

2018 Update of Accessibility Initiatives: City of Ottawa 2016-2020 Municipal Accessibility Plan

For detailed information to the updates of the initiatives outlined here, please refer to the Update Report.

Customer Service Accessibility Initiatives

Table 1 – Update to City of Ottawa accessibility initiatives under the theme of Customer Service

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|---|---|---|-------|------|----------|
| 2018 Municipal Election – Enhanced Accessibility | CC&S: City Clerk and Solicitor | Continue to ensure that electors with disabilities have the ability to vote privately and independently. | Secured additional accessible tabulators. | 2018 | 2018 | Ongoing |
| Accessibility Design Standards (ADS) - Accessibility During Construction Workshop | PIED: Planning, Infrastructure & Economic Development | Enhance accessibility during construction. | In 2017, one request was received from Stantec and a workshop was delivered to approximately 40 of their staff members on March 2, 2017. | 2016 | 2020 | Ongoing |
| Accessibility for Ottawa Businesses | PIED: Planning, Infrastructure & Economic Development | Share best practices and provide accessibility-related resources and information to the local business community. | Continued to act as the point of contact for other departments looking to consult or communicate with local businesses on the topic of accessibility. | 2016 | 2020 | Ongoing |
| Accessibility Lens | PIED: Planning, Infrastructure & Economic Development | Expand options and increase awareness of accessibility supports. | Continue to increase knowledge and awareness of accessibility lens in Human Resource practices through internal communications, one-on-one dialogue and training. | 2016 | 2018 | Complete |
| Accessible Customer Service | CC&S: City Clerk and Solicitor | Support ongoing learning in Accessible Customer Service principles. | Flash cards produced and distributed. | 2015 | 2017 | Complete |

Customer Service Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--------------------|--------------------------------------|--|---|-------|------|----------|
| Accessible Holds | OPL: Ottawa Public Library | Great for anyone with mobility issues, arthritis and people in wheelchairs. | Branches will create space (if interest is expressed) at a more accessible area on their hold shelves for customers who have difficulty reaching high or low for their holds. | 2016 | 2017 | Complete |
| Accessible Parking | EPS: Emergency & Protective Services | Ensure accessible parking is available to those who have accessible parking permits. | <p>Bylaw and Regulatory Services Officer training is on-going, as is the enforcement of accessible parking provisions and investigations into the fraudulent use of accessible parking permits.</p> <p>BLRS Officer training is on-going, as is the enforcement of accessible parking provisions and investigations into the fraudulent use of accessible parking permits.</p> <p>In 2017, 1,148 tickets were issued for illegally parking in a space reserved for people with disabilities. Investigations into individuals who misuse accessible parking permits resulted in the issuance of 3 Part I Provincial Offence Notices. The volume of tickets for this offence tends to be moderate compared to regular Parking Infraction Notices, which are issued to</p> | 2016 | 2020 | Ongoing |

Customer Service Accessibility Initiatives

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|---|--|--|---|-------|------|----------|
| | | | a vehicle under Part II of the Provincial Offences Act. As outlined in previous years, this is largely due to the more labour-intensive investigation requirements for Part I offences, which are issued to a person rather than a vehicle license plate. The By-law & Regulatory Services Branch will continue to investigate and address abuse of accessible parking permits as resources permit. | | | |
| Accessible Programming | RCFS: Recreation, Cultural and Facility Services | Open access and provide quality, safe Recreation, Cultural and Facility Services programming to individuals with special needs. | This is an ongoing and continuous process of meeting client requests for service. New specialized camp options were added to the 2017 offerings. | 2016 | 2016 | Ongoing |
| Awareness Training for Managers | SIPD: Service Innovation & Performance | Increase awareness of managers about diversity and their duty to accommodate with a resulting increase in the degree that the workplace is barrier free for employees with disabilities. | Four corporate Leading a Diverse Workforce training sessions were delivered in 2017, 71 managers were trained. The intent is to continue to deliver Leading a Diverse Workforce training sessions. | 2017 | 2020 | Ongoing |
| Dental Clinic for Wabano Center for Aboriginal Health | OPH: Ottawa Public Health | Provide enhanced services to the Aboriginal community and provide accommodation to persons with mobility disabilities. | A redesign of the existing Wabano Health Centre to include a new Dental Clinic designed to include accessibility features including accommodation for patients who use mobility | 2016 | 2017 | Complete |

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| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|--|--|--|-------|------|----------|
| | | | devices. | | | |
| Departmental Communications with People with Disabilities | CSS: Community and Social Services | Enhance knowledge of the Accessibility Policy among staff. | Develop a communication strategy to increase the knowledge of Community and Social Services staff on the AODA Standards and the City's Accessibility Policy and ensure a direct positive impact to persons with disabilities and accessibility of programs and services. | 2016 | 2020 | Ongoing |
| Equity and Inclusion Lens Training | CSS: Community and Social Services | Enhance staff knowledge of Equity and Inclusion Lens training. | Trainings scheduled again in 2018 | 2016 | 2018 | Ongoing |
| General Accessibility Awareness | SIPD: Service Innovation & Performance | City staff and Human Resources staff will increase awareness and understanding of the needs of people with disabilities. | Through the Corporate Diversity and Inclusion Plan and Human Resource's Diversity Plan, staff organized and attended internal and external events, including diversity cafes, AccessAbility Day, panel presentations, EARN events, mock interview sessions, etc. | 2016 | 2020 | Ongoing |
| Library Card Enhancements | OPL: Ottawa Public Library | Increase access to Library services to more residents. | Messaging prepared for staff to promote the Accessibility Status for library cards and ask OPL Accessibility Office for further advice on a case-by-case basis. | 2016 | 2017 | Complete |

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|---|--|---|--|-------|------|----------|
| Library Self-Serve Kiosks | OPL: Ottawa Public Library | Reassess design and set up of self-service kiosks at Library locations. | All locations that have self-checkout stations have an accessible (lowered) station where possible. | 2016 | 2016 | Complete |
| Maintenance of Accessible Web Training Program | SIPD: Service Innovation & Performance | Ensure corporate and WCAG trainings are provided, relevant and utilized. | <p>A full-day conference dedicated to web accessibility practices for both content creators and web developers took place in December 2017.</p> <p>ServiceOttawa staff will continue to provide training on accessibility validation tools and creating accessible documents.</p> | 2016 | 2020 | Ongoing |
| NEW: Centre for Equitable Library Access (CELA Library) | OPL: Ottawa Public Library | Offer alternative reading formats for people with a print disability. | Promote our DAISY library collection to customers with a print disability. | 2016 | 2020 | Ongoing |
| NEW: Homebound Services (HBS) Programming | OPL: Ottawa Public Library | To provide programming to customers who aren't able to attend in branch programs. | <p>Homebound Services received funding from Friends of the Ottawa Public Library Association (FOPLA) to be used for programming. HBS organized musical performances, magic shows, author visits.</p> <p>Homebound Services has received funds to continue this initiative in 2018.</p> | 2017 | 2018 | Ongoing |

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|---|---|--|---|-------|------|----------|
| NEW: Older Adult Plan | CSS: Community and Social Services | The Older Adult Plan 2015-2018, supports a long-term vision for our community that values, empowers, and supports older persons and their quality of life. | In 2018, staff will continue to monitor departments' implementation of the 51 actions of the OAP 2015-2018, while planning for the development of the new OAP 2019-2022. | 2015 | 2018 | Ongoing |
| NEW: Service Animal Definition as per AODA Definition in IASR (July 2016) | EPS: Emergency & Protective Services | As of July 1, 2016, all accessibility standards – including the accessible customer service standard – are now part of the Integrated Accessibility Standards Regulation under the AODA. There are also new changes to the Accessible Customer Service requirements, especially regarding service animals and support persons. | Amend the Animal Care and Control By-law, VFH By-law and Parks & Facilities By-law to reflect the definition of “service animal” provided in the IASR. | 2016 | 2018 | Complete |
| NEW: Snow Go and Snow Go Assist Programs | CSS: Community and Social Services | SnowGo program directly assists those with disabilities: The matching service and the financial assistance qualifications are open to low income seniors and people with disabilities. Residents with disabilities are able to access a matching service (person with disability to snow remover) and can access financial assistance if needed. | Ongoing for 2017/18 snow year. Funding for Snow Go is part of renewable funding and subject to annual budget approval. SnowGo and SnowAssist 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. | 2015 | 2018 | Ongoing |
| NEW: Suite of Employment and Social Services | CSS: Community and Social Services | Enhance accessibility of Employment and Social Services Programs. | EHSS (Essential Health and Support Services) Every year, 2000 low- | 2017 | 2018 | Ongoing |

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|--|---|---|---|-------|------|---------|
| Programs and Initiatives for Clients with Disabilities | | | <p>income clients receive financial support through this program.</p> <p>HSS (Home Support Services) In 2017, had 1,400 active clients.</p> <p>ASI (Addiction Support Initiative) On average, 87 Ontario Works clients received ASI intensive case management supports per month.</p> <p>ODSP (Ontario Disability Support Program) 169 residents were granted ODSP in 2017 with the help of this intensive application support.</p> | | | |
| Outdoor Patio By-Law | PIED: Planning, Infrastructure & Economic Development | Increase knowledge about the impacts of sidewalk encroachment and continuous improvement in sidewalk accessibility. | In March of 2017 Council passed a new Right-of-Way Patio By-law that gives consideration to ensuring a minimum pedestrian clearway of 2 metres, and compliance with the Accessibility Design Standards with respect to its dimensions and proposed location within the right of way. | 2016 | 2018 | Ongoing |

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|--|--|--|---|-------|------|---------|
| Outreach | Transportation Services | Make residents aware of transportation services available to older adults and persons with disabilities. | Deliver community outreach sessions throughout the city in partnership with various community agencies. | 2016 | 2020 | Ongoing |
| Partnership with CNIB | OPL: Ottawa Public Library | Improve services to residents who are blind or have low vision. | Continue to partner with CNIB and partner and support each other when possible. | 2016 | 2020 | Ongoing |
| Policy Development | CC&S: City Clerk and Solicitor | Provide clarity regarding accessibility considerations in Council reports. | Audit of Accessibility Impact statements in Committee and Council report drafted in 2016. Training materials to be developed in 2018. | 2016 | 2018 | Ongoing |
| Public Engagement | CSS: Community and Social Services | Ensure Community and Social Services stakeholder engagement events are more accessible. | Completed for CSS - Public Engagement Strategy has moved to the SIPD. | 2016 | 2020 | Ongoing |
| Public Engagement: Accessible Events - Purchase Polycom System and Accessible Webinar System | SIPD: Service Innovation & Performance | Enable participation of residents who cannot attend public engagement events in-person. | The Polycom system was purchased in May 2017. Information Technology, in partnership with the Office of the City Clerk and Solicitor and Public Information and Media Relations 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 | 2016 | 2020 | Ongoing |

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|---|--|--|---|-------|------|----------|
| | | | and bilingualism requirements; departments will continue to monitor the market for options. | | | |
| Public Engagement: Accessible Events - Standardize Accessible Event Registration Across the Corporation | SIPD: Service Innovation & Performance | Purchase an accessible event registration enterprise license. | A standardized and accessible event registration tool called Event Boost was purchased in June 2017. | 2015 | 2017 | Complete |
| Public Engagement: Accessible Events – Facilitate Survey Distribution | SIPD: Service Innovation & Performance | Purchase an accessible enterprise license for survey collection software. | Check Market, a standardized and accessible survey license, was purchased in May 2017 and is available for departments to use when gathering feedback through an online survey. | 2015 | 2017 | Complete |
| Public Engagement: Assistive Technology - Portable Public Address System | SIPD: Service Innovation & Performance | Enable participation of residents who have various disabilities and barriers to participation. | The portable public address system, including microphones, amplifier and loudspeakers were purchased in May 2017. | 2016 | 2017 | Complete |
| Public Engagement: Assistive Technology - Portable FM Loop System | SIPD: Service Innovation & Performance | Purchase a portable FM loop system for use at all City public engagement events. | After consultation with Facilities Services, the Accessibility Working Group and numerous stakeholders, equipment was purchased to increase the accessibility of public engagement events, with items including but not limited to: an adjustable | 2016 | 2017 | Complete |

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|---|---|---|---|-------|------|----------|
| | | | podium, hearing aids for AV kits, wireless Polycom, and televisions for Closed Captioning. | | | |
| Public Engagement: Budget Tool | CS: Corporate Services | Provide an interactive budget education and consultation tool to enhance current budget information and concepts and improve overall access to the budget consultation process. | Investigate the feasibility of implementing an accessible online budget education and consultation tool. | 2016 | 2018 | Ongoing |
| Public Engagement: Outreach | CC&S: City Clerk and Solicitor | Reach out to community organizations and interested persons through electronic communications. | Maintain distribution list and e-subscription service to share accessibility news with residents. Email list developed; over 1500 residents subscribed; updated annually. | 2015 | 2020 | Ongoing |
| Public Engagement Communications | PIED: Planning, Infrastructure & Economic Development | Continue to increase awareness of accessibility requirements for people with disabilities and promote a barrier-free approach for planning public engagement activities. | Continue to increase knowledge, awareness and practices through the general application of an accessibility lens in departmental communications, bulletins and training related to public engagement for open houses, meetings, training sessions and planning primers. | 2016 | 2020 | Ongoing |
| Public Engagement: Education and Awareness Campaigns: Building Safety Month | PIED: Planning, Infrastructure & Economic Development | Incorporate an accessibility lens and provide information on the AODA to people within the design, building and construction industry. | Building Code Services celebrates International Building Safety month throughout the month of May each year. | 2017 | 2017 | Complete |

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|---|---|---|---|-------|------|----------|
| Public Engagement: Education and Awareness Campaigns: Development Industry Presentation | PIED: Planning, Infrastructure & Economic Development | Increase awareness of accessibility requirements for people with disabilities within the housing market and promote a barrier-free approach to design concepts. | In 2018, a presentation will be delivered to developers on the Accessibility Design Standards specific to the visitability section. | 2017 | 2018 | Ongoing |
| Public Engagement: Education and Awareness Campaigns: Streetside Spots | PIED: Planning, Infrastructure & Economic Development | Provide informational fact sheets with an accessibility lens on Streetside Spots for business owners and on ottawa.ca for the general public. | In 2017 Council passed a new Right-of-Way Patio By-law that includes opportunities for streetside patio locations in accordance with the requirements of the By-law. These requirements include compliance with the Accessibility Design Standards. | 2016 | 2017 | Complete |
| Purchase More Large Print Books | OPL: Ottawa Public Library | To assist the older adult population and those with low vision who like to read books. | OPL has committed to purchase more new large print books to provide an increased complement of library books available for people with low vision as well as older adults. | 2016 | 2020 | Ongoing |
| Refresher Accessibility Training Accessible Customer Service | CSS: Community and Social Services | To ensure CSS services are inclusive and provided in a way that respects the dignity and independence of persons with disabilities. Continue to promote best practices related to Accessible Customer Service to our residents, staff and community. | Continue to prioritize employees who are the first point of contact for clients, residents and families. | 2017 | 2018 | Ongoing |

Customer Service Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|--|---|--|-------|------|----------|
| Registration Assistance | RCFS: Recreation, Cultural and Facility Services | Improve access to registration services for recreation clients who require alternative services. | Develop a single point of contact to complete transaction; apply for subsidy (Hand in Hand or other) Counter/point of sale option for the Special Needs Unit through telephone registration, front counter registration and/or other modifications to existing or new processes. | 2016 | 2017 | Complete |
| Respectful Workplace Training | SIPD: Service Innovation & Performance | To ensure employees become more familiar with types of workplace harassment and discrimination and the duty to accommodate; the training includes information on the different types of learning disabilities and the many ways to accommodate people with learning disabilities. | Between January 1, 2017 and December 31, 2017, a total of 2,172 staff were trained in 94 Respectful Workplace, Leading a Diverse Workforce and Learning My Way trainings (both Corporate and intact sessions). | 2016 | 2020 | Ongoing |
| Scented Products in the Workplace Guidelines Awareness Campaign | SIPD: Service Innovation & Performance | Increase employees and the community's awareness of the Scented Products in the Workplace Guidelines. | Background data and best practices have been collected in order to better inform next steps which include a stakeholder committee involving internal department representatives | 2016 | 2019 | Ongoing |
| Sensory Story Time | OPL: Ottawa Public Library | Perfect for customers who have lower attention span, or lower vision. Great for the deaf/blind community. This program can also be altered for adults as well as children. | Creating options for programming that is suitable for people with disabilities of all ages. OPL has created a Communications plan, which includes social media outreach so customers will | 2017 | 2020 | Ongoing |

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|--|--------------------------------------|---|--|-------|------|----------|
| | | | know about the new training. | | | |
| Service Delivery Enhancements | OPH: Ottawa Public Health | Make Public Health services more accessible to Ottawa residents. | Review of sites to be geographically located in the community and the potential inclusion of a mobile van to bring services closer to residents. | 2016 | 2016 | Complete |
| Taxi Bylaw Review and the Taxi and Limousine Regulation and Service Review | EPS: Emergency & Protective Services | Taxi and Limousine Regulation and Service Review to examine the City's taxicab and limousine industries in respect of service delivery to residents and visitors, together with the current regulatory framework and new transportation-for-a-fee service models. | Spring 2017 was the first taxi renewal process following the September 30th, 2016 effective date of the new Vehicle for Hire By-law. | 2016 | 2017 | Complete |
| Tracking Accessibility Inquiries/Questions | OPL: Ottawa Public Library | OPL will have a better idea of what questions and inquiries staff receive which can reflect any changes needed in branches or training for staff. | A new tracking system will be developed and implemented in 2018. Once the new tracking system is in place, our Communications team will be advising customers of the change. | 2016 | 2018 | Ongoing |
| Travel Training | Transportation Services | Increase the knowledge of persons with disabilities, older adults and new Canadians on the use of public transit. | Distributed 2,000 travel-training passes to agency trainers and trainees in 2017. | 2016 | 2020 | Ongoing |

Built Environment Accessibility Initiatives

Table 2 - Update to City of Ottawa accessibility initiatives under the theme of Built Environment

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|---|--|---|-------|------|----------|
| Accessibility Design Standards | PWES: Public Works & Environmental Services | Ensure that all key staff within our facilities unit are briefed on the new Accessibility Design Standards and duty to consult requirements. | Train key Facility and Environmental Engineering staff. | 2016 | 2016 | Complete |
| Accessibility Design Standards – Duty to Consult | PIED: Planning, Infrastructure & Economic Development | Ensure Infrastructure Services branch is fully aware of the legislated duty to consult requirements. | Infrastructure Services branch has developed a departmental strategy to meet the legislated duty to consult. | 2016 | 2017 | Complete |
| Accessibility Design Standards – Promotion | PIED: Planning, Infrastructure & Economic Development | Ensure staff and internal/external stakeholders are aware of the updated Accessibility Design Standards. | Numerous roll-out sessions were delivered. | 2016 | 2017 | Complete |
| Accessibility Design Standards - Awareness Training | All departments | Increase incorporation of Accessibility Design Standards in construction of new facilities and renovation of existing facilities leased or operated by the City to remove barriers for people with disabilities. | Presentation from Infrastructure Services branch about the City's new Accessibility Design Standards. | 2016 | 2017 | Complete |
| Accessibility During Construction | PIED: Planning, Infrastructure & Economic Development | Ensure easy mobility through construction sites. | Site visits were conducted to four projects in September 2017. | 2016 | 2020 | Ongoing |
| Accessible Pedestrian Signals | Transportation Services | Increase accessibility for pedestrians with visual impairments. | Continue to comply with the AODA by ensuring all newly constructed or replaced traffic signals include Accessible Pedestrian Signals. | 2016 | 2020 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|---|---|--|-------|------|---------|
| Annual Education Series with Private Contractors | PIED: Planning, Infrastructure & Economic Development | Increase accessibility awareness of both internal staff and external partners in the design and construction process. | On Feb. 9, 2017 an Education Series session Moving People During Construction was held which covered many facets of maintaining vehicular and pedestrian mobility during construction. | 2016 | 2020 | Ongoing |
| Annual Updates to Standard Tender Documents | PIED: Planning, Infrastructure & Economic Development | Continuous improvement of engineering standards results in increased accessibility of the built environment. | The 2017 updates to the Standard Tender Documents for Unit Price Contracts were released on March 1, 2017 and included updates related to revised material specifications and approved products for Tactile Walking Surface Indicators (TWSI). | 2016 | 2020 | Ongoing |
| Awareness Training | CS: Corporate Services | Accessibility Design Standards awareness training. | Corporate Real Estate Office (CREO) - Presentation from Infrastructure Services Department about the City's new Accessibility Design Standards. | 2017 | 2018 | Ongoing |
| Barrier Removal (Retro-fit) Program | PIED: Planning, Infrastructure & Economic Development | Barrier removal to increase accessibility at City facilities and City parks and paths. | As outlined in report. | 2016 | 2020 | Ongoing |
| Central Library | OPL: Ottawa Public Library | Ensure accessibility for all residents for the new central library. | Next steps in project expected in 2018. The new central library is promoted in the news and Council and residents alike know about the project. | 2018 | 2020 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|--|--|---|-------|------|---------|
| Enhance Accessibility of Facilities | RCFS: Recreation, Cultural and Facility Services | <p>Increase the accessibility of new and existing City Facilities. All new accessible features (including specialized fitness equipment) will be made available to the public on ottawa.ca.</p> <ol style="list-style-type: none"> 1. Outdoor Spaces project: audit recently built parks to identify accessibility features. 2. Recreation Centers Accessibility Features 2016 data base update. 3. Training for staff on the new Accessibility Design Standards. 4. Incorporate the City's Accessibility Design Standards in Community Recreations Facility Infrastructure Standards. | <p>1. On-going. As parks are built or redeveloped, accessible park features are captured and added to the parks geodatabase. The information is made available to the public via an interactive map on ottawa.ca.</p> <p>2. On-going. In order to stay up-to-date, the database of accessibility features in recreation and cultural centres is updated as changes are made in the facilities.</p> <p>3. New staff joining the Branch are to receive the same training and are partnered with existing staff when necessary in advance of training being offered.</p> <p>4. Standards to be developed for sports fields and courts, recreation centres, aquatic, ice, and outdoor facilities. The standards will include a physical description of major building elements and amenities, and incorporate accessibility and best practices.</p> | 2016 | 2020 | Ongoing |
| Identifying Winter Maintenance Issues at Bus Stops | PWES: Public Works & Environmental Services | Transportation Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance. | Department committed to invest more planned efforts (beat maps) to the 8 hot spots as accessibility priorities for the winter maintenance season. The top 8 bus stops identified by the Transportation Services department were where | 2017 | 2020 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|---|---|--|-------|------|----------|
| | | | accessibility could be an issue as a result of winter maintenance. | | | |
| Information Sessions: Accessible Design Standards and Site Plan Checklist | PIED: Planning, Infrastructure & Economic Development | Create a more informed and engaged development community and continuous improvements in accessible design. | Provide training and information sessions for applicable City staff on the ADS, delivered by Infrastructure Services with a component on how to use the Site Plan Checklist being delivered by PIED. | 2016 | 2016 | Complete |
| Maintenance of Accessible Elements | RCFS: Recreation, Cultural & Facility Services | Departments 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. | Details in report. | 2015 | 2020 | Ongoing |
| Maintenance of Sidewalks | PWES: Public Works & Environmental Services | 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 include the maintenance of accessible elements. | Details in report. | 2015 | 2020 | Ongoing |
| NEW: Accessible "Drop Off" Locations for Events | EPS: Emergency & Protective Services | Any person or organization wishing to hold a special event with designation from the City of Ottawa must have designated accessible "Drop off" locations when planning for event transportation. These accessible drop off/pick up locations are mandatory on all event site maps that must be reviewed and approved by the Special Events Advisory Team. | This initiative has led to a reduction in impediments to those requiring accessible transportation to and from special events within the City of Ottawa. | 2017 | 2018 | Ongoing |
| NEW: Accessible Shelter Access | CSS: Community and Social | Family shelters continue to enhance new and ongoing Life Cycle projects, with consideration to accessibility as mandated | Forward/Carling shelters: Ongoing Life Cycle renovations to men's and women's | 2017 | 2018 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|----------------------------|---|---|-------|------|---------|
| | Services | and to practicable retrofits where possible. We strive to provide accessible services to families at the Carling Family Shelter, and find accessible solutions for all those seeking emergency shelters that have accessibility restrictions. | washrooms with accessibility considerations and upgrades at Forward Family Shelter. | | | |
| NEW: Albert-Slater Post LRT Repurposing Functional Design Study (Bay Street to Waller Street, including the Mackenzie King Bridge) | Transportation Services | Implement interim road modifications for the removal of the Transitway lanes between Bay and Waller Street. | Complete the functional design study in Q2 2018. Implementation will be staged after the O-Train Confederation Line opens in 2018. | 2017 | 2018 | Ongoing |
| NEW: Assistive Workstation Upgrades | OPL: Ottawa Public Library | Increase the accessibility of our existing assistive technology stations. | Purchase Microsoft 10 and promote use the accessibility features of the program. Also eliminate the various versions of outdated technology at the branches. | 2016 | 2020 | Ongoing |
| NEW: Community Connectivity Program | Transportation Services | Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations. | Open 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. Construct an enhanced crossing of Colonel By Drive at the uOttawa tunnel (raised pedestrian crossing with cross- | 2016 | 2020 | Ongoing |

Built Environment Accessibility Initiatives

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|--|------------------------------------|--|--|-------|------|---------|
| | | | ride for cyclists). Continue design activities for the Belfast to Trainyards Pathway, Cedarview to Holy Acres Pathway, and a connection between Lett Street and Empress Avenue. | | | |
| NEW: Community Gardens | CSS: Community and Social Services | Community gardens developed on City lands comply with the Accessibility Design Standards. | Up to 3 additional community gardens will be developed on City lands (spring 2018). | 2015 | 2018 | Ongoing |
| NEW: Development-Related Missing Sidewalks | Transportation Services | Design and construct sidewalk linkages that cannot be secured from developments under the Planning Act, resulting in gaps in pedestrian connectivity. Projects typically address situations where existing communities need to be linked with a new development across vacant land | Construct the following sidewalk linkages in 2018: <ul style="list-style-type: none"> • Longfields (Highbury Park to Via Verona) • Rockingham Avenue (Bank to Clementine) • 1590 Belcourt Boulevard <ul style="list-style-type: none"> • Hazeldean Road (from 135 m to 250 m east of Kittiwake Drive) Design in 2018 includes: <ul style="list-style-type: none"> • Templeton Street (between Nelson and Sweetland Avenue) • Nixon Farm Drive | 2016 | 2020 | Ongoing |
| NEW: Internal Wayfinding Beacons | OPL: Ottawa Public Library | Test out the accessible technology that allows customers to have a better wayfinding in the libraries | Pilot iBeacon at OPL's technology services department and once successful, move the testing to two large branches (Main and Nepean Centrepointhe). | 2018 | 2020 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|------------------------------------|--|--|--------------|------------|---------------|
| NEW: Integrated Full Road Renewal – Albert and Slater Streets (Empress Avenue to Bay Street) | Transportation Services | Complete the functional design for Albert and Slater Streets (Empress Avenue to Bay Street). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets. | Complete the functional design study in Q2 2018. | 2017 | 2020 | Ongoing |
| NEW: Integrated Full Road Renewal – Elgin Street, Waverley (Elgin Street to Jack Purcell Park) and Hawthorne Avenue | Transportation Services | Complete the functional design for Elgin Street, Waverley (Elgin Street to Jack Purcell Park) and Hawthorne Avenue. | Begin working on the detailed designs for Elgin Street, Waverley Street and Hawthorne Avenue; with construction expected to begin in 2019. | 2016 | 2020 | Ongoing |
| NEW: Integrated Full Road Renewal – Multiple Locations | Transportation Services | Complete the functional designs for a number of road renewals throughout the city. | 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. | 2016 | 2020 | Ongoing |
| NEW: Ontario Renovates – Accessibility and VisitAbility of New Units | CSS: Community and Social Services | Ontario Renovates program funds accessible modifications or renovations in homes or rental units for older adults or persons with disabilities. | To continue in 2018; program will also expand to capture modifications to rental units. Any new Request for Proposals released in 2018 will have similar requirements for accessibility and visitability. | 2017 | 2018 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|------------------------------------|--|---|-------|------|---------|
| NEW: Pedestrian Countdown Signals | Transportation Services | Ensure that all newly constructed or replaced traffic signals are built to include Accessible Pedestrian Signals (APS), are also equipped with Pedestrian Countdown Signals (PCS). | Continue to ensure that all newly installed and retrofitted AODA-compliant APS are equipped with PCS. | 2016 | 2020 | Ongoing |
| NEW: Physical Accessibility of Childcare Centres | CSS: Community and Social Services | City of Ottawa operates 11 Municipal Child Care Centres for children 18 months to 5-years old; enhance physical accessibility. | Installed an additional wheelchair accessible child size toilet at the Esther By Child Care Centre in 2017. | 2017 | 2018 | Ongoing |
| NEW: Renovation Plans for Dental Clinic at 2525 St Laurent Blvd | OPH: Ottawa Public Health | Increase accessibility for clients with disabilities. | Examples: <ul style="list-style-type: none"> • Waiting room doors will have push button openers. • Waiting room will be large enough for wheelchairs to maneuver. • New reception desk will have a lower section to accommodate wheelchairs. • Working with landlord to install push buttons on the common washrooms. | 2018 | 2018 | NEW |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|--|--|---|--------------|------------|---------------|
| NEW: Rideau Canal Footbridge (Fifth Avenue and Clegg Street) | PIED & TS: Planning, Infrastructure & Economic Development & Transportation Services | Construct a new footbridge over the Rideau Canal near Lansdowne Park. | Continue construction of the Rideau Canal Crossing (Fifth Avenue to Clegg Street) | 2017 | 2019 | Ongoing |
| NEW: Street and Pathway Lighting Improvements | Transportation Services | Install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility. | Continue to 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. | 2016 | 2020 | Ongoing |
| NEW: Transportation-related Environmental Assessment and Functional Design Studies | Transportation Services | Complete environmental assessment (EA) and functional design studies in support of transportation projects throughout the city. | Complete environmental assessment studies and report to Transportation Committee and Council. | 2016 | 2019 | Ongoing |
| Partnership with External Organizations on Built Environment Best Practices | CC&S: City Clerk and Solicitor | Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards. | Explore potential opportunities to partner with organizations such as the Rick Hansen Foundation on accessibility initiatives relating to the built environment. | 2017 | 2018 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|--|---|--|-------|------|----------|
| Pedestrian Cycling Design Toolbox | Transportation Services | Promote uniformity in the design of public facilities (such as intersections and roadway crossings) and adherence to AODA requirements. | Continued work on the pedestrian and cycling design toolbox. This toolbox will be used to guide the design of future roads, sidewalks, multi-use pathways and cycling facilities and will be consistent with the AODA and City of Ottawa Accessibility Design Standards. | 2016 | 2018 | Ongoing |
| Preserving Accessibility on City Sidewalks and Pathways | EPS: Emergency & Protective Services | Work with Business Improvement Areas to increase accessibility of City sidewalks and reduce the number of accessibility complaints related to temporary signs and a-frame boards. | Data collected from the Clear Path program has provided Bylaw and Regulatory Services with valuable insight to inform future by-law reviews. Given the success on the pilot, the temporary criteria remain in place with continued support from the BIAs involved. | 2016 | 2020 | Ongoing |
| Property Standards By-law Review | EPS: Emergency & Protective Services | Ensure that an accessibility lens is applied during the Property Standards By-Law review to benefit and accommodate the community of people with disabilities. | Review completed. | 2016 | 2017 | Complete |
| Public Engagement – Podium | SIPD: Service Innovation & Performance | Enhance accessibility for City presenters. | An accessible, transportable podium was purchased in May 2017. | 2016 | 2017 | Complete |
| Public Engagement – Ramp | SIPD: Service Innovation & Performance | Enhance accessibility at City events and venues. | In partnership with Facilities, PIMR will purchase a portable accessible ramp by 2020. | 2016 | 2020 | Ongoing |
| Public Engagement - Wayfinding | SIPD: Service Innovation & Performance | Facilitate wayfinding for people with visual disabilities. | A wayfinding system leading to client service areas and public meeting rooms at City Hall has been purchased and installed. The system is currently being tested and will be available for | 2016 | 2020 | Ongoing |

Built Environment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|---|--|--|-------|------|---------|
| | | | <p>the public use once completed.</p> <p>External stakeholders, including the CNIB will participate in the testing to help optimize the technology.</p> | | | |
| Renovations to the Sexual Health Clinic | OPH: Ottawa Public Health | Create a more accessible and accommodating space for visitors to the clinic. | Renovations to the Sexual Health Clinic lab and waiting room were made to create a more accessible and accommodating area for clinic staff and visitors. | 2016 | 2018 | Ongoing |
| Update Discrepancy Reporting Process | PIED: Planning, Infrastructure & Economic Development | Ensure decisions where staff do not apply the ADS are thoroughly reviewed to ensure the highest level of application and accessibility in City infrastructure. | Reporting and decision-making process continued throughout 2017 where needed. Update to the exception reporting process is expected for 2018 to harmonize departmental processes into one Corporate process. | 2016 | 2020 | Ongoing |

Employment Accessibility Initiatives

Table 3 - Update to City of Ottawa accessibility initiatives under the theme of Employment

| Initiative Subject | Lead Department | Objective | 2017-2018 Update | Start | End | STATUS |
|--|---|---|--|-------|------|----------|
| 2018 Municipal Election – Enhanced Accessibility | CC&S: City Clerk and Solicitor | Having individualized workplace emergency response plans (IWERIs) in place will assist in the safe evacuation planning of employees with disabilities in the event of an emergency. | Developing procedures to actively offer IWERIs to all poll workers. | 2018 | 2018 | Ongoing |
| Accessibility awareness for Managers | CS: Corporate Services | Increase of knowledge. | Corporate Real Estate Office (CREO) -Distribute accessibility awareness flashcards to Managers to refresh managers' knowledge of accessibility. | 2017 | 2017 | Complete |
| Corporate Diversity and Inclusion Plan | SIPD: Service Innovation & Performance | Make linkages between accessibility, the Corporate Diversity and Inclusion plan and the priorities laid out in the Corporate Strategic Plan. | In 2017, HR representatives met with several community contacts and organizations with the aim of increasing representation, such as Live.Work.Play, the University of Ottawa, and Employment Accessibility Resource Network. | 2016 | 2018 | Ongoing |
| Creating Opportunities | PWES: Public Works & Environmental Services | Increase Environmental Services staffs' awareness about diversity and inclusion opportunities. | Promote mandatory training of all supervisors/managers on: <ul style="list-style-type: none"> • Leading a Diverse Workforce • Equity and Inclusion Lens • Learning My Way • Respectful Workplace | 2016 | 2020 | Ongoing |
| Diversity and Inclusion Plan | OPH: Ottawa Public Health | Incorporate a Health Equity lens in Ottawa Public Health programs and services to address under-represented groups by removing barriers, accommodating special needs, promoting hiring of people with disabilities and fostering a respectful and supportive workplace. | Five Personal Support Program students at the Sir Guy Carleton High School were accepted through Volunteer Services and consideration was given to accommodating their attendants. The work space was modified to permit access and the work was organized to meet their needs | 2016 | 2018 | Ongoing |

Employment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | 2017-2018 Update | Start | End | STATUS |
|--|--|---|--|-------|------|----------|
| Employment Opportunities for People with Disabilities | SIPD: Service Innovation & Performance | Facilitate access to employment opportunities for people with disabilities. | An accessible and bilingual website (www.earn-paire.ca) was launched at the fourth annual EARN conference held at Carleton University on April 8, 2016. Newsletters are posted on the website as well as information on upcoming events, tools and resources for employers and information for service providers and job seekers. | 2016 | 2017 | Complete |
| Manager and Supervisor Training - Internal Staff Communication | CC&S: City Clerk and Solicitor | Ensure that managers and supervisors are familiar with the individualized workplace emergency response process and will provide the tools and guidance to their employees. | Annual notification went out to managers in 2016 and 2017; will be released again in 2018 and each year thereafter. | 2016 | 2020 | Ongoing |
| NEW: Accessibility Awareness for Managers | CS: Corporate Services | Increase of knowledge. | Promote the use of the updated Interviewing Checklist and Rating Guide to hiring managers and interview tips. | 2018 | 2020 | NEW |
| NEW: Collaboration Tools | CS: Corporate Services | Enable staff to communicate with each other in accessible formats. | Various tools are being deployed. Here are 2 examples: Jabber is a tool used City wide and can aid in collaboration without requiring speech. Additional boardrooms will be converted with Audiovisual (AV) means possessing both a sound and a visual component. | 2016 | 2020 | Ongoing |
| NEW: Facilitates Ordering of Alternative Devices | CS: Corporate Services | Support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. | Purchases, tests and installs alternative devices/software to enable an employee to perform their work. | 2016 | 2020 | Ongoing |

Employment Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | 2017-2018 Update | Start | End | STATUS |
|-----------------------------|--|--|---|--------------|------------|---------------|
| NEW: Recruitment | CS: Corporate Services | Promote the City of Ottawa as an inclusive employer. | Attend employment fairs. | 2018 | 2020 | NEW |
| Outreach and Recruitment | SIPD: Service Innovation & Performance | Enable the City to connect with people with disabilities and promote employment opportunities. | Human Resources Services partnered with the Accessibility Office to develop and host AccessAbility Day 2017. Continue outreach to external organizations, educational institutions and EARN to encourage employment applications from people with disabilities | 2016 | 2020 | Ongoing |
| Work experience Partnership | Transportation Services | Work experience program for people with disabilities in partnership with a number of agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board. | OC Transpo continued its work experience program for 16 persons with disabilities, in partnership with a number of agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board. | 2016 | 2020 | Ongoing |
| Workplace Accommodations | SIPD: Service Innovation & Performance | Increase management and staff knowledge and understanding about workplace accommodations. | Create an e-learning module to support the Workplace Accommodation policy for people with disabilities. | 2016 | 2016 | Complete |

Information and Communications Accessibility Initiatives

Table 4 - Update to City of Ottawa accessibility initiatives under the theme of Information and Communications

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|----------------------------------|--|--|--|-------|------|----------|
| Accessibility Services Refresh | CC&S: City Clerk and Solicitor | Increase accessibility information on ottawa.ca. | Update provided to pre-Drupal upgraded site. Upgrade to content for post-Drupal update to be completed in 2018. | 2016 | 2018 | Ongoing |
| Accessible Canada 150 iPod pilot | OPL: Ottawa Public Library | For all customers who are interested in Canadian content and OPL recorded programs. This helps customers who have difficulty coming to a branch or those with learning disabilities who enjoy listening to a program on their own time and pace (the recording has the ability to pause and rewind) and eliminates the barrier of physically coming into a branch to attend a program. | Offer pre-loaded iPod shuffles in celebration of Canada 150. iPods will have music, books and audio files of in-branch programs that Ottawa Public Library offers; three or four programs will be selected to be recorded on various themes that are suitable for a large audience. iPods will be at all branches, bookmobiles and through Homebound Services. | 2017 | 2018 | Ongoing |
| Accessible PDFs | SIPD: Service Innovation & Performance | Ensure that all of the PDFs created by ServiceOttawa meet the legislative requirements. | All PDF's that are attributed to ServiceOttawa are either accessible, or were created prior to Jan 1, 2014. Web Services will support ServiceOttawa staff who produce PDFs with tools and training to bring ServiceOttawa PDFs to the standard required by the end of 2020. | 2016 | 2020 | Ongoing |
| Accessible Program Pilot | OPL: Ottawa Public Library | Support customers who are homebound, including older adults who have difficulty coming to a | Completed three recordings, edited and launched programs via iCanada collection | 2016 | 2017 | Complete |

Information and Communications Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--------------------------------------|--|---|--|-------|------|----------|
| | | branch or those with learning disabilities who enjoy listening to a program on their own time and pace (the recording has the ability to pause and rewind) and eliminates the barrier of physically coming into a branch to attend a program. | launched in Dec 2017. iCanada has a communications plan including social media. Customers could also learn of the project through a blog found on the OPL website. | | | |
| Accessible Websites and Applications | CS: Corporate Services | Support and assist City Departments to meet AODA WCAG requirements for IT supported ottawa.ca public facing applications. | Conduct review of all IT supported ottawa.ca public facing applications and support workplan to make them WCAG 2.0 Level AA compliant by the end of 2020. | 2015 | 2020 | Ongoing |
| Accessible Websites and Applications | CS: Corporate Services | Enable departments to conduct accessibility testing for Quality Assurance program for web pages. | Approve accessibility testing tools for corporate use and facilitate corporate accessibility tool purchases. | 2016 | 2020 | Ongoing |
| Accessible Websites and Applications | CS: Corporate Services | Support implementation of refreshed Accessible Web Publishing, Testing and Auditing Procedure. | Provide technical support for accessibility tools. | 2015 | 2020 | Ongoing |
| Accessible Websites and Applications | SIPD: Service Innovation & Performance | Ensure quality of content prior to publishing. | Accessibility requirements have been incorporated into the Accessible Web Publishing, Testing and Auditing procedure and will continue to be updated through the COMAP period as required. | 2015 | 2020 | Ongoing |
| Accessible Websites and Applications | SIPD: Service Innovation & Performance | Launch the Web Quality Assurance Program. | Conduct baseline accessibility audits of ottawa.ca. | 2015 | 2016 | Complete |
| Accessible Websites and Applications | SIPD: Service Innovation & Performance | Provide open data for accessibility-related mobile applications. | New data continues to be published on the open data site as it is made available, and will be throughout the period of the | 2016 | 2020 | Ongoing |

Information and Communications Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|--|--|---|-------|------|----------|
| | | | COMAP reporting. | | | |
| Annual Accessibility Internal Communications Plan | SIPD: Service Innovation & Performance | Ensure managers, supervisors and employees are aware of the City's legislative AODA requirements, training opportunities and rights as it relates to their disabilities. | In 2017, Public Information and Media Relations staff led the development of a multi-year internal communications plan. | 2016 | 2020 | Ongoing |
| Application Accessibility Maintenance Program | CS: Corporate Services | Create consistency in how City applications include and maintain accessibility requirements. | Complete the establishment of a program to track the repair, replacement or elimination of non-compliant public facing web applications to ensure that Information Technology Services supported applications will continue to be accessibility over time. Includes assisting in RFPs for new applications, maintaining current testing tools, working to improve testing consistency, adding accessibility compliance to the project development lifecycle and updating accessibility development and testing methodologies should WCAG or AODA requirements change. | 2016 | 2020 | Ongoing |
| Claims Process: Creating Accessible Templates | CC&S: City Clerk and Solicitor | Ensure that standard electronic claims templates are more usable to everyone in general, as well as more accessible to individuals with blindness and low vision. | Templates were modified in 2016/2017 to meet all accessibility requirements. | 2016 | 2017 | Complete |
| Development Application | PIED: Planning, Infrastructure & | Provide access to development applications and related | The revitalization of the Development Application is not | 2019 | 2019 | Ongoing |

Information and Communications Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|--|---|---|--------------|------------|---------------|
| Software Application | Economic Development | information in an accessible online format that is user friendly. | In scope for Phase I of the Land Management System. As such, the department will prepare a plan to have the software compliant by January 1, 2021. | | | |
| Emergency Public Notification System | EPS: Emergency & Protective Services | Provide emergency alert notifications that generally consist of a mix of traditional radio and television media broadcasts, Twitter broadcasts and postings on ottawa.ca. | EPS is currently working with contractors to review options that meet the City's requirements and propose a product solution for an updated Public Notification System (PNS). EPS' review of commercially available solutions was completed in 2017 with no viable options. | 2017 | 2018 | Ongoing |
| Enhance the City's Communications Channels to Promote Equal Opportunities and Improve Access | SIPD: Service Innovation & Performance | Improve how the City communicates to people with disabilities. | Public Information and Media Relations has developed a list of communications tactics and channels that increase accessibility for corporate programs and services. Accessibility requirements are taken into consideration as part of all communications plans | 2016 | 2020 | Ongoing |
| Enterprise Architecture | CS: Corporate Services | Ensure accessibility requirements are included in every software project at project initiation and throughout Information Technology Services lifecycle. | Incorporate accessibility needs into Information Technology Services Project Intake Process. | 2016 | 2018 | Ongoing |

Information and Communications Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|------------------------|---|--|-------|------|---------|
| Intranet | CS: Corporate Services | Increase accessibility of information on internal intranet site to support employees with disabilities. | Apply accessibility techniques on Ozone when new requests are received that Information Technology Services controls such as the framework, main pages requiring scripting and online forms developed by Information Technology Services. Increase staff knowledge by providing accessibility training for web publishing. | 2016 | 2020 | Ongoing |
| MS Office 365/MS Office 2016 | CS: Corporate Services | Assist staff in creating accessible documents. | The migration to Microsoft Office in 2017 has built-in accessibility features. In 2018, explore adding training resources such as videos on the accessibility features in the new version of the Microsoft Office 2016 on the ITS portal. | 2017 | 2018 | Ongoing |
| Property Tax and Water and Sewer Bill Services on MyService Ottawa and Replace AQUACIS System | CS: Corporate Services | New services for customer accounts options in addition to existing availability of alternate formats. | <ol style="list-style-type: none"> 1. Expand customer accounts online system. 2. Implement new water billing system that will include public-facing account features. Not available until 2018. 3. Implement accessible online change of ownership service. 4. Paperless billing for property tax and water and sewer bills. | 2016 | 2018 | Ongoing |

Information and Communications Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|-------------------------------------|--|---|---|--------------|------------|---------------|
| NEW: Corporate Accessible Templates | CS: Corporate Services | Reduce the possibility of errors in the production of accessible documents. | Add new accessible templates in Word and Outlook. | 2018 | 2020 | NEW |
| NEW: Website Refresh | OPH: Ottawa Public Health | All hosted OPH web-sites are being amalgamated into one platform which will bring them to AODA 2.0 AA compliance. | These websites bring information and interactive sessions to the public and in particular to groups that want privacy (Sex-it-Smart) or parents with mobility issues or young infants who want access without leaving home (Parenting Portal). | 2017 | 2018 | Complete |
| ottawa.ca Accessibility | SIPD: Service Innovation & Performance | Ensure everyone has access to the information on ottawa.ca. | ottawa.ca was redeployed on December 17, 2016 with a framework and new functionality made WCAG 2.0 AA compliant (certified). The content of ottawa.ca has been spot checked for accessibility through the Web Improvement Program. The most common issues publishers have when creating accessible content are with Headers, Alt text for images, Tables, Purpose of links and providing transcripts and captions for media files. | 2016 | 2020 | Ongoing |
| Pictogram Project | OPL: Ottawa Public Library | To benefit those who are more visual, have difficulty reading small print and/or have difficulty with print. | Create nine new pictograms and expand the project to be at all public library branches by the end of 2019. | 2016 | 2019 | Ongoing |

Information and Communications Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|---|--|--|--------------|------------|---------------|
| Printed Outreach Material for Children | PWES: Public Works & Environmental Services | Ensure all Environmental Services Department children's outreach materials are accessible to children with disabilities. | Review and update outreach materials on the environment used with children to ensure children with disabilities can participate equally in the activities. | 2016 | 2016 | Complete |
| Registered 9-1-1 Text Service for Deaf and Hard of Hearing or Speech Impaired (DHHSI) | EPS: Emergency & Protective Services | Enable text to 9-1-1 for the community of people who are Deaf, hard of hearing and speech impaired. | Deliver the text to 9-1-1 capability for the DHHSI community. | 2016 | 2020 | Complete |
| Review Web Pages for Accessibility | CS: Corporate Services | Review web pages for accessibility. | Document, review create a plan of action and remediate content on ottawa.ca for Corporate Services. | 2017 | 2020 | Ongoing |
| Social Media Best Practices | SIPD: Service Innovation & Performance | Create a better understanding how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents. | PIMR will continue to increase social media and web presence to improve accessibility of corporate information to the public. | 2015 | 2018 | Ongoing |
| Video on How the City Budget is Developed | CS: Corporate Services | Provide information to residents using simple and clear language in a video format on how the city budget is developed to increase transparency and knowledge. Video format assists people who have difficulty reading print due to a visual, physical or learning disability. | Accessible video created in 2016 and 2017. | 2016 | 2017 | Complete |
| Website Compliance | All departments | Ensure all City websites and the content on those websites are WCAG 2.0 AA compliant. | Test, audit and remediate all City websites and the content on those websites. | 2016 | 2020 | Ongoing |

Transportation Accessibility Initiatives

Table 5 - Update to City of Ottawa accessibility initiatives under the theme of Transportation

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|-------------------------|--|--|-------|------|----------|
| Stage 2 Accessibility During Construction | Transportation Services | Ensure minimal disruption and maximum mobility to people with disabilities during construction. | Stage 2 construction scheduled to begin in 2019. | 2019 | 2023 | Upcoming |
| Stage 2 O-Train Confederation and Trillium Lines Accessible Design | Transportation Services | Ensure Stage 2 of Rail implementation is accessible to people with disabilities. | Continue preliminary engineering studies the design of new stations and supporting infrastructure. Stage 2 construction scheduled to begin in 2019. | 2017 | 2023 | Ongoing |
| Accessible Design – Duty to Consult | Transportation Services | Consult with persons with disabilities and ensure the needs of persons with disabilities at all phases of the Stage 2 project. | <p>Incorporate fully accessible public washrooms into the designs for the Stage 2 LRT stations at Trim, Moodie, Baseline and Earl Armstrong/Bowesville.</p> <p>As per Council's design standards for public washrooms at rapid transit stations.</p> <p>Integrate local pedestrian networks into the design for stations and ensured that multi-use pathway and sidewalk connections to stations are fully accessible.</p> | 2017 | 2023 | Ongoing |
| Accessible Design – Exit Route Planning | Transportation Services | Ensure emergency exits for people with disabilities. | Incorporate dual elevators leading to the platforms at all Stage 2 O-Train stations. As in Stage 1 O-Train Confederation Line stations | 2017 | 2023 | Ongoing |

Transportation Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|-------------------------|--|--|-------|------|----------|
| | | | these elevators will be available to and safe for customers to use in the event of an emergency evacuation. | | | |
| Bus Stop Accessibility Review | Transportation Services | Remove barriers to accessing bus stops. | Continue the review of on-street bus stops. | 2017 | 2020 | Ongoing |
| Cooperative Seating Signage Review | Transportation Services | Enhance the visibility of these areas will help to increase all customers' awareness of cooperative seating, and giving first priority to those who need it. | Ongoing best practice review and research of cooperative seating signage and concepts. Ongoing promotion of and communications on positive and courteous behaviour on public transit through the use of additional mediums, including schedule timetables at bus stops and pocket timetables. | 2017 | 2019 | Ongoing |
| Exterior Bus Stop Announcements | Transportation Services | Expand the next stop announcement system on buses to provide audible exterior pre-boarding announcements of the route and destination to customers waiting on the platform or at the stop. | This project is now complete. However, ongoing monitoring and maintenance of the exterior bus announcement system will continue as part of OC Transpo's regular operations. | 2016 | 2017 | Complete |
| Intersection Accessibility Enhancements | Transportation Services | Design and construct accessibility enhancements at intersections throughout the City. | Improve the accessibility of intersections, under the Pedestrian Accessibility – Intersection & Ramping Program. | 2016 | 2020 | Ongoing |
| NEW: Digital Navigation for Customers at Transit Stations | Transportation Services | Investigate the use of smartphone and beacon technology as a means of improving navigation inside | Continue to research available digital navigation technologies and solutions, as well as monitor emerging | 2018 | 2020 | Ongoing |

Transportation Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|-------------------------|---|---|-------|------|----------|
| | | and around transit stations for persons who are blind or partially sighted. | trends and developments. Continue to engage persons who are blind or partially sighted in discussions around the potential implementation of digital navigation. | | | |
| NEW: Conventional Transit Fare Changes | Transportation Services | Implement fare changes for low-income customers. | Implement 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. | 2017 | 2018 | Complete |
| NEW: OC Transpo Bus Replacement | Transportation Services | Replace conventional OC Transpo buses that reach the end of their life cycle. | Start purchasing process aimed at replacing OC Transpo's fleet of 40-foot conventional transit buses, which have reached the end of their operational life. This new fleet will be phased in over four years between 2019 and 2022, and be fully accessible for all transit users. | 2018 | 2022 | Upcoming |
| NEW: Presto Passes on Para Transpo | Transportation Services | Streamline the use of Presto passes on Para Transpo. | Enable customers using a Presto card with a monthly pass on Para Transpo to register their Presto card number in advance with | 2018 | 2018 | Ongoing |

Transportation Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|-------------------------|--|--|-------|------|----------|
| | | | Para Transpo. | | | |
| NEW: Transit Service Expansion in Advance of Stage 1 and 2 | Transportation Services | Expand transit service to growing areas of the city and in support of Stage 1 and 2 O-Train Confederation and Trillium Line expansion. | Expanded transit service on December 27, 2017 to meet demands in growing areas of the city; which included the addition of 17 new fully accessible double decker buses to the fleet and about 950,000 new customer-trips each year. | 2016 | 2017 | Complete |
| Next Stop Interior Bus Announcements | Transportation Services | Provide communication support to customers through interior audible and visual announcements on route. | Continue to leverage use of the audible next stop announcement system to provide customers with useful transit information. | 2016 | 2020 | Ongoing |
| O-Train Confederation Line Opening | Transportation Services | Improve the accessibility of Ottawa's rapid transit network through the opening of Stage 1 of the O-Train Confederation Line. | <p>Open the O-Train Confederation Line, from Blair Station to Tunney's Pasture Station, in 2018. 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.</p> <p>Install fare gates and ticket machines at several additional transit stations in 2018.</p> <p>Install ticket machines at a number of key locations throughout Ottawa,</p> | 2018 | 2018 | Ongoing |

Transportation Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--|-------------------------|---|--|-------|------|----------|
| | | | including the airport, and some major health, recreation and community facilities. | | | |
| Para Transpo Booking Technology Enhancements | Transportation Services | Expand the options available to customers who would like to book a Para Transpo trip. This may include the development of new online and integrated voice response (IVR) booking systems. | Introduce a new callback feature for customers who do not want to wait in the call queue. This feature will permit customers to call, provide a number, hang up and receive a call back from a customer service representative in the order in which the call was received. Engage customers and stakeholders in two Para Transpo service information sessions in January 2018. | 2016 | 2020 | Ongoing |
| Para Transpo Drivermate Mobile Data Terminal (MDT) | Transportation Services | Enhance customer convenience by providing real-time arrival information through the rollout of GPS technology on taxis contracted with Para Transpo. | This project is now complete. | 2016 | 2017 | Complete |
| Para Transpo Fare Changes | Transportation Services | Simplify and streamline Para Transpo fares, as set by City Council in the 2017 budget. | Implemented fare changes on January 1, 2017. | 2016 | 2017 | Complete |
| Para Transpo Operations Review | Transportation Services | Review of Para Transpo operations, including eligibility criteria, trip cancellation, trip | Implement Para Transpo policy and process changes previously approved by City Council. | 2016 | 2018 | Ongoing |

Transportation Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|-------------------------|--|---|-------|------|----------|
| | | prioritization, booking and customer service. | | | | |
| Para Transpo Vehicle Replacement | Transportation Services | Complete the replacement of the current Para Transpo mini-bus fleet, thereby improving customer accessibility and convenience. | All 82 of the new Para Transpo mini-buses were put into service by mid-2016, and the old fleet was retired. | 2016 | 2016 | Complete |
| ParaPay | Transportation Services | Implement ParaPay, a new card-free electronic fare payment system for Para Transpo customers. | Implemented ParaPay for all Para Transpo customers in 2017. | 2016 | 2017 | Complete |
| Pedestrian Crossovers | Transportation Services | Install pedestrian crossovers, which allow pedestrians to cross streets safely in locations where no crossings existed before. | Continue to install as many pedestrian crossovers as financially and operationally feasible. Complete the on-going installation of the 10 pedestrian crossovers started in 2017. | 2016 | 2018 | Ongoing |
| Rural Transportation Partnership | Transportation Services | Partner with community support service (CSS) agencies in the provision of transportation services to older adults and persons with disabilities in the rural area. | Funding to the CSS agencies increased from \$506,000 to \$606,000, as approved in the City's 2018 budget. This additional funding will enable the agencies to increase the number of trips and service provided to seniors and persons with disabilities in the rural area. | 2016 | 2020 | Ongoing |
| Sidewalk and Pedestrian Connection Improvements | Transportation Services | Provide new sidewalks, and connect existing sidewalks and pathways to improve accessible pedestrian | Planning and design for new sidewalks through the Pedestrian Facilities Program on Cummings | 2016 | 2020 | Ongoing |

Transportation Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|---|-------------------------|---|---|-------|------|---------|
| | | connections to public transit, schools, parks, and other key destinations. | Avenue, Dumaurier Avenue, Grassy Plains Drive, Industrial Avenue, March Road, McCurdy Drive, McGibbon Drive, Michael Street, Neighbourhood Way and Star Top Road. | | | |
| Stage 1 O-Train Confederation Line Station Pedestrian Connections | Transportation Services | Enhancing pedestrian access to Confederation Line stations from adjacent neighbourhoods. | Complete 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. | 2016 | 2018 | Ongoing |
| Taxi Coupon Program | Transportation Services | Promote the current Taxi Coupon Program, which provides discounted taxi fares to Para Transpo customers, as an alternative to Para Transpo. | Ongoing promotion and administration of the Taxi Coupon Program. | 2016 | 2020 | Ongoing |
| Transit Station and On-Street Stop Improvements | Transportation Services | Remove physical barriers in the built environment and enhance access to public transit services and facilities for persons with disabilities. | Continue to make improvements to transit stations and facilities. | 2016 | 2020 | Ongoing |
| Transportation Services Accessibility Training | Transportation Services | Accessibility training for Transportation Services staff consistent with the AODA and other applicable legislation, standards and policies. | Provide two days of Para Pro refresher training to Para Transpo operators. Included in the curriculum is training on the AODA standards, safe use of accessibility equipment, procedures where temporary barriers exist or accessibility equipment fails, and emergency preparedness and response procedures that provide for | 2016 | 2020 | Ongoing |

Transportation Accessibility Initiatives

| Initiative Subject | Lead Department | Objective | Update | Start | End | STATUS |
|--------------------|-----------------|-----------|--|-------|-----|--------|
| | | | <p>the safety of persons with disabilities.</p> <p>Continue to provide accessibility related training to new and current Transportation Services employees, as well as ongoing training compliance monitoring.</p> | | | |