and disability-focused presentation and the film, Talent Untapped, directed by Anna Karina-Tabunar was viewed, followed by a Question and Answer session with the director. Following a networking lunch, participants attended workshops hosted by HR staff and EARN providers on:

- Tips for successful applications
- Preparing for interviews
- Workplace accommodations

Receiving feedback from the public, is mandated by the AODA, and is reflected in the City's Accessibility Policy. These authorities require that the Policy detail how feedback

is to be invited, forwarded to the appropriate personnel, responded to, documented and tracked on the manner in which the City provides its goods, services and programs to people with disabilities. From January 1, 2017 to December 31, 2017, the City's Accessibility Office responded to 108 accessibility inquiries, complaints, and service requests.

The service requests received directly by the AO can be broken down in the following themes:

- 40 per cent related to customer service
- 38 per cent related to built environment
- Eight per cent related to information and communication
- Seven per cent related to transportation
- Five per cent related to employment
- Two per cent related to accessible formats

In 2017, two additional measures were put into place to better identify, capture and report on feedback from the community on matters of accessibility:

- A new accessibility checkbox has been added to the Lagan tracking system used by 311 agents and the online feedback options on Ottawa.ca
- An integrated service-desk software solution, Marval, was launched in October. This system is utilized across all City departments and allows staff to easily input, share and track accessibility feedback

These new indicators and processes will assist the corporation in more easily identifying accessibility-related feedback received from the public; this will facilitate enhanced reporting on the matter.

Also in 2017, staff provided 12 water bills, 17 Interim Property Tax bills and 36 Final Property Tax Bills in accessible formats that best met the needs of residents with disabilities.

To enhance physical accessibility during the 2016-17 winter season, the City continued the funding of SnowGo and SnowGo Assist programs. They assist low-income older adults and people with disabilities who are unable to clear snow independently from their driveways. Residents who qualify are provided a matching service (resident to a snow removal contractor) and can access financial assistance. These two programs,

coordinated by local community support agencies, responded to over 1,945 calls, helped 687 older adults and individuals with disabilities and provided \$59,680 in subsidies.

To increase participation in recreational programs for people with disabilities, Recreation, Cultural and Facilities Services continued to assess and revise Recreation and Cultural Services programming options. Integrated recreation programs are offered throughout various community centres giving children, youth and adults with disabilities the opportunity to participate in community recreation. New specialized camp options, including youth summer camps for ages 13 to 17, were added to the 2017 offerings as a result of an ongoing and continuous process of meeting the public's requests for service.

For customers who are unable to leave their home or residence for more than three months because of age, illness or disability and are unable to visit a Library branch or Bookmobile stop, the Ottawa Public Library's (OPL) Homebound Services (HBS) program provides free, bilingual service. This program served just over 700 customers in the last year and includes services such as mini libraries, home deliveries and connections with senior residences. In 2017, with a grant from the Friends of the Ottawa Public Library (FOPLA), HBS provides their customers with library programming similar to what a branch location would typically offer their customers. This program is focused on providing entertainment and light-hearted fun and included organized musical performances, magic shows, and author visits. According to client feedback, the programs were very appreciated and beneficial, particularly at residences unable to provide larger event programming for their clients,.

Throughout the year, OPL Technology Services and Accessibility Services reviewed assistive technology and the assistive workstations available in all 33 branches to provide improvements in use-ability for people with disabilities. As a result, Technology Services purchased new assistive technology including touch screen monitors. These monitors support people with dexterity limitations including older adults who may have difficulties using the traditional computer mouse. The implementation of Windows 10 software with its various built-in accessibility features has also made it easier for staff and customers to learn and use.

The Community and Social Services department has a number of programs and services for people with disabilities including:

- The Essential Health and Support Services (EHSS) program, which enables low-income persons who have disabilities or are frail or elderly maintain independent living and avoid institutionalization. Many EHSS applicants have a one-time need for items or services, while others have longer-term needs that require ongoing case management by Social Services staff. In 2017, the program assisted 2,000 clients.
- Home Support Services (HSS) purchases services from local homemaking agencies to provide light homemaking services for social assistance recipients and people with low income who have serious health issues, and who wish to maintain or increase stability in their home. In 2017, there were 1,400 clients in the program.
- The Ontario Disability Support Program (ODSP) Application Support Project, under the Department's Housing and Homelessness Plan, provided 100% funding to deliver Centre 454's ODSP Application Support Worker Project. This program helps individuals with disabilities and barriers, including those receiving Ontario Works, navigate the ODSP application process. This includes initial inquiries, referral to medical assessments, and medical review. Based on Centre 454's 2016 report, clients presented with the following health issues (includes concurrent disorders):
  - Mental Health – 77 per cent
  - Physical Disability – 44 per cent
  - Addictions – 29 per cent
  - Developmental issues – 11 per cent

In 2017, 169 residents were granted ODSP with the help of this intensive application support project. Benefits include an increased revenue for the person/household, a reduction in use of medical emergencies services, increased level of stable housing and/or better housing options and increased stability in medication with diagnosis. Since 2015, as an outcome of the project, the waiting time from initial inquiry until being granted ODSP has decreased.

## **INFORMATION AND COMMUNICATION**

The City of Ottawa has implemented a strategy to meet the requirements pertaining to Websites and Web Content under the Information and Communications Standard of the IASR. Web Content Accessibility Guidelines (WCAG) require all City-owned or operated websites, content on those websites, and web-based applications to meet 38 specific

accessibility criteria; these enable people to use assistive technology such as screen readers to fully access information and communications online.

As noted above, a new framework and functionality of ottawa.ca, the City's main website, was launched on December 17, 2016 and the framework is certified as WCAG 2.0 Level AA compliant. Work is underway to ensure that the content on ottawa.ca is compliant. ServiceOttawa created and staffed a new full time position, Web Accessibility Coordinator, in December 2017. This person works with each department to coordinate and assess the workload required to continue the progress towards ensuring departmental content on ottawa.ca meets WCAG compliance.

Staff have conducted spot checks of some content on ottawa.ca, which shows that the most common outstanding accessibility issues with content to be addressed relate to use of proper heading structure, alternative text for images, table captions and headings, providing the purpose of links, and providing transcripts and captions for non-real time media files. Training was delivered to departmental web staff on these issues. As well, the web publishing guidelines were revised to reflect updated accessibility requirements.

The ServiceOttawa branch of the Service Innovation and Performance department continued training City staff on how to create and validate accessible documents for the public. On December 7, 2017, the branch hosted the City's first Open Web conference, which addressed web accessibility practices for both content creators and web developers. The keynote speaker spoke to accessibility from a user's perspective, and staff and external experts provided a full day of presentations. One hundred and twenty three people attended the event, including 106 City staff.

The Information Technology Services (ITS) branch of Corporate Services has worked in partnership with the AO and the ServiceOttawa branch throughout 2017 to create a program to track the repair, replacement or elimination of WCAG non-compliant public facing applications to create consistency in how City applications include and maintain accessibility requirements. This program will include assistance in accessibility requirement wording within City contracts for the purchase of new applications, maintenance of current testing tools, work to improve testing consistency, the addition of accessibility compliance to the project development lifecycle, and updates to accessibility development and testing methodologies corporate procedure.

ITS completed the Microsoft Office 2016 suite upgrade across the corporation and approximately 11,600 computer systems were updated. Microsoft Office 2016 suite

contains many new built-in accessibility functions such as a zoom function to enhance visibility and a narrator that can read what is on the page.

The Public Information and Media Relations (PIMR) branch of the Service Innovation and Performance department, Information Technology Services of the Corporate Services department and the Office of the City Clerk and Solicitor, researched a corporate solution for using webinars. Results indicated that there is not a webinar system currently available in the market that meets the City's accessibility and bilingualism requirements; departments will continue to monitor the market for appropriate options.

PIMR is responsible for the implementation of the Public Engagement Strategy. In 2017, PIMR consulted with Facilities Services, the Accessibility Working Group and numerous other stakeholders to identify which new tools, equipment or corporate software to acquire to make City of Ottawa Public Engagement activities more accessible. The tools and equipment have made public engagement more accessible and include:

- an adjustable podium
- a wireless Polycom (conference speakerphone)
- televisions to display captioning
- portable FM Loop listening devices

As a corporate standard, two types of public engagement software have been purchased and implemented for use: the survey tool, CheckMarket and the registration tool, Eventboost. In order to be useable by people with disabilities, both platforms were procured to meet WCAG requirements.

A wayfinding system was purchased and installed in City Hall to help some people with vision loss to independently locate Client Service Centres and meeting rooms through an application on their mobile phone. The system is currently being tested and will be available for the public use once completed. PIMR has also worked with the Learning Centre to update Public Engagement training courses for staff with an enhanced accessibility focus.

On October 19 and 20 2017, the Accessibility Office hosted a province-wide conference of the Ontario Network of Accessibility Professionals. Here, James van Raalte, Director General from the Government of Canada's Office of Disability Issues provided an update to the group on the development of the new federal accessibility legislation. The Accessibility Directorate of Ontario facilitated a best practice sharing session pertaining



to the built environment. The City, in turn, gave presentations related to best practices for coordinating accessible elections, Accessibility Advisory Committees, transportation, and the built environment from leading accessibility-focused municipalities from across Ontario, including the City of Ottawa.

## **EMPLOYMENT**

Throughout 2017, Human Resources continued to deliver training to new and existing employees and managers. These courses are delivered to equip managers/supervisors and staff with the skills and knowledge to create inclusive environments in which employees understand, value and respect each other's differences and diversity of gender, race, age, language, education, values, disabilities, sexual orientation and family structure. This included:

- 71 managers trained on Leading a Diverse Workforce
- 2,172 staff trained in subject matter that related to accessibility by taking one or more of the following trainings: Respectful Workplace, Leading a Diverse Workforce, and Learning My Way

The City partners with the Employment Accessibility Resource Network (EARN), an initiative coordinated by United Way which raises employer awareness on the benefits of hiring persons with disabilities in efforts to assist persons with disabilities in Ottawa to obtain paid employment. In order to strengthen the relationship between EARN and the City, a City Recruitment and Staffing employee participates at Network's meetings since December 2017 and a Diversity and Inclusion Specialist of the City of Ottawa also continues to chair EARN meetings. As well, Human Resources staff participated in the planning committee for the annual EARN conference that took place in June 2017 and met with EARN member organizations such as LiveWorkPlay and the March of Dimes to learn more about their programs and promote employment opportunities at the City of Ottawa.

The creation and support of Psychologically Healthy and Safe Workplaces Roadmap benefits employers and workers as well as their families. In 2017, as part of the City of Ottawa's Psychologically Healthy Workplace Roadmap, Human Resources Services and Ottawa Public Health staff, in collaboration with the Wellness Committee and the Employee Assistance Program Advisory Committee, launched a new series of videos to increase awareness of mental health in the workplace. The series includes a number of videos about mental health awareness including: Role of Stress, Understanding Mental Health, Anxiety, Depression, Post-Traumatic Stress Disorder, Substance Use Problems,

Suicide and Reaching Out, Mental Health in the Workplace and Supporting Your Mental Health.

The Community and Social Services department delivers the Addiction Services Initiative (ASI), an employment assistance activity for Ontario Works participants whose substance abuse is a barrier to acquiring and maintaining employment. ASI may include referrals for assessment and treatment as well as dedicated employment supports. On average, 87 Ontario Works clients receive ASI intensive case management supports each month.

In partnership with a number of community support agencies and organizations, such as Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board, OC Transpo continued its work experience program for 16 persons with disabilities.

## **TRANSPORTATION**

The new Vehicle-For-Hire By-law was approved at the end of 2016 to provide for the regulating, licensing, and governing of vehicles-for-hire (VFH) in the City of Ottawa, being taxicabs, taxicab drivers, plate holders, brokers, limousine services and Private Transportation Companies (PTC).

New license fees were applied in 2017, including a zero license fee for accessible taxicab drivers. In addition, four new accessible plate holder licenses were granted to individuals on the accessible plate holder license taxicab waiting list.

To address the fact that many Private Transportation Companies (PTCs) do not currently accommodate transportation for persons who use mobility devices including power wheelchairs and scooters, the General Manager of Emergency and Protective Services' negotiated a voluntary per-trip accessibility surcharge. By-law and Regulatory Services continues to negotiate a similar agreement with each new PTC that becomes licensed.

In preparation for the opening of the O-Train Confederation Line, from Blair Station to Tunney's Pasture Station, an additional elevator was added to and from each platform at Tremblay Station, like all other O-Train Confederation Line stations, to minimize the incidence of elevator service disruptions at this station when it opens in 2018. The additional elevator will mitigate potential disruptions in service benefitting greater transit accessibility for people with disabilities especially those with limited mobility and/or stamina.

In March 2017, City Council approved Stage 2 of the light rail transit project which will include approximately 40 km of light rail extensions:

- O-Train Confederation Line West: from Tunney's Pasture Station, beyond Bayshore to Moodie Drive, and southwest to Algonquin College
- O-Train Confederation Line East: from Blair Station, beyond Place d'Orléans to Trim Road
- O-Train Trillium Line extension south to Earl Armstrong/Bowesville in Riverside South
- An airport rail link from South Keys Station on the Trillium Line
- Stage 2 will add 23 new train stations and 38 new light rail vehicles to the O-Train Confederation and Trillium Lines, all of which will be universally accessible, and will bring 70 per cent of residents within five kilometres of rail transit.

All designs have achieved *AODA* and *Ontario Building Code* compliance in providing emergency exits and planned exit routes for persons with disabilities.

To enhance pedestrian access to O-Train Confederation Line stations from adjacent neighbourhoods, Transportation Services continued the installation of curb ramps with Tactile Walking Surface Indicators (TWSIs) at a number of pedestrian intersections leading to O-Train Confederation Line stations and facilities. These curb ramps with TWSIs will improve access to the stations for persons with mobility related disabilities and for those who are blind and partially sighted.

In 2017, OC Transpo launched the EquiPass, a new affordable monthly transit pass available to transit customers and families who live on low incomes. The EquiPass is available to residents whose household income falls below the low-income cut-off (LICO) threshold, as set out annually by the Government of Canada, and provides a 50 per cent discount on the cost of a monthly pass.

Exterior bus announcements were deployed in April 2017, which audibly announce the route and destination of the arriving bus when the front doors are opened. This provides the same information on the bus's exterior destination sign. This technology-enhanced service to customers who were unable to see or read the destination sign of an approaching bus – particularly, customers who are blind or partially sighted – thereby improving their ability to use transit independently and safely. The implementation of the exterior bus announcements was guided by feedback from a working group, which

included residents and representatives of the City's Accessibility Advisory Committee, CNIB, Alliance for the Equality of Blind Canadians, Canadian Council of the Blind and Women's Initiatives for Safer Environments.

The Pedestrian Countdown Signals (PCS) initiative ensures that all newly constructed or replaced traffic signals built to include Accessible Pedestrian Signals (APS) are also equipped with Pedestrian Countdown Signals. Combining the installation of PCS with APS improves safety. PCS offers pedestrians more information on how much time they have to cross the intersection safely, allowing people with reduced stamina and mobility more information in a decision to cross an intersection. In 2017, 31 traffic signals were equipped with PCS. In 2018, Transportation Services will continue to ensure that all newly installed and retrofitted AODA-compliant APS are equipped with PCS.

APS use audible, tactile, vibro-tactile and visual signage to assist all pedestrians, including those who are blind, partially sighted, or deaf-blind, to let pedestrians know when they have the right-of-way to cross at a signalized intersection and in which direction to cross. In 2017, 66 APS were installed bringing the total number of AODA-compliant APS citywide to 121. Currently, out of 1171 signalized intersections, 909 are equipped with audible signal components, which represents about 77.6 per cent of the City's signalized network.

The City will continue to design and construct sidewalk linkages that cannot be secured from developments under the *Planning Act*, resulting in gaps in pedestrian connectivity that can affect people with disabilities, particularly those using mobility devices. Projects typically address situations where existing communities need to be linked with a new development across vacant land.

In 2017, Transportation Services filled in gaps in sidewalk connections in existing neighbourhoods. This resulted in the construction of new accessible pedestrian links at the following locations:

- Vanier Parkway (Meilleur Private to 200 m west of Meilleur Private on south side of the Vanier Parkway)
- West Ridge Drive in Stittsville (Adamson Crescent to Franklin Cathcart Crescent)

Construction will continue in 2018 to create the following sidewalk linkages:

- Longfields (Highbury Park Drive to Via Verona Avenue)
- Rockingham Avenue (Bank Street to Clementine Boulevard)
- 1590 Belcourt Boulevard

- Hazeldean Road (from 135 m to 250 m east of Kittiwake Drive)

In partnership with Transportation Services, the Planning, Infrastructure and Economic Development department began construction on the new pedestrian and cycling bridge over the Rideau Canal between Fifth Avenue and Clegg Street. This new link will be fully accessible, and will improve connections and shorten distances between the Glebe and Old Ottawa East, as well as with the O-Train Confederation Line's Hurdman and Lees Stations. Construction of the Rideau Canal Crossing (Fifth Avenue to Clegg Street) will continue throughout 2018, with completion of the project anticipated in 2019.

The Transportation Services Department will continue to install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility. The department upgraded 14,367 streetlight fixtures to LED technology in 2017. It will improve street lighting in communities and neighbourhoods through a variety of initiatives, including retrofitting existing fixtures and streetlights with brighter LED bulbs, and replacing existing street lighting and hydro poles where feasible. In 2018, the goal is to convert an additional 15,700 streetlights to LED technology.

The Transportation Services Department will complete the functional designs for a number of road renewals throughout the city. The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets, including adding new sidewalks in locations where sidewalks currently do not exist, making them more accessible. In 2017, the department completed functional review and design of several local streets scheduled for full road reconstruction in the next two years.

New sidewalks have been recommended at the following locations, subject to detailed design:

- Hogan Street and Ness Street
- Avenues N, O, P, Q and R
- Borthwick Avenue and Gardenvale Road
- Gibson Street, and Denver, Tampa and Orlando Avenues
- Hilliard Avenue, Millbrook Crescent, Farlane Boulevard and Wallford Way
- Larkin Street and Lepage Avenue
- Mailes Avenue
- Valley Drive and Foley Avenue

The department will conduct on-going review and design of future full road reconstruction projects to identify opportunities to provide additional sidewalks, crosswalks and other pedestrian and accessibility enhancements.

Major road scoping in 2018 includes Catherine Street, Isabella Street, Chamberlain Avenue and Alta Vista Drive (from Billings Avenue to Kilborn Avenue).

Following completion of the Albert-Slater Post LRT Repurposing Functional Design Study (Bay Street to Waller Street, including the Mackenzie King Bridge) in 2018, interim road modifications for the removal of the Transitway lanes between Bay Street and Waller Street will be implemented.

The department also completed the functional design study for Elgin Street (Laurier Avenue West to Queen Elizabeth Driveway), Waverley Street (Elgin Street to Jack Purcell Lane) and Hawthorne Avenue (Pretoria Bridge to Main Street). Approved by City Council in May 2017, the redesign will include:

- Widening sidewalks to a minimum width of 2 metres, meeting the best practice of the City's Accessibility Design Standards
- Shortening pedestrian crossing distances at all intersections
- Increasing the size of some transit stops
- Adding some flexible on-street parking spaces and seating

The Accessibility Advisory Committee was supportive of the planned redesign and approved an April 2017 motion supporting Transportation Services staff's recommendations to widen the sidewalks on Elgin Street. The department will continue working on the detailed designs for Elgin Street, Waverley Street and Hawthorne Avenue; with construction expected to begin in 2019.

The department will also complete environmental assessments 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. The following studies were completed in 2017:

- Baseline Road Bus Rapid Transit Environmental Assessment (EA) Study (Bayshore Drive to Heron Station), which includes the widening of Baseline Road to provide centre bus lanes

- Chapel Hill Park & Ride EA Study (Navan Road/Brian Coburn Drive), which includes the development of a new Park & Ride lot in Cumberland South
- Carling Avenue Transit Priority Study (Lincoln Fields to Bronson Avenue), which includes the design of transit priority measures along Carling Avenue
- Montreal Road Transportation Planning Study (North River Road to St. Laurent Boulevard), which identifies improvements along Montreal Road with respect to transit and active mobility
- Chapman Mills Drive and Southwest Transitway Extension EA Study (Longfields Drive to Borrisokane Road), which identifies the functional design for both the Chapman Mills Drive Extension as well as the Southwest Transitway through Barrhaven Centre

Planning, Infrastructure and Economic Development Department staff will be completing detailed designs for these projects.

The Transportation Services Department will expand transit service to growing areas of the City and in support of the O-Train Confederation and Trillium Line expansion. To meet growing demands in service including about 950,000 new customer-trips each year, the City added 17 new fully accessible double decker buses to the fleet. This expansion will ensure transit customers, from growth areas of the City, have more options to get into and out of the downtown core at peak hours. It will also support growth in ridership for both the O-Train Confederation Line and Trillium Line, and the future Stage 2 LRT by increasing capacity to get to the LRT lines from busy parts of the city. The department will continue to monitor new development in the City and adjust service to accommodate residents of these neighborhoods as they progress, and as resources permit.

Regarding conventional transportation, Transportation Services investigated the use of smartphone and beacon technology as a means of improving navigation inside and around transit stations for persons who are blind or partially sighted. It will continue to research available digital navigation technologies and solutions, as well as monitor emerging trends and developments, and to engage persons who are blind or partially sighted in discussions around the potential implementation of digital navigation.

To continue to improve the visibility and effectiveness of on-board signage identifying the cooperative seating area of the bus and both O-Train lines, the use of social media and on-board bus announcements encouraged customers to be more courteous towards their fellow passengers who may have visible or non-visible disabilities.

Messages promoted in 2017, included the following: “Cooperative seating at the front of the bus is intended for customers who may have trouble standing in a moving vehicle. Please be courteous and offer your seat to those who need it”; “Please be courteous. Let those who need a seat get on first”; and “Please do the right thing. Offer your seat to someone who needs it”. OC Transpo continued to do best practice research on the priority seating or cooperative seating signage used by other North American and international transit agencies, and consider conceptual approaches that could be applied to OC Transpo’s conventional bus fleet and the O-Train.

The City’s Taxi Coupon Program provides discounted taxi fares to Para Transpo customers, as an alternative to taking Para Transpo. The program enables customers to book their own trip from participating Ottawa taxi companies and save 40 per cent off the regular fare. Due to continued promotion and outreach, 1,952 customers purchased 19,493 taxi coupon books in 2017 up from 1,932 customers in 2016. Convenience has also been improved with a change to permit customers to purchase up to two months’ worth of taxi coupons (or eight coupon books) at a time.

In 2017, additional accessibility training for Transportation Services staff that is consistent with the AODA and other applicable legislation, standards and policies was delivered. All Para Transpo operators were provided the training that focused on communicating and interacting with customers with intellectual, developmental and mental health disabilities and the City of Ottawa’s Equity and Inclusion Lens. This training was supplemental to Para operator’s previous training in accessible customer service.

In recognition of the lack of transportation options in the rural areas of the city for older adults and people with disabilities, Transportation Services department has continued its partnership with three rural community support service (CSS) agencies to provide enhanced transportation options. In 2017, the CSS agencies experienced continued demand for their transportation services. The agencies provided 11,454 one-way trips, including 6,071 to customers who were Para Transpo registrants/eligible. The CSS agencies were able to meet 97 per cent of all trip requests.

In order to simplify and streamline Para Transpo fares, as set by City Council in the 2017 budget, fare changes were implemented on January 1, 2017, which benefited all Para Transpo customers. The changes are:

- Fare top-ups are no longer required on Para Transpo for customers who are Community Pass holders (Ontario Disability Support Program recipients)



- Top-ups are no longer required for customers who use Para Transpo during the morning peak period
- The discounted Access Pass is available for all Para Transpo customers who are not Ontario Disability Support Program recipients. It is the same price as the Community Pass and provides unlimited travel on conventional bus and O-Train service and a one-third discount from the single-ride fare for Para Transpo trips

To expand the options available to customers who would like to book a Para Transpo trip, a new Voice Over Internet Protocol (VOIP) phone system, with Integrated Voice Response (IVR) was implemented in 2017. This has increased the capacity of the OC Transpo Customer Service Centre. The capacity of the lines available for customers making booking has increased from a hold of 19 calls to a hold of 110 calls in the queue before a customer receives a busy signal.

Public Works and Environmental Services (PWES) and OC Transpo have continued their collaborative efforts to identify and lessen the accessibility issues around snow clearing at bus stops and related sidewalk winter maintenance. Eight hot spots were identified as accessibility priorities over the winter maintenance season and will receive additional winter maintenance to assist people with disabilities at these high demand bus stop locations.

Transportation Services also implemented a number of measures with the goal of expanding Para Transpo eligibility and improving customer service:

- Expanded eligibility by accepting customers with developmental, intellectual and mental health disabilities
- Cross-trained all Customer Service Centre staff to assist with booking Para Transpo trips, particularly during peak times. This added extra capacity to serve customers more quickly and efficiently at busy times
- Accommodated 99 per cent of the 245,541 customers calling to book a Para Transpo trip. The majority of the customers not accommodated were requesting travel on the same day at busy times
- Created a dedicated Para Transpo alert to which customers can subscribe to receive, by text or email, information about service, such as weather or traffic-related delays
- Permitted customers to book trips on the quarter-hour rather than half-hour. This allows more flexibility for customer schedules and for more accurate scheduling of trips

## **DESIGN OF PUBLIC SPACES**

Throughout 2017, City departments responsible for the maintenance of accessible elements continue to abide by clause 80.44 of the 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. These procedures are contained in the Council-approved Preventive Maintenance Policy. Sidewalk maintenance operations are intended to provide a safe and passable network for pedestrians, cyclists, etc. as well as to preserve the City's infrastructure. Maintenance activities are scheduled based on the extent of the hazard in accordance with the maintenance quality standard. PWES performs annual sidewalk surveys to identify issues, which include the maintenance of accessible elements. Scheduling of the repairs is made in accordance with the Council-approved Maintenance Quality Standard.

City Council approved a budget of \$3.0M for the City's Retrofit Program for 2017. This program conducts the removal of disability barriers identified through City-conducted accessibility audits of existing City facilities, play structures and pathway systems.

Throughout 2017, the following projects were completed:

- Installation of power door operators at the following facilities: Greenboro Pavilion, Jim Durrell Recreation Complex, Ottawa City Hall, Jack Purcell Recreation Complex, Claudette Cain Field House, Carlsbad Springs Community Centre and Dovercourt Recreation Complex
- Washroom barrier removal at the Elizabeth Manley Park Field House
- Ground floor barrier removal at the Hintonburg Community Centre
- Exterior path of travel barrier removal at the Rideau Library
- Installation of handrails in arena stands at Brian Kilrea Arena, Mcnabb Arena, Sandy Hill Arena and the Tom Brown Arena,
- Ground floor universal accessible washroom at the Constance Bay Community Centre and Library
- Various accessible upgrades to the accessible pool change room at the Walter Baker Sports Centre
- Main entrance accessible washroom at the Walter Baker Sports Centre
- Exterior path of travel and barrier removals at the Optimiste Park Pool Change House

- Barrier removals at the Meadowvale Field House, Manor Park Community Building and the Bel Air Park Field House
- Second floor universal accessible washroom at Arts Court
- Accessible shower remediation at the Goulbourn Recreation Complex
- Exterior ramp, stairs and path of travel barrier removal have been substantially completed at the Churchill Seniors Recreation Centre
- Entrances and ground floor barrier removal substantially completed at the Carling Family Shelter

To enhance accessibility during construction projects, the Planning, Infrastructure and Economic Development (PIED) department continued to provide accessible outreach and awareness training to its external contractors. In order to ensure adherence to the existing regulations and to gauge accessibility during construction, four site visits were conducted in 2017. Accessibility awareness presentations were also provided to Design and Construction Project Managers, the National Capital Heavy Construction Association and the Consulting Engineers of Ontario, Ottawa Chapter.

The Ontario Renovates program funds accessible modifications or renovations in homes or rental units for eligible older adults, persons with disabilities and property owners. The program provides funding in the form of a forgivable loan and/or grant to make a home or rental unit safer, more accessible and more energy efficient. The Ontario Renovates program funded 52 units with accessible modifications that have included such modifications as building entrance ramps, replacing inaccessible bathtubs to walk in showers and installing chair lifts.

The City of Ottawa operates 11 Municipal Child Care Centres for children 18 months to five years old. To ensure accessibility for children with disabilities, an additional wheelchair accessible child size toilet was installed at the Esther By Child Care Centre.

The City continued its work across its departments towards the creation of more accessible new construction and redevelopment: two new affordable housing projects were completed and occupied in 2017; construction is advancing rapidly on two developments and four projects were approved for development. All of the projects meet the City's Accessibility Design Standards for visit-ability in housing.

“VisitAble Housing” or “VisitAbility” is the concept of designing and building homes with basic accessibility. The term “visitability” refers to a design strategy that provides basic access to a home through three key design elements:

- Level entry and clear space at entrance area
- Wider doors and accessible routes throughout the entrance level
- A washroom on the same level as the accessible entrance.

This type of housing offers a convenient home for residents and a welcoming environment for visitors of all ages and mobility needs. The goal of “visitable” housing is to make housing more accessible for people with physical disabilities, those who use mobility aids and older adults by providing options to age in place.

The following housing projects have been completed:

- Multi-faith Housing Initiative on Longfields Drive, Phases One & Two is a 98-unit affordable housing project that is completely visitable and includes eight (8) barrier free units. The development was completed and occupied in July 2017
- Montfort Renaissance on St. Joseph Boulevard is a new 48 unit affordable housing development with supports. The development was completed and occupied in May 2017

Construction continues on:

- Ottawa Community Housing Corporation’s four-storey, 42-unit apartment building for seniors (including 12 accessible units), which is connected to the Carlington Community Health Centre Hub located on Merivale Road
- John Howard Society development on Carruthers Avenue providing 36-units, including nine accessible and/or easily adaptable units

During 2017, the following affordable housing developments were approved through the Request for Proposals process:

- Cornerstone Housing for Women on Princeton Avenue is a development which includes the rehabilitation of an existing convent, to allow for the development of 42 supportive housing unit for women. Seven units will be accessible. The renovations are currently under way with an anticipated completion date in the fall of 2018
- King’s Daughters and Sons on Cambridge Street South is a six-storey, 58 unit addition to the existing apartment building for seniors. The seniors apartment building will include six accessible units. The completion of the project is scheduled for the fall of 2019

- Youth Services Bureau on Riverside Drive is a four-storey, 39-unit apartment building for youths, 9 of which will be accessible. The completion of the project is scheduled for the fall of 2019
- Cumberland Housing Corporation is a two-storey, 15-unit apartment building for older adults located in Sarsfield. Three accessible units will be included in the development. The completion of the project is anticipated for the spring of 2019
- Ottawa Community Housing is a 16-unit development comprised of townhouses and triplexes. The development, which is currently under construction, will include four barrier-free units. The completion of the development is slated for December 2018.

### **2018 Accessibility Initiatives and Highlights**

The following describes the highlights of the various initiatives and actions planned by departments for 2018 to prevent and remove barriers to accessibility of City services, programs, policies, purchases and projects. A full listing of these initiatives is provided in Document 1, which also identifies new initiatives that have been added by departments over the past year.

### **2018 ELECTIONS**

The Elections Office will continue to comply with the *AODA, 2005*, the related standards and regulations, and the accessibility-related provisions of the *Municipal Elections Act, 1996* (MEA).

*Bill 181, Elections Modernization Act, 2016* introduced a new accessibility provision to the MEA. Under section 12.1(2), the Clerk responsible for the election shall “prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election.” The Elections Office will consult designated members of the Accessibility Advisory Committee as the plan is drafted.

As in the past elections, the Elections Office will review the accessibility of each voting place. Staff will conduct site visits and complete a detailed accessibility checklist to ensure that all voting places are accessible to electors and candidates with disabilities. The accessible features will be made available to electors on [ottawa.ca/vote](http://ottawa.ca/vote) and on the voter Notifications.

New for the 2018 elections, the Elections Office will make available five public facing applications on its website. These applications will allow electors to:

- Verify where they are able to vote
- Verify if they are on the voters' List
- Add themselves to the voters' List
- Amend their information on the voters' List

The public will use an online application to apply to work as poll workers in the 2018 elections. With the assistance from the Accessibility Office, the Elections Office has recruited individuals with disabilities to participate in user testing of the public facing application during the development stage to ensure its use-ability with web accessibility tools.

To ensure that the voting process is accessible, the Elections Office will make several accessibility tools available to electors, including a large print ballot, magnifying sheet, a Braille listing of candidates, a Braille ballot template, and a cell phone with Elections call centre staff on standby.

Furthermore, all special advance voting places, advance voting places and voting places in seniors' residences and long-term care facilities will offer an Accessible Vote Tabulator (AVT). The AVT allows electors with disabilities to vote privately and independently, through one of its accessible features:

- Bilingual visual support through a 19-inch screen with zoom, high contrast features
- A braille keypad
- Left-right paddles (colour-coded left and right paddles)
- A sip-puff device
- Bilingual audio through headphones

Based on the success of the 2014 "anywhere voting" pilot, the Elections Office will expand special advance voting to six locations over four days, October 4 to October 7, 2018. Electors will be able to vote at any special advance voting place regardless of their ward of residence. 2018 special advance voting places are all located in landmark City facilities across the municipality.

If an elector is unable to attend a voting place, the elector may appoint a friend or family member, called a voting proxy, to vote on their behalf. This process involves the prior completion and certification of a prescribed form. As well, poll workers can attend to an

elector by their bedside in an institution or in the parking lot outside a voting place, also known as curbside voting.

As in 2014, over 3,500 election workers will be required to complete training, which includes accessibility. Furthermore, every City employee who works as a poll worker or in a support role has completed mandatory AODA training.

The Elections Office is committed to meeting the requirements of the accessible employment standard and ensuring that accessibility is incorporated into its recruitment and hiring practices. The Elections Office will continue to make workplace disability accommodations for all elections workers, as requested (such as lowered tables).

In 2018, the Elections Office plans to expand its communications and education initiatives related to voting accessibility. The Elections Office will continue to hold demonstrations on voting accessibility in public libraries, as well as make information available on [ottawa.ca](http://ottawa.ca) and through the printed voter notification. In addition, the Elections Office plans to attend a series of events to promote elections awareness as well as elections accessibility.

The Elections Office intends to review its planned accessibility initiatives with members of the Accessibility Advisory Committee in the first half of 2018.

Finally, after voting day, the Elections Office will report to the Accessibility Advisory Committee, Standing Committee, and Council on the identification, removal and prevention of barriers that may affect electors and candidates with disabilities.

## **TRAINING**

In 2018, the Accessibility Office will continue to:

- Provide the in-class corporate AODA: Accessibility for All training on a regular basis
- Monitor the use of the online training, and provide related technical and educational support as needed
- Provide cross-departmental and intact sessions of the Accessible Procurement Workshop
- Provide the AODA Compliance Module to new managers and supervisors
- Review and implement training best practices as they relate to customer service and other standards of the IASR

ServiceOttawa will continue to provide training on creating accessible Word documents and PDFs to staff whose job duties include composing Committee and Council reports.

The Accessibility Office will lead the following training-related initiatives in 2018:

- Further revise existing in-class corporate AODA: Accessibility for All training to provide a more interactive learning experience based on feedback received
- Develop preliminary training materials for the development of Accessibility Impact statements for Committee and Council reports based on outcomes of the 2018 Accessibility Advisory Committee Corporate Consultation Process pilot, with the full training to be launched in 2019
- Develop orientation materials for new members of the corporate Accessibility Working Group
- Pending the release of federal accessibility legislation in 2018 and modifications to AODA standards, develop related training materials in partnership with impacted departments

The Accessibility Office will also support the City Clerk and Solicitor Elections Office in the development and delivery of an accessible election process, including elections-related training in preparation for municipal elections in 2018.

### **CUSTOMER SERVICE INITIATIVES**

On May 31, 2018, AccessAbility Day will be held at Ottawa City Hall, co-hosted with Ottawa Public Health.

To support eligible low-income older adults and people with disabilities and compensate for a portion of their snow removal costs; funding for the SnowGo and SnowGo Assist programs is continuing for the 2017-18 winter season. These programs are part of the City's Renewable Community Funding envelope and are subject to annual City budget approval.

### **INFORMATION AND COMMUNICATION INITIATIVES**

ServiceOttawa and other departments developed a plan to bring the content on ottawa.ca to the WCAG 2.0 Level AA standard by Jan 1, 2021. Web Services will finalize the plan to address the accessibility of content on ottawa.ca across City departments in Q2 2018. In conjunction with the Web Accessibility Coordinator, Web Services will also continue to liaise with departmental web leads and publishers who use the checklists for building accessible content, paying particular attention to common



issues with headers, alternative text for images, tables, purpose of links, and providing transcripts and captions for media files.

Research into public engagement tools will continue throughout 2018 to ensure that opportunities for full participation of residents with disabilities is optimized. PIMR, Information Technology Services and the Office of City Clerk and Solicitor will continue to explore options for an accessible, bilingual webinar system.

To support mobility enhancements for people with vision loss, CNIB will be testing a wayfinding system installed at City Hall. The vendor will help optimize the beacon technology and will customize it for use in City Hall in 2018.

PIMR will continue to support two accessible public engagement platforms – an event registration tool Eventboost, and a survey tool CheckMarket, a survey tool. PIMR will also conduct spot checks to ensure the City’s accessibility requirements continue to be met when using these tools.

## **EMPLOYMENT INITIATIVES**

The City of Ottawa is committed to meeting the requirements of the accessible employment standard. This standard makes accessibility a regular part of finding, hiring and supporting employees with disabilities.

On an on-going basis, the Human Resources services will continue to deliver department-specific and corporate training to new and existing employees and managers in subject matter related to accessibility.

Human Resources services will continue to chair the Employment Accessibility Resource Network (EARN) meetings and participate in activities to raise employer awareness on the benefits of hiring persons with disabilities. City staff will continue to work with EARN to connect with people with disabilities and promote employment opportunities.

In order to increase recruitment of people with disabilities; data about workforce representation of people with disabilities at the City has been analyzed in the context of labour market availability, in order to identify potential opportunities to increase hiring of candidates. This data is provided to departments for their use to develop plans to increase the workforce representation of people with disabilities at the City, relative to their availability in the marketplace, from 2.34% to 3.34% by the end of 2018.

On June 6, the 2018 EARN Conference will take place at City Hall with a focus on mental health. The theme of the 2018 EARN conference is “Mental Health: Workplace Strategies for Opening Doors to Inclusion”. Strategies, solutions and tools will be provided to participating employers to increase awareness of the talents and skills that people with disabilities bring to the labour market while specifically discussing mental health in the workplace. The goal is to inform participants so that they can create an environment where people are able to bring their whole selves to work and where managers have the resources to support their employees.

### **TRANSPORTATION INITIATIVES**

The General Manager of Emergency and Protective Services (EPS) has established the Vehicle for Hire Accessibility Fund Steering Committee to develop a strategy with respect to how new fees generated through an accessibility levy on Private Transportation Companies could be used to offset costs for a number of programs that support accessible transportation. Membership on the Steering Committee includes representatives from By-Law and Regulatory Services, the Accessibility Advisory Committee, ParaTranspo and other internal and external stakeholders. Public consultations are currently underway. The General Manager of EPS will include recommendations in a staff report to the Community and Protective Services Committee and Council for consideration and final approval.

OC Transpo implemented the new single-ride e-purse fare on January 1, 2018 for customers eligible for the EquiPass or Community Pass. This single-ride price of \$1.75 will provide a 50 per cent discount on the regular adult fare; providing a lower-priced option for individuals or families who either cannot afford or do not require a monthly EquiPass or Community Pass.

In January 2018, two Para Transpo service information sessions were held to engage customers and stakeholders. At these sessions, Para Transpo staff provided customers with an update on the improvements and changes that resulted from previous consultations and Commission and Council reports. The information sessions were also an opportunity to provide additional feedback concerning the online booking process.

Two days of Para Pro refresher training will be delivered to Para Transpo operators in 2018. The curriculum will include training on the AODA standards, safe use of accessibility equipment, procedures to utilize where temporary barriers exist or if accessibility equipment fails, and emergency preparedness and response procedures that provide for the safety of persons with disabilities.

Funding to support rural transportation options for older adults and people with disabilities increased from \$506,000 to \$606,000, as approved in the City's 2018 budget. This additional funding will enable the rural Community Support Service agencies to increase the number of trips and services they can provide.

In 2018, Para Transpo customers using a Presto card with a monthly pass will be able to register their Presto card number in advance with Para Transpo thereby giving staff the ability to verify in advance that a monthly pass is loaded, and enter a monthly pass into the Para Pay system. As a result, customers who are boarding a Para Transpo vehicle will only be required to show their Presto card. These changes will shorten the boarding times for customers, who are now required to show the operator their Presto card and proof-of-payment, and have the operator fill out a receipt.

In 2018, the O-Train Confederation Line, from Blair Station to Tunney's Pasture Station will open. The O-Train Confederation Line will transform Ottawa's rapid transit network, resulting in the opening of 13 new light rail stations and the introduction of 34 new light rail transit vehicles, all of which will be fully accessible to customers.

Transit fare gates and ticket machines will be installed at several transit stations. The accessible fare gates feature a Presto card reader mounted at a lower height, and visual and audible signals. Ticket machines will be installed at a number of key locations throughout Ottawa, including the airport, and some major health, recreation and community facilities. These machines have a number of accessible features, including:

- Controls at an accessible height
- Braille and raised text identifying machine parts and keys
- Audible voice instruction through a headphone jack

Rail implementation of Stage 2 will add 23 new train stations and 38 new light rail vehicles to the O-Train Confederation and Trillium Lines, all of which will be universally accessible, and will bring 70 per cent of residents within five kilometers of rail transit.

Plans include the incorporation of:

- Dual elevators leading to the platforms at all Stage 2 O-Train stations. As in Stage 1 O-Train Confederation Line stations, these elevators will be available to and safe for customers with disabilities to use in the event of an emergency evacuation
- Fully accessible public washrooms have also been incorporated into the designs for the Stage 2 LRT stations at Trim, Moodie, Baseline and Earl

Armstrong/Bowesville – as per Council’s design standards for public washrooms at rapid transit stations

- Local pedestrian networks are being integrated into the design for stations to ensure that multi-use pathway and sidewalk connections to stations are accessible

Stage 2 rail construction is scheduled to begin in 2019.

## **DESIGN OF PUBLIC SPACES**

The Clear Path program, led by By-Law and Regulatory Services (BLRS), was a pilot program to address the growing number of complaints related to signs placed on city sidewalks and the impact on accessibility and mobility, particularly for people with low-vision. The program led to a significant reduction in impediments to travel along more than 35 km of sidewalks in the City’s busiest pedestrian/shopping districts (ByWard Market, Wellington West, Bank and Elgin streets). Approximately 2,000 businesses were engaged in the outreach effort, and it including more than 100 on-site accessibility audits. Data collected from the Clear Path program has provided BLRS valuable insight to inform future by-law reviews. Given the success of the pilot, the approach will remain in place in 2018 with continued collaborative support of the initiative from the Business Improvement Areas (BIAs) involved.

On March 7, 2018, the City’s Transportation Committee recommended an amendment to the Right of Way Patio By-law, which requires patios that encroach on the City’s road allowance to have an accessible and clear pathway for pedestrians that is a minimum two metres wide.

The proposed amendment would allow some flexibility to the minimum two metre requirement for existing patios next to sidewalks that are narrower than two metres, or where City infrastructure limits expanding the pedestrian clearway. The City would also commit \$50,000 to move some of that infrastructure, including signs and benches, where possible, to increase the clearway for pedestrians.

The City is encouraging patio owners to comply with the by-law when the summer patio season begins on April 1, 2018. However, Transportation Committee has also recommended that existing patio owners have until October 31, 2018 to comply with the requirements to provide a minimum two metre wide pedestrian clearway, and provide barrier-free access to the patio.

This item will go to City Council for approval on Wednesday, March 28, 2018.

The Community Connectivity program enhances pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations. Plans for 2018 include:

- Opening of a new accessible pedestrian and cycling connection between Albert Street and the lower level of Pimisi Station, where a wide bike/pedestrian underpass of the O-Train Confederation Line will be provided just west of Booth Street
- Constructing an enhanced crossing of Colonel By Drive at the uOttawa tunnel (raised pedestrian crossing with cross-ride for cyclists)
- Continuing design activities for the Belfast to Trainyards Pathway, Cedarview to Holly Acres Pathway, and a connection between Lett Street and Empress Avenue.

The City's Retro-fit Program has design planning underway and/or construction planned during 2018 for:

- Advance design of barrier removals for the Carlington Recreation Centre, Kanata Recreation Complex, Nepean Sportsplex, Terry Fox north building and the Terry Fox main building
- Ground floor universal washroom construction at the Navan Memorial Centre
- Barrier removals (Phase 3) at the Glebe Community Centre
- Complete barrier removal at the Nepean Creative Arts Centre
- Installation of accessible entrance and doors at the Child Care Centre in the Foster Farm Community Centre
- Elevator upgrade for the Nepean Sportsplex
- Arena Barrier Removal (Phase 2) at the Bob Macquarrie Orleans Recreation Complex
- Accessibility upgrades to front entrance at the Manotick Library
- Installation of handrails in arena stands at the Bernard Grandmaitre Arena, Brewer Arena, Earl Armstrong Arena and Johnny Leroux Stittsville Arena,
- Installation of elevator at the Pat Clark Community Centre Barrier removals at the Glebe Community Centre

In 2018, OPL will focus on the accessibility of the new central library project to ensure the new branch build is incorporating universal design principles to benefit people with disabilities. In addition, OPL will implement wayfinding beacon technology on a trial

basis at the Main and Nepean Centrepointhe branches in efforts to assist blind and low-vision customers to locate different areas of the library independently.

## **RURAL IMPLICATIONS**

The City's COMAP update speaks to accessibility actions and initiatives that assist residents from all areas of the City. The Accessibility supports in programs, services and initiatives identified in this report are designed to be available to residents in rural communities.

## **CONSULTATION**

A city-wide consultation occurred in the creation of the City's multi-year plan in 2016. Additionally, each year the annual update report is reviewed with the Accessibility Advisory Committee who's mandate is to *"fulfill the duties of a Municipal Accessibility Advisory Committee as outlined in the Accessibility for Ontarians with Disabilities Act, 2005 and to provide advice to Council on programs, policies and services provided to persons with disabilities and seniors"*. The Accessibility Office met with the AAC Chair and Vice-Chair to discuss the content of the report on March 13, 2018. Their comments are included in the Advisory Committee Comments section below.

## **COMMENTS BY THE WARD COUNCILLOR(S)**

This is a city-wide report.

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

The Chair and Vice Chair of the Accessibility Advisory Committee have been made aware that the Accessibility Office is preparing an annual progress report on the City of Ottawa Municipal Accessibility Plan (COMAP) outlining the accomplishments within the 2017 calendar year and the additional initiatives brought forth by staff.

On behalf of the advisory committee, the Chair and Vice Chair recognize the City of Ottawa's long-standing and ongoing commitment to accessibility that has been shown by Council, City staff, and particularly the Accessibility Office. We had been concerned that the new organizational structure at the City and any changes to the Accessibility Office would result in lessening this commitment to accessibility. However, we are pleased to say that our fears have not come to fruition. In fact, we are pleased that

accessibility has been incorporated into the everyday operation of the City and that our advisory committee continues to see active engagement from the City.

We are also pleased that the City has responded to our recommendations to ensure that persons with disabilities and seniors are properly represented in communication materials. We are especially excited about the development and implementation of a new pilot project to help City staff prepare for the consultation process with the Accessibility Advisory Committee. We want to continue to work with the City as a resource, to ensure that Ottawa continues to move towards disability-inclusion and disability-positivity.

As Chair and Vice Chair, we fully support the City in its efforts to obtain further powers and authorities under the AODA to enforce and promote accessibility at the municipal level. The AODA's full potential can only be realized if municipalities have the tools, powers, and resources needed to ensure the AODA is robustly respected. While the City of Ottawa continues to show its commitment to the full realization of the AODA, we cannot help but recognize that so many accessibility barriers and issues that persons with disabilities experience on a day-to-day basis take place in the private sector. In addition to continue to empower municipalities under the AODA, the Government of Ontario should focus its efforts on ensuring that the private sector rise to the level of commitments and achievements being attained by municipalities like Ottawa.

## **LEGAL IMPLICATIONS**

There are no legal implications associated with Committee and City Council's receipt of this Report.

The AODA requires ongoing compliance, which is monitored through the Accessibility Office and certified to the Province biennially through the Office of the City Clerk and Solicitor. As a designated public sector organization pursuant to the AODA, the City is required to make all its internet websites and web content conform with WCAG 2.0 Level AA by January 1, 2021. The City strives to meet this deadline through the WCAG Implementation Strategy and the AODA Compliance Plan Agreement.

## **RISK MANAGEMENT IMPLICATIONS**

Risk implications with this report are associated with complying with the AODA legislative obligations.

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

1. Comply with the accessibility standard or other regulation within the time specified in the order.
2. Subject to subsection (6), pay an administrative penalty in accordance with the regulations. 2005, c. 11, s. 21 (4).

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

Every person who is guilty of an offence under this Act is liable on conviction,

- (a) to a fine of not more than \$50,000 for each day or part of a day on which the offence occurs or continues to occur; or,
- (b) if the person is a corporation, to a fine of not more than \$100,000 for each day or part of a day on which the offence occurs or continues to occur.

As stated above, the City has reported non-compliance to the Province with section 14 Websites and Web Content of the IASR both in the 2015 and 2017. In addition, in 2017 the City submitted a Compliance Plan Agreement at the request of the Province with respect to compliance with this standard which is attached to this report. The agreement outlines measures that the City is taking to meet the legislated requirement. General Managers have been made aware of this risk.

## **ASSET MANAGEMENT IMPLICATIONS**

Many of the initiatives in this report positively affect the City's built environment and apply the City's Comprehensive Asset Management Policy Guiding Principles. They are customer focused and better enable its assets to meet future challenges, including changing demographics and populations, customer expectations, legislative requirements, technological and environmental factors. The City's COMAP initiatives continually improve City assets and are innovative to meet the needs of the City's



residents, visitors and employees with disabilities. Work undertaken follows the City of Ottawa Accessibility Design Standards.

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

The initiatives documented in this report are consistent with the [City's CAM Program](#) objectives. The City of Ottawa's Municipal Accessibility Plan supports a forward-looking approach to meet future challenges, including changing demographics and populations, legislative and environmental factors.

## **FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

## **ACCESSIBILITY IMPACTS**

All information and initiatives outlined in this report aim to remove or reduce barriers to accessibility in the areas of customer service, information and communication, employment, transportation and procurement. Each year, the City of Ottawa demonstrates its commitment to accessibility by consulting with the Accessibility Advisory Committee on City projects that advance the accessibility agenda for City residents, visitors and employees.

## **ENVIRONMENTAL IMPLICATIONS**

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

Clause 80.15 Exceptions, general:

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

1. The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the Ontario Heritage Act as being of cultural heritage value or interest
2. The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the Canada National Parks Act (Canada)
3. The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the Historic Sites and Monuments Act (Canada)
4. The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organization's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage.
5. There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.
6. It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where surrounding rocks bordering the recreational trail or beach access route impede achieving the required clear width. O. Reg. 413/12, s. 6.

## **TECHNOLOGY IMPLICATIONS**

As described in the WCAG sections of this report, technology plays a significant role in providing the City with the ability to meet the AODA accessible websites and web content clauses. ITS, ServiceOttawa and all other City departments are engaged in the WCAG Implementation Strategy which strives to meet AODA compliance by January 1, 2021.

## **TERM OF COUNCIL PRIORITIES**

The City of Ottawa accessibility initiatives outlined in this report directly impact and support Council Strategic Priorities. All departmental initiatives are designed to advance

equity and inclusion for the city's diverse population through continuous planning and execution of barrier removal in all City programs, services and facilities.

**SUPPORTING DOCUMENTATION** (Held on file with the City Clerk)

Document 1 - Updated COMAP Initiatives Chart

Document 2 - 2017 Accessibility Compliance Report

Document 3 - 2017 AODA Compliance Plan Agreement

Document 4 - Submission to the Review of the Accessibility Transportation Standards

**DISPOSITION**

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