

**2020-2024  
City of Ottawa  
Municipal Accessibility Plan Initiatives**

Information and Communications

Lead Department	Initiative Subject	Objective	Actions	2020 Updates	Start	End
All departments	Website Compliance	Ensure all City websites and the content on those websites are Web Content Accessibility Guidelines 2.0 AA compliant.	Sites managed by ServiceOttawa (ottawa.ca, MySO, documents.ottawa.ca, so311, serviceottawa.ca, online forms, and In My Neighborhood) are monitored for accessibility through a validation tool. Identified issues are sent to publishers to update, to web services to remediate, or to Information and Technology Services for technical changes. All updates for these platforms are tested for web accessibility compliance prior to launch.	Planning, Infrastructure and Economic Development has been reviewing and updating all documents and information for the department on Ottawa.ca to comply with the January 1, 2021 deadline. Emergency and Protective Services (EPS) formalized the role of the Digital Services Coordinator (DSC) and a Digital Services officer. DSC monitors web pages daily and currently EPS has 164 pages identified with only 2 Level A issues and 1 Level AA issue. Finance Services Department (FSD) content on Ottawa.ca: Siteimprove updates are received weekly and all broken link errors and spelling errors are addressed. Review of Portable Document Formats (PDFs) with accessibility issues identified on Siteimprove are reviewed monthly. FSD currently working to eliminate all non-compliant PDF documents by December 31, 2020. FSD owned public facing web applications/links: Staff is working with Information Technology Services (ITS) and the Clerk's department on a Remediation Plan for FSD applications/links that will not conform with the new AODA Web Content Accessibility Guidelines 2.0 Level AA. The final Remediation Plan will be vetted with our Chief Financial Officer for her approval. The application/links that do not conform with the new AODA regulations include: Property Tax Estimator, Paymentus OTP and the Online Checkout (for Sign Permit Payments).	2016	2020
Community and Social Services	Community Awareness Campaign	To promote uptake of the Ontario Renovates Program with residents, private landlords and social housing providers.	Develop, implement and evaluate a community awareness campaign about the Ontario Renovates Program.	The development and implementation of a community awareness campaign has not occurred due to COVID-19 emergency responses. In addition, Housing Services plans to produce an updated report, highlighting updates to the program. It is anticipated that the awareness campaign would be developed and launched after the program updates, and once the report is submitted to Members of Council. Once public business resumes (following the current COVID restrictions), the Ontario Renovates program will continue to approach and promote the Program to community agencies that work with targeted populations, and continue to distribute the Program materials at the Employment and Social Services Centres, Client Service Centers and Councillors' offices.	2020	2020
Community and Social Services	Staff Awareness Accessibility and Inclusion	Develop two all staff communications per year that has an accessibility and inclusion focus.	One communication will have an internal focus (staff directed) and one with an external focus (supporting the clients we serve).	Hosted a virtual learning session for staff, "Data for Equity", on October 7, to highlight benefits of applying an equity lens to data, featuring a diverse group of panelists. Hosted a virtual panel discussion on the impacts of racism on mental health, on November 18. Starting on November 25, General Manager (GM) promoted 16 Days of Activism Campaign, aimed to end Gender Based Violence, which included an intersectional lens. Recognized the International Day of Disabilities, on December 3, with an all-staff message from the GM, that reiterated commitment to equity and inclusion.	2020	2024
Community and Social Services	Older Adult Guide	Access to information is essential for active and healthy aging, and to access services and programs. To support Older Adults, including older adults with disabilities, the Older Adult guide will be updated, made accessible for the web and distributed through multiple methods, including online and through community outreach.	Once created, distribution will be ongoing.	Due to COVID and the closures of facilities, printed guides have not been distributed to City facilities and community partners in 2020. Distribution of printed copies will be assessed in 2021.	2020	2020
Emergency and Protective Services	Next Gen 911	Canadian Radio-television and Telecommunications Commission has mandated that all 911 service providers update their 911 networks, including equipment, systems, databases, etc., to align with the National Emergency Number Association (NENA) i3 architecture specification for Next Generation 911 services — based on In-Position (IP) technology — by June 30, 2020, and NextGen 911 Text Messaging (based on real-time text) by Dec. 31, 2020.	City of Ottawa has Text feature available; will work on communicating feature to the public.	Canadian Radio-television and Telecommunications Commission provided an update to stakeholders that they suspended the upcoming deadlines because of COVID-19. This item has been delayed until 2021.	2020	2024
Emergency and Protective Services and Recreation, Culture and Facility Services	Public Announcements	Increase accessibility of emergency information to staff and residents in City facilities.	Provide public address via the alarm system or phone systems within City Hall, Constellation and Ben Franklin Place.	Due to the ongoing response to the COVID 19 pandemic, this item has been delayed until 2021.	2020	2024

Finance Services	Paper Communication Materials	Review formatting of the paper Water Utility Bill and other water utility communications material to ensure <i>Accessibility for Ontarian with Disabilities Act (AODA)</i> requirements are followed.	Conduct a review of water utility communications materials to ensure AODA requirements are followed. Update materials where required.	This initiative stems from feedback received from Public Consultations led by the Accessibility Office. It is unknown if the feedback was received before or after the new water bill was developed as they occurred simultaneously. The new water bills will be reviewed with the Accessibility Office in 2021 to ensure AODA requirements are being followed.	2020	2022
Finance Services	Paper Communication Materials	Conduct a review of property tax paper communication materials (excludes paper bill as the format is prescriptively legislated by the province) to ensure <i>Accessibility for Ontarian with Disabilities Act (AODA)</i> requirements are followed.	Conduct a review of property tax materials to ensure AODA requirements are followed. Update materials where required.	Staff are working with Revenue staff to compile a list of all paper communication material. A review will be conducted with the Accessibility Office and ServiceOttawa. The next steps will be to remediate any identified concerns.	2022	2024
Finance Services	Website	Conduct a review of the "Water Utility Bills" and "Taxes" pages on Ottawa.ca to improve the layout and simplify written processes/instructions for the various payment options.	Revenue Staff and Business Support Services (BSS) to work in collaboration and engage the Accessibility Advisory Committee.  Review: • Water Utility Pages (2020-2022) • Property Tax Pages (2022-2024)	Staff have started updating the property tax and water bill pages, work to be completed by December 31, 2020. In 2021, staff will advise AAC of these updates and include feedback in future reviews of the pages.	2020	2024
Finance Services	Website	Create fully accessible web budget documentation.	Business Support Services to work in collaboration with the Web Services Branch and Finance Services to identify needs and requirements and produce fully accessible web budget documentation.	Completed. Starting in 2020 all budget documentation is being outsourced to ensure fully accessible budget documentation on ottawa.ca.	2020	2021
Innovative Client Services	Accessible Websites and Applications	Enable departments to conduct accessibility testing for Quality Assurance program for web pages.	Continue to work with external vendor to perform accessibility and usability testing, exclusively by users with disabilities. Continue to use automated testing tools for ottawa.ca.	Support for departments is ongoing.	2016	2024
Innovative Client Services	Accessible PDFs	Ensure that all of the Portable Document Formats (PDFs) created by ServiceOttawa meet the legislative requirements.	Web Services will support ServiceOttawa staff who produce and manage PDFs with tools and training to bring all ServiceOttawa PDFs to the new standard required by the end of 2020.	Remediation of PDFs were completed in 2020 however some remain. Web services continue support staff with new PDFs - ongoing.	2016	2024
Innovative Client Services	Accessible Websites and Applications	Ensure quality of content prior to publishing.	Incorporate accessibility into web publishing guidelines. Training and continued education plays a significant role in the overall efforts of achieving the target of fully compliant/accessible websites and applications.	This work is ongoing.	2015	2024
Innovative Client Services	Accessible Websites and Applications	Provide support to ensure that applications and web content are accessible.	Provide knowledge, tools, processes and technical support required to achieve accessibility compliance for business applications, web sites and documents.	This work is ongoing.	2018	2024
Innovative Client Services	Accessible Procurement	Provide support to integrate accessibility when purchasing web applications.	Support the corporation with accessibility requirements, and vendor evaluations for web products. Includes assistance with testing web products for accessibility.	This work is ongoing.	2018	2024
Innovative Client Services	Sustainable Procurement	Provide guidance for sustainable procurement.	Research and develop sustainable procurement which embeds sustainability into the selection of goods and services, alongside considerations of price, quality, service, and other technical specifications.	This work is ongoing.	2020	2024
Innovative Client Services	Open Data	Provide open data for accessibility-related mobile applications.	Information Technology Services is currently working with vendor to meet compliance for the application. Data sets will continue to be released in 2020 and beyond.	This work is ongoing. 55 datasets were released in 2020.	2016	2024
Innovative Client Services	NEW: geoOttawa Interactive Map	Upgrade the geoOttawa interactive map.	The Innovative Client Services Department is making upgrades to the geoOttawa interactive map application which including new accessibility tools.	The new public-facing geoOttawa interactive map launched in 2020 makes it easier than ever to find street addresses, LRT stops, property information and much more. It includes zoom, navigation and panning tools to see aerial views of Ottawa and search for everything from zoning resources to City parks and facilities. The new geoOttawa features include a mobile-friendly interface and Web-accessible tools.	2019	2020
Innovative Client Services	Social Media Best Practices	Create a better understanding of how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents.	Public Information and Media Relations has developed a Social Media Style Guide. All social media must consider the City's Equity and Inclusion Lens groups when posting social media content.	Support to the Corporation is ongoing. In 2020, we also saw more than 1.3 million engagements on the City of Ottawa social media channels.	2015	2024

Innovative Client Services	Enhance the City's Communications Channels to Promote Equal Opportunities and Improve Access	Improve how the City communicates to people with disabilities.	A Public Engagement Office has been created and is working to ensure that all City public engagement activities are inclusive and accessible for all residents. Public Information and Media Relations has launched an online engagement platform called Engage Ottawa which allows departments to hold engagement activities virtually. These activities are more inclusive and accessible to all residents.	Support to the Corporation is ongoing.	2016	2024
Innovative Client Services	Enhance the City's Virtual Communications to Promote Equal Opportunities and Improve Access to information	Improve how the City communicates to people with disabilities.	Public Information and Media Relations has developed a virtual method to reach residents through new channels to disseminate important information, such as COVID-19 updates.	Created a method to hold virtual media availabilities and information sessions that could be broadcasted on YouTube; which enabled us to directly give residents the critical information on COVID-19 that they needed to protect their health, and enabled us to incorporate both American Sign Language and Langue des signes Québécoise into our emergency communications for the first time ever.	2020	2024
Office of the City Clerk	Public Engagement: Outreach	Improve channels of communication with the public.	Reach out to community organizations and interested persons through in-person consultations and electronic communications.	The Accessibility Office continues to publish the Accessibility Spotlight e-newsletter. This allows the City to share updates and information that is relevant for residents with disabilities. While in-person consultations were not possible in 2020, the Accessibility Office held virtual consultations with the Canadian National Institute for the Blind, the Canadian Council for the Blind and the Alliance for Equality for Blind Canadians. Targeted outreach to a variety of organizations to address the concerns of specific projects was also conducted. The Accessibility Office will continue to expand the ways the City consults with people with disabilities.	2015	2024
Office of the City Clerk	Public Engagement: Promotion and Recognition	Continue to promote accessibility-related events and causes.	In consultation with the Office of Protocol - Request proclamations from the Mayor to help raise awareness for certain groups/causes.	The Accessibility Office held two virtual events in 2020. AccessAbility Day was celebrated with a recorded video of the Mayor proclaiming the day, and an article on ottawa.ca. This was promoted on social media, through the Accessibility Spotlight, and internal communications. The City also celebrated International Day of Persons with Disabilities through a virtual event on December 3. This included presentations on how the City engages with people with disabilities on planning and decision making.	2020	2024
Office of the City Clerk	Accessibility Services Refresh	Increase accessibility information on Ottawa.ca.	In consultation with Innovative Client Services - Redesign of Council and Standing Committees pages on Ottawa.ca, to include accommodation/additional information, about the services available to those participating in Council Meetings.	All Committee and Council meetings moved to a virtual format in 2020. Accommodations were provided upon request. Some technical briefings provided to Council included interpretation in American Sign Language and Langue des Signes Québécoise.	2016	2024
Office of the City Clerk	Annual Accessibility Internal Communications Plan	Ensure managers, supervisors and employees are aware of the City's legislative <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) requirements.	The communications plan ensures managers, supervisors and employees are aware of the City's legislative AODA requirements, training opportunities and rights as it relates to their disabilities. This will continue as part of regular ongoing business.	The Accessibility Office continued to share information with staff and Management through internal communications in 2020. This included updates on accessibility during COVID-19, as well as the City's legislative responsibilities.	2016	2024
Ottawa Public Health	Ottawa Public Health (OPH) Client Engagement Strategy	Engage clients with disabilities, as part of OPH Client Engagement Strategy, on development of OPH services and spaces.	<ul style="list-style-type: none"> <li>• Conduct evaluations of programs actively seeking feedback on OPH service delivery related to accessibility;</li> <li>• Include pictures of persons with disabilities on communications products;</li> <li>• Provide multiple feedback options with client engagement and consultations so that individuals with disabilities can provide feedback.</li> <li>• Use clear/plain language on communications, including stigma reduction language</li> </ul>	OPH's regular planned engagement activities were on hold in 2020 due to COVID-19. All engagement activities related to COVID-19 have incorporated an accessibility lens and include an active offer for alternate formats and communication supports. The unique challenges of persons with disabilities during COVID-19 have been highlighted in the engagement reports. Additionally, much of OPH's information on the website has been translated into American Sign Language and Langue des Signes Québécoise, and the website offers information for persons with disabilities.		2022
Ottawa Public Health	Ottawa Public Health (OPH) Emergency Management	Conduct review of relevant OPH emergency management documents and processes to consider the needs of persons with disabilities and other priority populations.	<ul style="list-style-type: none"> <li>• Examine current practices and identify gaps</li> <li>• Update documents and processes as applicable</li> <li>• Pilot approaches as needed</li> <li>• Communicate changes to employees and clients</li> </ul>	The needs of persons with disabilities and other priority populations have been considered and included in the OPH response plan for COVID-19.	2021	2023
Ottawa Public Library	*NEW* Accessible Board Meetings	Ottawa Public Library (OPL) will improve accessibility of library board meetings.	Meetings held virtually will include livestreaming with captions, transcription, posting of recording with captions, and ASL/LSQ interpretation.	Updates will provided in 2022 annual report.	2016	2024



Ottawa Public Library	Accessible Canada 150 iPod Pilot	Assist customers who have difficulty coming to a branch or those with learning disabilities to enjoy programming.	Collection content will change to mimic what is happening in the community of Ottawa.	This initiative is ongoing.	2017	2024
Planning, Infrastructure and Economic Development	Land Management System (LMS) is replacing MAP Software functionality for PIED and Committee of Adjustment.	Provide enhanced service to citizens and access to development applications, permits and licenses in an accessible online format.	Phase 1 of the LMS project includes three releases over approx. five years from 2020 to 2025. Release 1 of the Land Management System will include an accessible online public portal and is expected to Go-Live in Q4 2021.	Project is still on pace for the Q4 2021 Go-Live target.	2020	2025
Public Works and Environmental Services	Accessible Formats and Communication Supports	Provide accessible formats and communication supports to persons with disabilities, in a timely manner, and at no extra cost for the person requesting it.	Collaborating with relevant departments (Transportation, Planning, Infrastructure and Economic Development) to jointly address the concerns related to roads, intersection crossings, parking, etc.	Communications pieces are developed in an accessible format. Historical documents are being made accessible. Accessible formats are also provided upon request.	2016	2024
Recreation, Cultural and Facility Services	Access to Physical Material	<p>Improve distribution of recreation program print materials.</p> <p>Share information through multiple channels including libraries and client service centres as printed materials are still being used by residents (print, online, large print).</p>	<p>Each facility develops and makes physically available, individual guide/brochures of their recreation program offerings. In addition, the Older Adult guides lists all 50+ recreation programs City Wide. These guides are readily available to the public and can be mailed by facility staff at the request of the resident.</p> <p>The full recreation guide that lists all programs City Wide is now broken into categories online (Child, Youth, Adult, Swimming, etc.). These can be accessed on the ottawa.ca website. Computers to access the Recreation Guide may be used on a drop-in basis at the Ottawa Public Library, and are also available at Recreation facilities that are designated Smart Sites.</p> <p>The printed guides are distributed to Client Service Centres, Ottawa Public Libraries and Ottawa Public Health Clinics.</p>	<p>Up until March 2020, guides were being produced in physical format, and continued to be available to the public. Winter programs were also available in print format, in the Older Adult guides.</p> <p>All of the different guides continued to list City Wide programs, and differentiated them by age categories. The guides are available online through JoinOttawa, and on ottawa.ca. Computers to access the recreation guides are available at the public library branches and designated Smart Site recreation facilities.</p> <p>The printed guides were distributed to Client Service Centres, Ottawa Public Library branches and Ottawa Public Health Clinics.</p> <p>Physical guides were ceased due to COVID-19. We will need to continue to revise as the situation evolves.</p>	2020	2024
Recreation, Cultural and Facility Services	Seating in Parks	Share information on the location of rest areas.	Add the location of current benches in City Parks. Residents will be able to find benches in City Parks through the geo.ottawa.ca map.	New benches continue to be updated online through the geo.ottawa.ca map	2019	2024
Recreation, Cultural and Facility Services	Access to Accessibility Features	Make information more accessible by listing accessible devices (e.g., Wheelchairs at pools) online.	The accessibility features of facilities are detailed online on each facility's page. Some features include information related to Parking, Passenger Loading Zone, Entrance and Exits, Signage, Interior access and washrooms.	Accessibility features continue to be updated online on each facility's page when upgrades/retrofits occur in RCFS facilities.	2019	2024

Customer Service

Lead Department	Initiative Subject	Objective	Actions	2020 Updates	Start	End
Community and Social Services	Child Care for Children with Disabilities	Care for children with disabilities has been identified by families and service providers as an area requiring significant investment.	A strategy will be developed and implemented in order to increase access and support children with disabilities and their families	Children's services has established the following key priorities to support families: 1. Children with disabilities, and their families, can access the services they need. 2. Parents feel confident and informed when navigating the Child Care Registry and Waitlist. A workplan is currently in development to address these priorities.	2020	2023
Community and Social Services	Portable Business Tools Pilot	Implement and evaluate the Portable Business Tools pilot, which leverages technology to create a virtual office that supports clients in their own environment or community establishment as well as reduces the need to attend the office for appointments or other administrative matters.	The pilot is being tested by staff who work predominantly offsite, with a focus on Home Support Services, Residential Services, Essential Health and Social Supports, and those who need financial assistance but are unable to leave their home due to a medical condition.	Prior to COVID-19, Employment and Social Services (ESS) staff launched the Portable Business Tools pilot. Staff who participated in the pilot found having the business tools available at in-person appointments (in home/community settings) increased client services as it equipped them to provide immediate information, support and access to services. Transportation and travel barriers were eliminated for clients as all aspects of their file could be addressed in the home or community visit. Starting in December 2020, ESS staff will be piloting a Outreach and Mobile Services Team to directly engage with and provide services to clients where and when they need them most. The pilot will begin by providing onsite services to individuals accessing services at the City's Physical Distancing Centres and Respite Centres. Staff continue to strategize additional opportunities to coordinate and integrate services to deliver innovative, inclusive and accessible service and support to those with the greatest need	2019	2020
Community and Social Services	Ontario Works New Online Tools	Encourage Ontario Works recipients to make use of new online tools to improve access to information and financial assistance.	Examples of improved service options include: • The MyBenefits online tool - a secure way to report changes, see past payment information, view letters and more – anytime and on any device; • The reloadable payment card supports individuals who have barriers accessing or maintaining a bank account for direct bank deposit. The card can be updated at any time with eligible financial benefits, removing the need for a physical cheque and any additional travel requirements to the office.	2020 saw increased momentum in the use of online tools by Ontario Works recipients.  29 per cent of the Ontario Work Caseload registered for MyBenefits - a secure way to report changes online, upload some eligibility documents and access file information. Staff continue to develop strategies to increase usage. Additional improved services options in 2021 will include Electronic Signatures, which will allow for signature of required documents without needing an in-person appointment.  95 per cent of Ontario Works clients now receive their payments electronically either through Direct Bank Deposit or through reloadable payment cards. These initiatives improve payment security and reduce the need for multiple touch points to access their monthly assistance.  In 2020, Employment and Social Services pivoted their services offerings to provide financial assistance programs, services and supports virtually. In addition, the City of Ottawa Employment Ontario Centre began providing "virtual" employment information sessions in a completely accessible format. These sessions are provided in both official languages: English and French, and is also captioned for individuals who are Deaf or hard of hearing. Employment Ontario has continued to offer workshops, job fairs, and training in virtual formats to individuals interested in seeking employment or reviewing their career goals	2020	2024
Community and Social Services	Equity and Inclusion Lens Training	Enhance staff knowledge of Equity and Inclusion (EI) Lens training.	Equity and Inclusion Lens training will be offered to all City employees by way of in-class training and in an e-learning format. Training continues as part of ongoing business with sessions being planned for 2020.	Standing Offer List will be created for all diversity inclusion related trainings. The requirements include explicit consideration of accessibility beyond <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) requirements	2016	2024
Community and Social Services	Older Adult Plan	The Older Adult Plan (OAP) supports a long-term vision for our community that values, empowers, and supports older persons and their quality of life.	The Older Adult Plan 2020-2022 commits to 24 actions organized around four main strategic areas that are consistent with the provision of City services for older adults: Aging with Choice, Transportation and Mobility, Wellbeing, and Communication. The OAP assigns responsibility for each action to a City Department, as well as Ottawa Public Health and Ottawa Public Library, who are committed to its implementation.	While the implementation of the Older Adult Plan 2020-2022 has been impacted by COVID, departments have adapted several of the initiatives to adapt to the pandemic. As of December 2020, 15 actions were on track and nine actions deferred to 2021. New initiatives were put forward to advance the strategic vision of the plan while adapting to the pandemic.	2020	2022
Community and Social Services	Snow Go and Snow Go Assist Programs	Snow Go program directly assists low income residents with disabilities, including seniors, to access a matching service (person with disability to snow remover) and can access financial assistance if needed.	Continue to respond to calls, refer clients to snow contractors, and assist clients with subsidies.	Allocated \$135,096 to nine agencies for the Snow Go and Snow Go Assist Programs in 2020.	2015	2024

Community and Social Services	Awareness Training for Managers	Increase awareness of managers on diversity, and their duty to accommodate, with a resulting increase in the degree that the workplace be barrier free for employees with disabilities.	This training will continue to be delivered to Managers and staff for specific information resources related to accommodations.	Due to COVID-19, there were no Leading a Diverse Workforce sessions, as this is a highly participatory and in-person training. In 2020, the City of Ottawa developed a Request for Standing Offers (RFSO) process for all Diversity and Inclusion (Diversity and Inclusion) related trainings. Accessibility considerations were built into this process.	2017	2024
Community and Social Services	General Accessibility Awareness	City and Human Resources staff will increase awareness and understanding of the needs of people with disabilities.	City of Ottawa staff participate in the coordination of the annual Employment Accessibility Resource Network (EARN) conference. Learning My Way training continues to be delivered to create greater awareness around learning disabilities, and to remove stigma. This will continue to be part of regular ongoing business.	A City of Ottawa employees currently represents the City of Ottawa as the Employment Accessibility Resource Network (EARN) in the role of Leadership Group Co-Chair. In this capacity the employee plays a leadership role in supporting a number of activities including the annual EARN conference for employers, various career fairs and skill building activities. In 2020, no Learning My Way sessions were held because of COVID-19.	2016	2024
Community and Social Services	Respectful Workplace Training	To ensure employees become more familiar with types of workplace harassment, discrimination, and the duty to accommodate, the training includes information on the different types of learning disabilities, and the many ways to accommodate people with learning disabilities.	In 2020 the Equity and Inclusion Lens training will become part of the onboarding process for all new employees. As well, sessions will continue to be offered to current staff.	While regular sessions were booked, they were cancelled because of COVID-19. In its place, two virtual adaptations of the training were offered to Public Information and Media Relations and Internal Communications teams (14 participants), and Service Ottawa (nine participants).	2016	2024
Community and Social Services	Human Needs Task Force	Mask Distribution	Ensure vulnerable populations have access to masks during COVID-19.	As of November 16 •Cloth Masks: 66,981 – of which 45,742 came through the United Way Facing Forward Campaign •Disposable Masks: 346,080 – of which 250,000 were distributed through OC Transpo campaign	2020	2021
Community and Social Services	Human Needs Task Force	Red Cross Outreach to Vulnerable and Isolated Populations	Proactive outreach to vulnerable and isolated populations to ensure they are supported during COVID-19.	The Human Needs Task Force has engaged the Red Cross in planning with Ottawa Community Housing (OCH), Ottawa Public Health and additional community partners to assist with wellness visits for isolated and vulnerable populations within several communities around the City of Ottawa.  The wellness check-ins are expected to commence within the first two weeks of December. At present we have identified the following OCH communities (approximately 1116 residences) for the visits:	2020	2021
Community and Social Services	Human Needs Task Force	Respite Centres	Provide support to vulnerable residents during COVID-19 through services provided at respite centres.	Tom Brown site is open as a respite centre. The centre is operated with City of Ottawa staff and Somerset West and Centretown Community Health Centre staff who provide crisis intervention and harm reduction services. The site location opened November 2. The Tom Brown Arena Respite Centre offers numerous services to our most vulnerable residents. In addition to the access to showers and washrooms, clients will have a place to rest during the day. The centres will also provide essentials like toiletries, food, clothing, crisis intervention, and referrals and links to other primary care services. St. Luke's Table is providing a mobile lunch service with upwards of 200 meals daily.	2020	2021
Community and Social Services	Human Needs Task Force	Physical Distancing/Isolation Centres	Offer physical distancing/isolation centres for women experiencing homelessness during COVID-19.	New physical distancing centre to open in December at 240 Friel St. offering a capacity to house over 100 single women experiencing homelessness until summer 2021.  Other active centres previously opened will remain open over winter months.	2020	2021
Community and Social Services	Human Needs Task Force	Portable Toilets	Maintain portable toilets in the urban core for use during COVID-19.	Portable toilets will continue to be deployed/maintained in key areas of City throughout winter 2021, currently 14 have been placed with room for expansion should demand warrant	2020	2021
Emergency and Protective Services	Public Communications: Event Accessibility	Develop a communications strategy to highlight section 9 of the City of Ottawa Event Central Event Guide; "Accessibility for Events."	Share information with residents once strategy is completed.	Communications on this strategy were shared with internal partners and stakeholders. External communications to public were delayed due to response to the COVID-19 pandemic.	2020	2024
Emergency and Protective Services	Accessible Parking	Ensure accessible parking is available to those who have accessible parking permits.	By-law and Regulatory Services (BLRS) will continue to investigate and address abuse of accessible parking permits as internal resources permit. Will remain ongoing business.	Enforcement of accessible parking violations is part of BLRS ongoing operations. In 2020 (to date), BLRS has issued 17 charges for misuse of accessible permit, and 721 tickets and 49 warnings for parking in an accessible space without a permit.	2020	2024
Emergency and Protective Services	Public Communications	Develop a communications strategy to highlight Ottawa Paramedic Service policy 1.8 (Transporting Passengers in Emergency Vehicles) and the inclusion of support persons and service animals.	Share information with residents once strategy is completed.	Communications on this strategy were delayed due to response to the COVID-19 Pandemic. Item will be highlighted in communications in 2021. Policy 1.8 will be held for the COVID duration. Will reassess in Q1 2021.	2020	2024



Emergency and Protective Services	Public Engagement: Accessible Consultations	Public Policy and Development (PPD) branch, and Community Safety and Well Being (CSWB) group, commit to having American Sign Language (ASL)/Langue des signes Québécoise (LSQ)/Closed Captioning/FM loop and French interpretation available for public engagement events, upon request.	Supports will be provided upon request when registering. Active offer for supports on registrations.	Accessible supports were provided to all that requested them when registering for CSWB consultations. PPD and CSWB commit to offering these resources on all 2021 public consultations.	2020	2024
Finance Services Department	Wearing Masks	Increase education and awareness of the Accessibility Standard.	Work with branches to raise awareness on the barriers created by staff wearing face masks.	Communications were sent in September 2020 to FSD's public facing services to outline the impact posed by mask wearing, and to plan for alternate service delivery, if required, upon the re-opening of services.	2020	2021
Finance Services	Point of Sale Equipment "POS"	Research accessibility features available for Point of Sale equipment.	Work with the Revenue Branch to research accessibility features available for POS equipment, as part of lifecycle.	The Payment Card Industry Data Security Standards Council (PCI DSS) dictates the type of PIN-Pad we can use in an integrated environment. The City of Ottawa utilizes approved PIN Pads available from our Service Provider - Moneris. Our Pin-Pads follow the industry standard layouts including standard accessibility features with raised dots on centre key, and standardized button config/shapes for everything else, and lit buttons.  Talking" devices are not available from Moneris. Should they become available, they will need to be approved by PCI DSS Council and, we would need to assess if they meet the criteria set out in the Municipal Freedom of Information Protection and Privacy Act.	2020	2024
Innovative Client Services	Maintenance of Accessible Web Training Program	Ensure corporate and Web Content Accessibility Guidelines trainings are provided, relevant and utilized.	Corporate training on web accessibility validation tools and creating accessible documents will continue as part of regular ongoing business in 2020 and beyond.	Courses and content continue to be updated and offered to staff. This will be ongoing.	2016	2024
Innovative Client Services	Scented Products in the Workplace Guidelines	Increase employee's and the community's awareness of the Scented Products in the Workplace Guidelines.	Internal review is ongoing regarding guidelines for staff on awareness of scent-related sensitivities. Review of the policy and distribution started in Q4 of 2020. Documentation will be updated in 2021.	Review of the policy and distribution started in Q4 of 2020. Policy will be updated in 2021.	2016	2024
Innovative Client Services	Accessible tools	Increase options for voters in the Ward 19 by-election.	A close partner of the Elections Office, Information Technology Services (ITS) was engaged early to support the Cumberland By-election, including supporting the "vote anywhere" option.	Voting places will offer "anywhere voting", meaning that electors can vote at any voting place regardless of their address.	2020	2020
Innovative Client Services	Accessible Customer Service	Increase communication options for residents calling 3-1-1.	The Canada Video Relay Service will allow residents to communicate with city employees through phone calls, by accessing real-time assistance of a sign language interpreter.	The service is available as of Q4 2020. This allows callers to express themselves in their first language, American Sign Language (ASL) or Langue des signes québécoise (LSQ), when asking questions or making requests to the City.	2020	2024
Innovative Client Services	Accessible Customer Service	Increase methods of accessing City of Ottawa information.	The establishment of a City's Mobile App in both official languages.	This work is ongoing.	2019	2024
Office of the City Clerk	Policy Development	Provide clarity regarding accessibility considerations in Council reports.	The Accessibility Office supports departments to include fulsome Accessibility Impact Statements. This will continue as part of regular ongoing business.	In 2020, the Accessibility Office worked with departments to provide support to write the Accessibility Impacts Statements, upon request. In 2021, the Accessibility Office, with the Accessibility Working Group, will complete a full review of the tools provided to complete the Accessibility Impacts Statements. Improvements will be made as required. The Accessibility Office will also monitor upcoming reports and offer support to departments as required.	2016	2024
Office of the City Clerk	Public Engagement	Explore new ways to engage with the community on a regular basis.	The Accessibility Office continues to explore ways to connect with the community to receive feedback on an ongoing basis.	The Accessibility Office continued to respond to accessibility-related inquiries and feedback in 2020, supported by all departments. This included responding to feedback on the City's response to COVID-19, and supporting Ottawa Public Health to develop information and materials for people with disabilities.	2019	2024
Office of the City Clerk	Accessible Customer Service	Improve accessibility at the Mayor's events.	Increase courtesy and directional signage for people with disabilities. Increase reserved seating and/or tables for people with disabilities. Reduce barriers at City Hall and Aberdeen by creating dedicated entrances for people with disabilities.	This initiative is on-hold due to COVID-19. Accommodations and supports for virtual events were offered and provided upon request.	2020	2024
Office of the City Clerk	Accessible Customer Service	Improve accessibility for public delegations at Council Meetings and Standing Committees	Ensure microphones are accessible for all delegates. In consultation with Facilities and Accessibility Office.	Due to COVID-19, this initiative was put on-hold. Accessibility supports were offered and provided for virtual Standing Committee and Council meetings.	2020	2024



Office of the City Clerk	2022 Municipal Election: Enhanced Accessibility	Continue to ensure that electors with disabilities have the ability to vote privately and independently	The Elections Office will explore the feasibility of home-bound voting, with regard to established practices in other jurisdictions and the safety of electors and election workers. In consultation with Legal Services and Accessibility Office.	The accessibility supports provided for the 2019 Cumberland By-election are detailed in the report.	2020	2022
Office of the City Clerk	Public Engagement: Outreach	Improve channels of communication with the public	Reach out to community organizations and interested persons through in-person consultations and electronic communications.	In 2020, the Accessibility Office continued to publish the e-newsletter, Accessibility Spotlight, to highlight initiatives happening at the City that have an impact on people with disabilities.	2020	2024
Ottawa Public Health	Awareness of Accommodations	Establish an Ottawa Public Health (OPH) standard active offer on promotions about our programs and services, to ensure residents are aware that accommodations can be made to access services.	<ul style="list-style-type: none"> <li>• Examine best practice and examples of active offers used at the City and elsewhere</li> <li>• Develop tag line</li> <li>• Determine contact person for inquiries and method of communications available</li> <li>• Used phased approach to include tag line on promotional materials</li> <li>• Address and monitor accommodation requests</li> </ul>	This has been put on hold due to OPH's response to COVID-19 in 2020. OPH has worked with testing sites across the City to ensure accessibility and the availability of accommodations. Alternate formats and communication supports were advertised as part of all COVID-19 public engagement projects this year.	2020	2022
Ottawa Public Health	Accessible Programs and Services	Analyze social determinant data of Ottawa Public Health (OPH) clients to offer tailored programs and services.	<ul style="list-style-type: none"> <li>• Train employees on importance for Social Determinant (SD) data collection; and address concerns</li> <li>• Imbed SD data collection in Electronic Public Health Record (EHR) development</li> <li>• Train employees on SD data collection in EHR</li> <li>• Identify and monitor differences in access, care and health outcomes for persons with disabilities to other service users;</li> <li>• Modify services to address unique individual, as well as population, needs by offering tailored and culturally sensitive programs and services</li> </ul>	Many regular services were put on hold due to OPH's response to COVID-19 this year. OPH partnered with many diverse community organizations this year to ensure the response to COVID-19 was inclusive for all Ottawa residents.	2020	2024
Ottawa Public Library	Centre for Equitable Library Access (CELA Library)	Offer alternative reading formats for people with a print disability. Increase browse-ability of the collection for customers.	Continue to offer program for customers with print disabilities.	Due to COVID-19, there are no updates for 2020. This initiative is ongoing.	2020	2024
Ottawa Public Library	Homebound Services (HBS) Programming	To provide programming to customers who aren't able to attend in branch programs.	Part of regular business depending on the funding received. Each year Homebound will submit funding request to develop programming for older adults.	In-person programming at retirement residences and long-term care facilities is paused until COVID restrictions allow us to return.	2017	2024
Ottawa Public Library	Sensory Story Time	This program is beneficial for customers who have lower attention span, or lower vision and the Deaf/Blind community. This program can also be altered for adults as well as children.	Training will become part of regular business offerings in 2020 and beyond. Staff will be trained to offer programs for people with disabilities.	Programming that requires the sharing of materials or objects is paused until COVID restrictions allow.	2017	2024
Ottawa Public Library	Purchase More Large Print Books	To assist the older adult population and those with low vision to read.	Ottawa Public Library's collection development team is committed to developing the Large Print collection as long as it continues to be used and is viable.	This initiative is ongoing.	2016	2024
Ottawa Public Library	Tracking Accessibility Inquiries/Questions	Ottawa Public Library (OPL) will have a better idea of what questions and inquiries staff receive which can reflect any changes needed in branches or training for staff.	Streamline ways of tracking OPL related inquiries and ensure staff are including the OPL Accessibility Office when accessibility related events happen.	This initiative is ongoing.	2016	2024
Planning, Infrastructure and Economic Development	Public Engagement: Education and Awareness Campaigns: Development Industry Presentation	Increase awareness of accessibility requirements for people with disabilities within the housing market and promote a barrier-free approach to design concepts.	As per request but also through Infrastructure Services-Consulting Engineers of Ontario (CEO)/CAO liaison, Standards Unit will continue to raise awareness of accessibility requirements as per Accessibility Design Standards.	The City of Ottawa has partnered with the National Capital Heavy Equipment Association (NCHCA) and the Consulting Engineers of Ontario (CEO) to offer the annual Education Series. This year, all sessions were held on January 28 at the Centurion Conference and Event Centre. There was a special presentation on "Accessibility during Construction" during the event. The event was at full capacity with great success.	2017	2024
Planning, Infrastructure and Economic Development	Accessibility for Ottawa Businesses	Share best practices and provide accessibility-related resources and information to the local business community.	Part of regular ongoing business and will be expanded in 2020-2024.	This initiative is ongoing.	2016	2024
Public Works and Environmental Services	Accessibility Related Service Requests	Respond to the accessibility related service requests in a timely manner to significantly improve the accessibility of the public services related to the roads maintenance, snow removal, curb cuts, waste collection, etc.	Will be ongoing into 2020, while exploring possibilities for further improvement of the services we provide.	This continues to be a priority for staff while balancing operational responsibilities.	2020	2024

Public Works and Environmental Services	Increase Emergency Preparedness and Develop a Departmental Deployment Plan	Ensure departmental readiness and increased responsiveness in case of emergencies.	Plan for deploying staff in emergency situations while maintaining daily operations.	This will be ongoing into 2021. Progress in updating the Emergency Preparedness plan and the development of the Departmental Deployment Plan have been impacted by COVID-19. An accessibility lens is being applied to the update and development of these plans.	2020	2024
Recreation, Cultural and Facility Services	Accessible Programming	Open access and provide quality, safe Recreation, Cultural and Facility Services programming to individuals with disabilities.	Continue to assess and revise Parks Recreation and Cultural Services programming options, to increase participation in recreational programs that accommodate individuals with disabilities.	Developed and delivered a pilot virtual program for individuals with Acquired Brain Injury (ABI) or post-stroke who do not feel comfortable or cannot attend in-person programming during the pandemic. Offered adapted summer programs during pandemic which provided an opportunity for programming for this population when community programs were limited. Prepared weekly virtual calendars for ABI and Variety Program families while programs were shut down to offer continued support in an adaptive method. Implemented Summer camp fair in collaboration with community partners to promote and facilitate access to community-based recreation programming for individuals with a disability. Developed recommendations for enhanced sustainability of the Variety Adult Day Program. Liaised with public health and legal regarding the interpretation of provincial and municipal guidelines impacting Inclusive Recreation programs in order to adapt programming to meet provincial requirements. Worked with Service Resumption Working Group to advise on guidelines and procedures to ensure the resumption of IR summer and seasonal programs were considered in the overall service resumption decisions. Surveyed families regarding interest in attending Summer Camps during COVID-19 pandemic and adapted the format of the programs so participants could attend.	2016	2024
Recreation, Cultural and Facility Services	Accessible Summer Programming	Provide social recreation programs/summer camps for individuals with developmental disabilities.	Inclusive Recreation is completing public engagement consultations with participants and families of the Variety program, and the therapeutic recreation day program. Inclusive Recreation will ensure feedback from the consultations is incorporated into program offerings beginning Fall 2020.	After consultations series lasting over 5 months, completed the Variety report on recommendations for next steps to make Variety program sustainable.  With the use of surveys and telephone feedback, engaged families with children, youth and adults with disabilities to determine summer, fall and winter programming models.	2016	2024
Recreation, Cultural and Facility Services	Accessible Sport Instructional Programming	Making sport more accessible. To provide quality learning and experiences for children and youth of all abilities.	These programs are funded through Canadian Tire Jump Start charities and make sport accessible to children and youth with developmental and physical challenges:  <del>I Love to Ski program - a cross-country ski program for</del>	I Love to Para X-C Ski successfully took place in January and February 2020 at Terry Fox Athletic Facility for children and youth with Autism (ASD).  Other anticipated program offerings were impacted due to COVID-19.	2018	2024
Recreation, Cultural and Facility Services	Inclusive Recreation Webpage	This update is to increase awareness of programming available, and the corresponding process for Inclusive Recreation (IR) programming in an accessible manner.	Update the Inclusive Recreation webpage to include relevant information for parents, guardians and service providers.	Inclusive Recreation Website is continuously updated to reflect programs offered by season.  During pandemic, links to virtual inclusive activities were added to the IR webpage and these resources were shared via social media platforms and Corporate Accessibility branch.	2019	2024
Recreation, Cultural and Facility Services	Registration Assistance	Improve access to registration services for recreation clients who require alternative services.	Individuals can meet with a Portfolio coordinator to determine the best fit for programming.  Inclusive Recreation continues to complete individual assessments as needed for new participants with medical conditions or disabilities (physical, mental health or developmental) to support integration into programs.  Recreation, Cultural and Facility Services (RCFS) is in the process of acquiring a new registration, booking and payment system.	RCFS continues to work on acquiring a new registration, booking and payment system. An initial product is projected to be implemented in 2021. Timelines may be impacted due to COVID-19.	2016	2024
Transportation Services	Community Outreach and Engagement on Public Transit	Foster partnerships and open communication through direct and ongoing engagement with community groups and stakeholders.	In 2020, continue community outreach sessions throughout the city, in partnership with various community agencies.	OC Transpo suspended community outreach by its Accessibility Specialist on the public transportation options available to seniors and persons with disabilities, due to the COVID-19 pandemic.  Resume community outreach sessions throughout the city in 2021, in partnership with various community agencies, once it is safe to do so.	2020	2024
Transportation Services	Replica Bus Stops in Long-Term Care Facilities	Best practice research recognizes replica bus stops as a valuable tool in dementia care. The stops add a point of reference for residents. Waiting at the bus stop is a daily activity that people remember from earlier in their lives.	In 2020, continue to partner with long-term care homes and other community facilities in the creation of replica bus stops.	OC Transpo's replica bus stops initiative for long-term care facilities was suspended in 2020 due to the COVID-19 pandemic.  Resume partnership with long-term care facilities in the creation of replica bus stops in 2021, once it is safe to do so.	2020	2024

Transportation Services	Travel Training	Continuation of partnerships with community agencies in the provision of travel training on public transit. This comprehensive instructional program is designed to teach persons with disabilities and seniors to travel safely and independently on the bus and O-Train.	In 2020, continue partnerships in the delivery of travel training to persons with disabilities and seniors; and, continue provision of training to other individuals who may benefit from instruction on how to use transit safely and independently.	<p>This year's Travel Training program was done in partnership with nearly 100 community agencies, groups and organizations. About 2,100 Travel Training passes were distributed at the start of 2020; however, due to the COVID-19 pandemic, most partner agencies' travel-training programs were suspended or significantly reduced.</p> <p>In 2021, continue partnerships in the delivery of travel training to persons with disabilities, seniors and individuals. Community agencies, groups and organizations will resume their programs when it is safe to do so.</p>	2020	2024
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Employment

Lead Department	Initiative Subject	Objective	Actions	2020 Updates	Start	End
Community and Social Services	Outreach and Recruitment	Accessibility Awareness for hiring Managers	In addition to the Accessibility for Ontarians with Disabilities Act (AODA) managers compliance sessions offered by the Accessibility Office, many of the discussions and scenarios used in the Leading a Diverse Workforce training focus on accessibility accommodations and duty to accommodate. This work will continue in 2020. Additional training such as bias awareness and mandatory Equity and Inclusion (E&I) lens training for new staff will positively impact the experiences of jobseekers/employees with disabilities.	Leading a Diverse Workforce is a training opportunity that is mandatory for managers and outlines legislative obligations including the provision of accommodations, responses to complaints around the prohibited grounds of discrimination including violence and harassment.	2020	2024
Community and Social Services	Corporate Diversity and Inclusion Plan	Make linkages between accessibility, the Corporate Diversity and Inclusion plan and the priorities laid out in the Corporate Strategic Plan.	Meet objectives and complete initiatives in the areas of awareness and engagement, workforce analytics, recruitment and selection processes, and employee learning and development for staff with disabilities and other groups.	The Diversity and Inclusion Unit works closely with Human Resources Innovative Solutions to track, monitor and report of workforce demographic representation including persons with disabilities. This year the team revised and digitalized the self-identification form and included an expanded definition of disability to include invisible disabilities, like addictions, chronic conditions and learning disabilities along side physical disabilities. This should help deepened the understanding of the range and types of disabilities that people may identify with. An awareness and communication campaign about the form will be launched in 2021.	2016	2024
Community and Social Services	Outreach and Recruitment	Enable the City to connect with people with disabilities and promote employment opportunities.	Continue outreach to external organizations, educational institutions and Employment Accessibility Resource Network (EARN) to encourage applications from people with disabilities.	A City of Ottawa employee currently represents the City of Ottawa as the Employment Accessibility Resource Network (EARN) in the role of Leadership Group Co-Chair. In this capacity the employee plays a leadership role in supporting a number of activities including the annual EARN conference for employers, various career fairs and skill building activities.	2016	2024
Community and Social Services	Accessibility Awareness for Managers	Increase accessibility knowledge for Managers.	In addition to the <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) managers compliance sessions offered by the Accessibility Office, many of the discussions and scenarios used in the leading a diverse workforce training focus on accessibility accommodations and duty to accommodate. This work will continue in 2020.	Leading a Diverse Workforce is a training opportunity that is mandatory for managers and outlines legislative obligations including the provision of accommodations, responses to complaints around the prohibited grounds of discrimination including violence and harassment.	2017	2024
Community and Social Services	Inclusive Workforce	Develop and implement a plan that will foster an inclusive, thriving workforce.	This includes: <ul style="list-style-type: none"> <li>• Increase the diversity of the workforce to more closely reflect the diversity of the community; including persons with a disability</li> <li>• Pilot modern and innovative hiring practices/opportunities for diverse candidates to enter the department</li> <li>• Understand and respond to the needs of the workforce of the future; including physical space, tools and work environment</li> <li>• Increased mental health supports/training for employees</li> <li>• Influence the culture to be inclusive, accepting, welcoming and supporting of our people</li> </ul>	Community and Social Services Department Specific: Innovative hiring practices have been adopted including Inclusive Hiring Practices: examples are prompting candidates, providing a copy of interview questions 15 minutes in advance of the interview which supports persons with learning disabilities, anxiety disorders, etc. CSSD piloted the LEAD IT (Leverage Equity and Achieve Diversity and Inclusion Targets) strategy to hire two Program Managers. The LEAD IT strategy is a hiring process that aims to increase the representation of employment equity groups across the City. This strategy supports a pro-active approach to attracting diverse candidates and ensuring an equitable process. CSSD's Diversity and Inclusion Specialist presented departmental representation data to the Departmental Leadership Team and to discuss strategies and next steps. International Day of Persons with Disabilities was recognized with an all staff email from the General Manager  Corporate Initiatives: As part of the response to COVID-19 and increasing stress and mental health issues, Innovative Client Services (ICS) developed a SharePoint site dedicated to wellness. Affinity groups SharePoint Page was developed and launched to outline tools that help create groups, and post events. Corporate support and roles and responsibilities are clearly outlined. Groups include one specific to employees with disabilities. This will promote a sense of belonging and inclusion and increase retention of employees with disabilities. Specific goals of the group to be set by its members. Formal launch of the Disability Affinity Group to happen in early 2021. In 2020 Human Resources made many adaptations to accommodate all employees during the COVID-19 pandemic including writing policies for work at home and safety procedures. Diversity and Inclusion (D&I) supports individual accommodation needs by working with managers, service providers and individuals as needed. Also, a D&I specialist developed an Inclusive Language guide with an extensive best practices tool around appropriate language related to persons with disabilities.	2020	2022

Community and Social Services	Outreach and Recruitment	Promote the City of Ottawa as an inclusive employer to people with disabilities.	Through the 2019-2024 Corporate Diversity and Inclusion Plan, a number of tactics have been identified to increase representation and inclusion of persons with disabilities in the workforce. This includes but are not limited to; inclusion of diversity related competencies in job postings, questions related to diversity now included in the interview question inventory, increased use of diverse hiring panels, and exploration of alternative assessment methods for candidates where appropriate. Human Resources is collaborating with CSSD on procedure documents to support strategic hiring processes. Continue outreach to external organizations, educational institutions and Employment Accessibility Resource Network (EARN) to encourage applications from people with disabilities.	The Leverage Equity and Achieve Diversity and Inclusion Targets (LEAD IT) strategy was presented to three of eleven departments with more presentations scheduled for December and early 2021. The LEAD IT strategy was piloted in Public Works and Environmental Services and Community and Social Services Department.	2018	2024
Emergency and Protective Services	Recruiting	Promote the City of Ottawa/Emergency and Protective Services (EPS) as an inclusive employer.	Participate in the City's Job Fair event. Attend the "Employment Accessibility Resource Network (EARN) Job Fair" at Carleton University.	Due to the ongoing response to the COVID-19 pandemic the City's Career Showcase event was cancelled as was the EARN Job Fair. Emergency and Protective Services did create some virtual outreach products, including awareness videos for Paramedic Awareness Week, station visits and also participated in virtual guest speaking events at High Schools.	2020	2024
Emergency and Protective Services	Education on Accessible Collaboration Tools	Promote the available accessibility features on new technology; educate staff on proper use of supports and tools.	Continue to roll out Office 365 including use of accessibility tools; Educate service area contacts on Accessible tools/supports.	The Emergency and Protective Services Digital services coordinator has worked with newly identified service area contacts to expand knowledge base of accessible supports in each service area. Will continue through 2021 and the SharePoint and Forms expansion online.	2019	2024
Finance Services	Accessibility Awareness for hiring Managers	Increase knowledge of accessible hiring practices.	Promote the use of interviewing materials, tips and rating guide via manager newsletters.	Article being featured in the Q1-2021 Leadership Express.	2020	2024
Finance Services	Recruiting	Promote the City of Ottawa/Financial Services Department as an inclusive employer.	Participate in the City's Job Fair event. Attend the "Employment Accessibility Resource Network (EARN) Job Fair" at Carleton University.	Staff continue to work with key contacts at Carleton University to promote the City of Ottawa Finance Department at the Career Fairs. More details to follow.	2020	2024
Innovative Client Services	Collaboration Tools	Enable staff to communicate with each other in accessible formats.	Continue to implement SharePoint and support the adoption of Office 365 including use of accessibility tools. A guide on how to make accessible SharePoint content was circulated in Q1 2021.	A guide on how to make accessible SharePoint content was circulated in Q1 2021.	2019	2024
Innovative Client Services	Recruiting	Promote the City of Ottawa/Innovative Client Services Department as an inclusive employer.	Participate in various job fairs such as Employment Accessibility Resource Network (EARN) at Carleton. Continue to participate in various events to promote our department and attract applicants.	Continue to participate in various events to promote our department and attract applicants.	2019	2024
Innovative Client Services	Access to tools and information	Enable staff to access their City email, online training, e-newsletters, HR tools, forms and guidelines	Add more staff to the network. Information Technology Services (ITS) accelerated plans to provide network access, email accounts and online Microsoft Office 365 to almost 5,000 employees within five departments who were previously non-networked. Among a host of other benefits, this enablement will provide employees with the ability to access up-to-date departmental and Corporate information and online services, communicate via the new tools, and set the foundation to implement future employee-focused technology services.	Information Technology Services (ITS) accelerated plans to provide network access, email accounts and online Microsoft Office 365 to almost 5,000 employees within five departments who were previously non-networked. Among a host of other benefits, this enablement will provide employees with the ability to access up-to-date departmental and Corporate information and online services, communicate via the new tools, and set the foundation to implement future employee-focused technology services.	2020	2024
Office of the City Clerk	Manager and Supervisor Training - Internal Staff Communication	Ensure that managers and supervisors are familiar with the individualized workplace emergency response process and provide the tools and guidance to their employees.	Reminders will be sent through the Management Bulletin and information will be updated as required.	This is ongoing.	2016	2024

Ottawa Public Health	Diversity and Inclusion Plan	Incorporate a Health Equity lens in Ottawa Public Health (OPH) to address under-represented groups by removing barriers, accommodating special needs, promoting hiring of people with disabilities and fostering a respectful and supportive workplace.	A large variety of programming is provided to various groups with a health equity lens, for example immunization clinics at shelters, free dental services at our dental clinics, free vision screening in schools, etc. Our volunteer space accommodates those with physical disabilities, and includes teacher aids and other types of support. OPH has also promoted learning opportunities to our leadership team related to bias-free hiring practices, promoting safe positive spaces, and launched the Guarding Minds @ Work survey and Wellness @ Work action plan with employees to help foster a respectful and supportive workplace.	This initiative was on-hold due to OPH's response to COVID-19 in 2020. Accommodations were actively offered and provided to staff and volunteers in 2020.	2016	2024
Public Works and Environmental Services	Creating Opportunities	Increase Environmental Services staffs' awareness about diversity and inclusion.	Deliver mandatory training of all supervisors/managers on: Leading a Diverse Workforce, Equity and Inclusion Lens, Learning My Way, Respectful Workplace.	The department provides for all the required accommodation, documents in an accessible format, whenever required, as referenced in the "Workplace Accommodation Policy."	2016	2024
Transportation Services	Work Experience Partnership	Work experience program for people with disabilities in partnership with a number of agencies.	In 2020, continue work experience program for persons with disabilities.	OC Transpo continued its work experience program for 21 persons with disabilities at several different staff facilities at the beginning of 2020. However, the program, which is done in partnership with community agencies and organizations, was suspended in March 2020 due to the COVID-19 pandemic.  Restart work experience program for persons with disabilities in 2021, once it is safe to do so.	2020	2024
Transportation Services	Accessibility Training for Transportation Services Staff	Accessibility training for Transportation Services staff consistent with the <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) and other applicable legislation, standards and policies.	Ensure staff receive accessibility training that supports their responsibilities.	Provided accessibility training to all 217 new Operators in 2020, including: 179 conventional transit Operators through the New Bus Operator Training program; and 38 Para Transpo Operators through the New Para Transpo Operator Training program. Their curriculum included training on the AODA standards, interacting with persons with various types of disabilities, safe use of accessibility equipment, and emergency preparedness and response procedures that provide for the safety of persons with disabilities.  In 2021, continue to train our new bus and Para Transpo Operators, as well as employees requiring refresher training (for example, those returning to work).  Continue to update training curriculum to reflect ongoing changes to OC Transpo operations and relevant legislation, regulations and standards.	2020	2022
Transportation Services	Dementia Awareness Training	Dementia Awareness training for customer-facing employees, in collaboration with the Alzheimer Society of Ontario.	Ensure staff receive Dementia Awareness training that supports their responsibilities.	Provided Dementia Awareness training to 15 new Para Transpo operators as part of the New Para Transpo Operator Training program. Designed to be delivered in-person, this training was suspended in March 2020 due to the COVID-19 pandemic. Dementia Awareness training is provided in collaboration with the Alzheimer Society of Ontario. This training, called "Living Safely in the Community," addresses what staff can do to help keep people with dementia safe.  In 2021, add Dementia Awareness training as a standard component of OC Transpo's New Para Transpo Operator Training Program and New Bus Operator Training Program. As well, this training will be provided to any newly hired O-Train Station Attendants.  Work is being done to shift Dementia Awareness training to a virtual setting, so that it can continue in 2021.	2020	2022



**Built Environment**

Lead Department	Initiative Subject	Objective	Actions	2020 Updates	Start	End
All departments	Accessibility Design Standards - Awareness Training	Increase incorporation of Accessibility Design Standards in construction of new facilities and renovation of existing facilities leased or operated by the City to remove barriers for people with disabilities.	Increase education and awareness of the Accessibility Design Standards as required, and upon request from departments.	The City of Ottawa has partnered with the National Capital Heavy Construction Association (NCHCA) and the Consulting Engineers of Ontario (CEO) to offer the annual Education Series. This year, all sessions were held on January 28 at the Centurion Conference and Event Centre. There was a special presentation on "Accessibility during Construction" during the event. The event was at full capacity with great success.	2016	2024
All departments	Update Discrepancy Reporting Process	Ensure decisions where staff do not apply the Accessibility Design Standards (ADS) are thoroughly reviewed to ensure the highest level of application and accessibility in City infrastructure.	Adhere to reporting process for non-application of the ADS and review non-application occurrences annually to ensure ADS are applied as much as possible	Any variance to the ADS or Accessibility for Ontarians with Disabilities Act are recorded and documented as per the legislation. The Accessibility Office is included for awareness each time a variance occurs. A review of the Variance Process will take place in 2021.	2016	2024
Community and Social Services	Community Gardens	The Community Garden Standards are currently in draft and are being piloted over the 2020 growing season with an accompanying draft "Community Guide". The guide includes information to ensure accessibility is incorporated in design so that everyone can gain access and participate in garden activities.	The guide is expected to be shared with the community for the 2021 growing season.	COVID-19 restrictions meant that the gardening season started late in 2020. Three accessible gardens were inaugurated this season and one new garden will open in 2021 on City land. Recognizing the need for flexibility in changing situations, the Community Garden Standards is acknowledged as a working document that guides the development of community gardens on City lands. At a minimum, 20 per cent of garden boxes must be fully accessible.	2015	2021
Community and Social Services	Playground Accessibility	Ensure the Huron Early Learning Centre playground and relocation of the Foster Farms Child Care Centre play yard are accessible	Include accessible design and features in the playground improvement at Huron Early Learning Centre as well as for the relocation of the play yard at Foster Farms Child Care Centre.	Due to COVID-19 this project has been carried to 2021.	2020	2020
Community and Social Services	Ontario Renovates Program and VisitAbility of New Housing Units	The Ontario Renovates Program provides low income seniors and persons with disabilities who are homeowners, with grants/forgivable loans to help with necessary repairs and accessibility modifications to support independent living. The program also provides limited funding to qualifying landlords for essential repairs and renovations as well as modifications to improve accessibility of their existing unit(s) or building(s) and make them in compliance with the Accessibility for Ontarians with Disabilities Act.	The program eligibility requirements will be expanded to include availability to social housing providers for accessibility related modifications	In 2019, Council approved the expansion of the Ontario Renovates Program starting in 2020/21. To date, there has been no need for social housing providers to access these funds through Ontario Renovates, as social housing providers have received funding through the Year 2 Canada Ontario Community Housing Initiative (COCHI) and 2020 Housing and Homelessness Investment Plan (HHIP) capital repair funding streams.	2020	2024
Community and Social Services	Affordable and accessible housing	The goal of "visitable" housing is to make housing more livable for people with physical disabilities, people who use mobility aids and seniors, enabling community integration for residents.	The City recognizes the importance of providing affordable accessible housing options. Affordable housing projects approved under the City's Action Ottawa program include mandatory accessibility design criteria in addition to providing a minimum number of barrier-free dwelling units (10 per cent).	The City continues to abide by these standards and any new builds in 2020 has ensured mandatory accessibility design with a minimum of 10 per cent barrier free units.	2020	2024
Community and Social Services	Capital Repair Funding for Accessibility	Invest funds from all levels of government towards the current Community Housing stock.	Housing Services maintains a priority area for capital repair funding to address repairs and retrofits for accessibility related needs.	Capital repair funding to address accessibility related needs was a priority funding allocation category for our 2020 Housing and Homelessness Investment Plan (HHIP) and Year 2 Canada Ontario Community Housing Initiative (COCHI) capital funding programs.	2020	2022
Community and Social Services	Adding accessibility buttons to doors used by public or staff	Removes barriers for clients and staff with accessibility needs by allowing comfortable use rather than waiting or having to ask for assistance.	Accessible door openers will be installed to allow for independent and comfortable use of washrooms, entrances and interview rooms.	This initiative is ongoing	2018	2024
Community and Social Services	Accessible Shelter Access	Increase accessibility of Family shelters to provide accessible solutions for all those seeking emergency shelters that have accessibility restrictions.	Our Family Shelters continue to enhance new and ongoing Life Cycle projects, with consideration to accessibility as mandated. Accessibility is also included in retrofits where possible.	There were no scheduled projects in 2020.	2017	2024
Emergency and Protective Services	Preserving Accessibility on City Sidewalks and Pathways	Work with Business Improvement Areas to increase accessibility of City sidewalks and reduce the number of accessibility complaints related to temporary signs and A-frame boards.	This will continue as ongoing business.	This will continue as ongoing operational practice.	2016	2024

Innovative Client Services	Public Engagement – Wayfinding	Facilitate wayfinding for people with visual disabilities.	A wayfinding system leading to client service areas and public meeting rooms at City Hall has been purchased and installed. External stakeholders, including the Canadian National Institute for the Blind participated in testing the systems and helped optimize the technology: Key2Access, a location-based app that provides users with information about where they are in City Hall and ultimately helps residents better understand the space they're in.	The City is exploring extending the wayfinding to Ben Franklin Place in 2021.	2016	2024
Office of the City Clerk	Partnership with External Organizations on Built Environment Best Practices	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	The Accessibility Office reaches out to community organizations and stakeholders to support best practice in design, when additional information is needed to support the Accessibility Design Standards. This will continue as part of regular ongoing business.	In 2020, stakeholders were consulted to develop the Technical Bulletin ISTB-2020-03: Revisions to City of Ottawa Accessibility Design Standards (ADS).	2017	2024
Ottawa Public Health	Ottawa Public Health (OPH) Clinics	Create more accessible and inclusive spaces for visitors, volunteers and employees to OPH clinics and spaces.	Use Accessibility Design Standards when creating and renovating spaces.  Conduct 'audit tours' through spaces to identify and prioritize applicable modifications and tools to increase accessibility.  Apply accessibility lens when determining community locations, venues for programming.	This initiative is ongoing.	2020	2024
Ottawa Public Library	Sensory Story Time	This program is beneficial for customers who have lower attention span, low vision or persons who are Deaf-Blind. This program can also be altered for adults as well as children.	Training will become part of regular ongoing business in 2020 and beyond. Staff will be trained to offer programs for people with various disabilities.	Programming that requires the sharing of materials or objects is paused until COVID restrictions allow.	2017	2024
Ottawa Public Library	Adult change tables	We know our population is aging and the need for adult change tables for older adults and adults with disabilities will become more prevalent in our communities.	Testing out the concept at Rosemount branch. Pilot, if successful, will encourage new central library to install some as well.	Rosemount branch will re-open early 2021. This initiative will be monitored for potential inclusion in future builds/renovations.	2019	2020
Ottawa Public Library	New Central Library	Ensure accessibility in design of new Central Library through community engagement.	Reporting and planning for past and future Accessibility Conversation Circles with diverse representation of community members and organizations representing accessibility interests. Feedback reports have helped to inform the design and planning of the new Central library to ensure accessible access.	This initiative is ongoing.	2019	2025
Ottawa Public Library	Bookmobile	Bookmobile Unit #2 was purchased in 2005 and is nearing end of life. Replacement of this unit will ensure continuity of service in 23 neighborhoods that experience gaps in library services.	Replacing the current vehicle with a similar large vehicle ensures access to a broad range of library services, fostering positive customer engagement, high use of library materials, discovery opportunities regarding OPL services and resources, and the ability to promote literacy and learning through programming.	The vehicle has been delivered by the vendor and is expected to be in service in early 2021.	2019	2021

Planning, Infrastructure and Economic Development	New Central Library	Ensure accessibility in design of new Central Library.	<p>The Ottawa Public Library-Library Archives Canada Joint Facility Project has engaged accessibility consultant BDEL to review accessibility standards and provide reviews throughout the design process.</p> <p>To date, the project team has made two presentations to the Accessibility Advisory Committee and their recommendations have been incorporated into the design.</p>	<p>The Ottawa Public Library - Library and Archives Canada Joint Facility Project team have received the 100% drawing set; it has been reviewed with internal stakeholders, architects, and the sub-consultant team. Federal funding was confirmed for adding design elements to achieve Net Zero Carbon designation. A meeting with the LeBreton Flats Community Benefits Coalition to discuss the potential for a social enterprise in retail service was very positive. After the Indigenous Curatorial Public Art proposal calls were issued in February, two engagement sessions were held for Indigenous artists to learn more about the public art calls. Application for the main facility building permit has been submitted. The co-tenancy agreement and associated documents continue to be developed. A successful Virtual Public Open House was held on March 30 for residents living adjacent to the site to learn more about the construction schedule and type of activity planned for the preliminary work. The Pandemic Design report was finalized and many recommendations were incorporated into the design within the existing budget. A virtual public event and/or celebration in support of the end of design phase is being planned for the end of April. The City will be releasing the tender for the main project construction to the pre-qualified general contractors in May 2021, with award slated for Q3 2021 and construction of the facility to begin this fall. Consultation with the Accessibility Advisory Committee was conducted in 2020.</p>	2019	2024
Planning, Infrastructure and Economic Development	Annual Education Series with Industry (Contractors, Consultants, Suppliers)	Increase accessibility awareness of both internal staff and external partners in the design and construction process.	Half day education sessions will be dedicated to accessibility. Participants include City staff, design consultants and construction contractors.	Once again the City of Ottawa has partnered with the National Capital Heavy Equipment Association (NCHCA) and the Consulting Engineers of Ontario (CEO) to offer the annual Education Series. This year, all sessions were held on January 28 at the Centurion Conference and Event Centre. Topics include "Heavy Construction Outlook", "Accessibility during Construction", "Critical Conversations: Building Trust to Resolve Differences" and "New City of Ottawa Health and Safety Management System Requirements". The event was at full capacity with great success.	2016	2024
Planning, Infrastructure and Economic Development	Annual Updates to Standard Tender Documents	Continuous improvement of engineering standards results in increased accessibility of the built environment.	Ongoing edits to Infrastructure Services Department's Construction Specifications, Material Specifications, and Standard Detail Drawings incorporating accessibility features as part of the cycle for continuous improvement.	Work on 2021 spec updates will commence in October 2020 with the goal to publish spec updates in March 2021; updates will include review of provisions for placement of Tactile Walking Surface Indicators at intersection corners as well as a review of application and material to be used for improved delineation between pedestrian and cycling facilities.	2016	2024
Planning, Infrastructure and Economic Development	Accessibility Design Standards – Promotion	Ensure staff and internal/external stakeholders are aware of the requirements of the Accessibility Design Standards (ADS).	Provide information to departments and stakeholders upon request.	Presentations on application of Tactile Walking Surface Indicators (TWSIs) were provided to Infrastructure Services Municipal Design and Construction management and staff as well as Consulting Engineers Ontario. With assistance from an external accessibility consultant, Standards Unit participated in reviewing detailed design for 7 projects in construction with integrated cycling facilities at intersections. In collaboration with Transportation Planning developed and released Technical Bulletin ISTB-03-2020 as Appendix 7.8 to ADS which provides clarification on application of ADS for design of intersections with cycle tracks.	2016	2024
Planning, Infrastructure and Economic Development	Accessibility During Construction	Ensure accessibility during construction provided based on contract requirements and provide written report to Project Manager (PM) to be shared with construction team.	Assessments ongoing through construction season.	Standards Unit continued with accessibility during construction assessments during the 2020 construction season. However, due to limitations for site visits due to the pandemic, staff had the opportunity to complete assessments for 4 Infrastructure Services integrated projects, less than originally planned. The purpose of the assessments was education and raising awareness regarding accommodation of pedestrians with disabilities and increased mobility needs through and/or around construction sites of infrastructure projects as per Accessibility Design Standards (ADS) and contract requirements, including the Contractor's Traffic Control Plan. Typically, these assessments include members of the Standards Unit walking through the site with members of the project team. Assessments are documented in a report and provided to team members.	2018	2024



Planning, Infrastructure and Economic Development	Integrated Full Road Renewal – Albert and Slater Streets (Empress Avenue to Bay Street) and Bronson Avenue (Laurier Avenue to Queen Street)	Complete the renewal for Albert and Slater Streets (Empress Avenue to Bay Street) and Bronson Avenue (Laurier Avenue to Queen Street). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets.	Completed the Request for Quotation / Request for Proposal process and awarded the detailed design for Albert and Slater Streets (Empress Avenue to Bay Street), and Bronson Avenue (Laurier Avenue to Queen Street). The detailed design will follow the previously completed functional design which identified opportunities to increase accessibility by increasing sidewalk width, enhancing intersections and improving transit stops along the corridor, as well as improve the grade of the sidewalks from Empress Avenue to Bronson Avenue.	This project is ongoing.	2017	2024
Planning, Infrastructure and Economic Development	Integrated Full Road Renewal - Hawthorne Avenue, Colonel By Drive, Main Street and Greenfield Avenue	Complete the renewal for Hawthorne Avenue (Main Street to Colonel By Drive), Colonel By Drive (Hawthorne Avenue to Graham Avenue), Main Street (Harvey Street to Echo Drive) and Greenfield Avenue (Main Street to King Edward Avenue). The replacement of underground infrastructure (water and sewer) will result in full road reconstruction with the opportunity to redesign these streets.	Transportation Services completed portion of project in 2019. This will be reported on by Planning, Infrastructure and Economic Development until completion. Construction is planned to start in 2021.	No change from 2019 - Hawthorne Avenue is currently scheduled to start construction in 2021	2018	2024
Planning, Infrastructure and Economic Development	Integrated Full Road Renewal – Elgin Street and Waverley Street (Elgin Street to Jack Purcell Park)	Complete the renewal for Elgin Street (Gloucester Street to Queen Elizabeth Drive) and Waverley Street (Elgin Street to Jack Purcell Park).	Transportation Services completed portion of project in 2018. This will be reported on by Planning, Infrastructure and Economic Development until completion. Construction started in 2019 and will be completed in 2020.	Elgin Street has reached substantial completion and is nearing full completion. Some work related to landscaping and placement of furniture will continue into the fall of 2020.	2016	2024
Planning, Infrastructure and Economic Development	Barrier Removal (Retro-fit) Program	Barrier removal to increase accessibility at City facilities and City parks and paths.	Utilize the approved budget to conduct retrofit work by removing barriers identified through audits of existing City facilities, play structures, and pathway systems	A proposal was approved by the Older Adult Plan advisory committee to continue focus on removing barriers at City Facilities. PIED has provided a list to Recreation, Cultural and Facility Services (RCFS) of previously identified deficiencies. RCFS has provided feedback. Due to COVID-19 some delays have been experienced.	2016	2024
Public Works and Environmental Services	Winter Maintenance Quality Standards (WMQS) Review and Development of MQS for Specialty Spaces and Streets	Ensure an accessibility lens is applied to the WMQS review and development of MQS.	Propose changes to the City of Ottawa's WMQS that will result in improvements to Winter Maintenance to the Class 5 residential roads, pedestrian facilities, cycling facilities, active transportation facilities and reduce damages to property and prevent injuries. Develop new, enhanced four-season MQS for specialty streets and spaces. The Accessibility Advisory Committee has been identified as a key stakeholder and will be engaged as part of the public engagement and consultation process.	A review of the City's current WMQS and best practices research has been completed. Options for proposed changes are in the process of being developed.	2019	2021
Public Works and Environmental Services	Identifying Winter Maintenance Issues at Bus Stops	Transportation Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance.	Roads and OC Transpo continue to work together on this initiative. A process has been implemented to update this list each year.	Roads and OC Transpo continue to work together to identify and prioritize any challenging areas that have been brought to our attention. In 2019, we created an OC Transpo Winter Operations document that was reviewed in conjunction with representatives from each Roads district. This document contains information about hot spots, winter maintenance contacts/responsibilities, key locations, and transit station operations. This document is just being updated for the 2020-2021 season based on feedback from our operations team. The finalized version will be shared with all the relevant Roads teams very shortly.	2017	2024
Public Works and Environmental Services	Integrated Street Furniture	Build and implement Integrated Street Furniture	Ensure the Accessibility Lens is applied while installing new benches, waste/recycling containers on street sides.	All integrated street furniture installations have been completed for 2020 with an accessibility lens applied.	2019	2024
Public Works and Environmental Services	Maintenance of Sidewalks	Maintenance activities are scheduled based on the extent of the hazard in accordance with the maintenance quality standard. Public Works and Environmental Services (PWES) performs annual sidewalk surveys to identify issues including the maintenance of accessible elements.	The sidewalk surveys continue to be an annual exercise for Roads which assists with prioritizing sidewalk repairs and life-cycling sidewalks.	This will continue as part of regular ongoing business. The timing of sidewalk surveys and sidewalk work was delayed due to COVID-19 with reduced staff and contractor availability, however all sidewalk work for the 2020 season has been completed.	2015	2024
Recreation, Cultural and Facility Services	Accessible Seating in Parks	Provide more rest areas.	The Commemorative Bench Donation Process allows residents the opportunity to both commemorate individuals, while also increasing accessible seating in parks.	New commemorative benches continue to be available and requested by residents. The bench locations are added online through the geo.ottawa.ca map.	2020	2024

Recreation, Cultural and Facility Services	Maintenance of Accessible Elements	Departments continue to abide by clause 80.44 of the Integrated Accessibility Standards Regulation (IASR) via procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.	Upcoming Facility Operations Service projects: 1. Accessibility for Ontarians with Disabilities Act (AODA) washroom project at Nepean Sportsplex in public washroom spaces 2. Accessible viewing platform in the Yzerman Rink at Sportsplex 3. New parking lot design including accessible layout and barrier free paths and asphalt at Sportsplex 4. Kanata Leisure Centre (KLC) grab bar installation universal washroom (asset management) 5. Richcraft Recreation Complex-Kanata (RRCK) grab bar installation universal washroom (asset management) 6. Partitions replaced in washrooms and changerooms at Greenboro Community Centre – one accessible stall in the men’s washroom and an accessible stall and shower stall in the women’s 7. Terry Fox North Building accessible washroom (currently underway) 8. Fully accessible kitchen at Greenboro Pavilion (14 Tapiola) 9. Front desk improvements at Francois Dupuis 10. Purchase of an accessible stage and ramp for City Hall (reviewing)	The majority of projects have been completed, with delays for Yzerman rink viewing platform, kitchen at Greenboro Pavilion, and Front desk improvements at Francois Dupuis, due to COVID.  1. AODA washroom project at Nepean Sportsplex in public washroom spaces - Complete Nov 2020 2. Accessible viewing platform in the Yzerman Rink at Sportsplex - On hold, project charter still in development 3. New parking lot design including accessible layout and barrier free paths and asphalt at Sportsplex - 90% complete, remainder weather dependent and does not impact service 4. KLC grab bar installation universal washroom (asset management) - Removed from project scope, only power door operator buttons relocated - completed 5. RRCK grab bar installation universal washroom (asset management) - Completed 6. Partitions replaced in washrooms and changerooms at Greenboro CC – one accessible stall in the men’s washroom and an accessible stall and shower stall in the women’s - Completed 7. Terry Fox North Building accessible washroom (currently underway) - Complete 8. Fully accessible kitchen at Greenboro Pavilion (14 Tapiola) - Delay due to COVID - Shutdown was unable to proceed as the Food bank took over the kitchen and main floor 9. Front desk improvements at Francois Dupuis - Design in progress, planned for 2021 10. Purchase of an accessible stage and ramp for City Hall	2020	2024
Recreation, Cultural and Facility Services	Enhance Accessibility of Facilities	Increase the accessibility of new and existing City Facilities and Parks. All new accessible features (including specialized fitness equipment) will be made available to the public on ottawa.ca.  1. Outdoor Spaces project: audit recently built parks.  2. Training for staff on the new Accessibility Design Standards.  3. Incorporate the City’s Accessibility Design Standards in Community Recreations Facility Infrastructure Standards.	Utilize the City's Accessibility Design Stands for RCFS parks and facilities.	Park planners continue to maintain and promote Accessibility Design Standards. In the case of a feature not meeting the accessibility design standard, the Accessibility Advisory Committee is notified and initiatives to mitigate are put in place.	2016	2024
Recreation, Cultural and Facility Services and Innovative Client Services	Public Engagement – Ramp	Enhance accessibility at City events and venues.	The City of Ottawa's goal is for public engagement activities to take place in fully accessible spaces where this equipment is not needed. If required, the request would be accommodated. This will continue as part of regular ongoing business.	Recreation, Cultural and Facility Services (RCFS) purchased an accessible stage and ramp for City Hall to continue supporting public engagement activities.  Anticipated public engagement activities were impacted due to COVID-19.	2016	2024
Transportation Services	Accessible Pedestrian Signals (APS)	Install Accessible Pedestrian Signals (APS) that use audible, tactile, vibro-tactile and visual signage to assist all pedestrians, including those who are blind, partially sighted, or deaf-blind. APS let pedestrians know when they have the right-of-way to cross at a signalized intersection and in which direction to cross.	In 2020, continue to install APS on all newly constructed and retrofitted traffic signals.	Installed 67 APS in 2020, bringing the total number of <i>Accessibility for Ontarians with Disabilities Act</i> -compliant APS citywide to 270. Currently, out of 1,191 signalized intersections, 987 are equipped with audible signal components, which represents about 83 per cent of the City's signalized network. In 2021, continue to install APS on all newly constructed and retrofitted traffic signals.	2020	2024
Transportation Services	Pedestrian Countdown Signals (PCS)	Equip all newly constructed or replaced Accessible Pedestrian Signals (APS) with Pedestrian Countdown Signals (PCS). PCS offer pedestrians information on how much time they have to cross the intersection safely. Combining the installation of both APS and PCS improves pedestrian safety.	Continue to install PCS on all newly installed and retrofitted APS.	Equipped 29 traffic signals with PCS in 2020. Currently, out of 1,191 signalized intersections, 1,040, or about 87 per cent, are equipped with PCS.  In 2021, continue to install PCS on all newly installed and retrofitted APS.	2020	2024

Transportation Services	Accessible Technologies for Accessible Pedestrian Signals (APS) and Pedestrian Countdown Signals (PCS)	Test and pilot accessible technologies that enable customers with disabilities to activate APS and PCS remotely.	In 2020, continue to facilitate Key2Access's pilot site. Also, install enhanced accessible pedestrian signals, which can be remotely activated. This will be done as part of the final work on the Elgin Street reconstruction from Gloucester Street to Queen Elizabeth Driveway.	Continued to facilitate Key2Access's pilot APS site at the intersection of Bank Street and the Transitway.  Completed the tender for the supply of enhanced accessible pedestrian signals along the reconstructed Elgin Street. This pilot project will enable persons with disabilities to activate the APS remotely using either a smartphone app or fob, and to obtain audible information about the intersection and pedestrian countdown signal.  In 2021, install enhanced accessible pedestrian signals, which can be remotely activated. This will be done as part of the final work on the Elgin Street reconstruction from Gloucester Street to Queen Elizabeth Driveway, and is expected to be completed by summer 2021.	2018	2021
Transportation Services	Community Connectivity Program	Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations.	In 2020, construct new accessible pedestrian and cycling connections at the following locations: • Belfast Road (Coventry to Tremblay) • Cyrville Station MUP (Cyrville Station to Ogilvie/Aviation)	Completed construction of new accessible pedestrian connections in the following locations: • Cedarview MUP (Cedarview to Acres) • Pimisi Station MUP  In 2021, completion of new accessible pedestrian and cycling connections at the following locations: • Ogilvie Road MUP (Blair to Montreal) • Belfast Road (Coventry to Tremblay)	2020	2024
Transportation Services	Pedestrian Facilities Program	Provide new sidewalks, and connect existing sidewalks and pathways, to improve accessible pedestrian connections to public transit, schools, parks, and other key destinations.	Construct new sidewalks at the following locations: • Ahearn Avenue (Farrow to Scrivens) • Castlefrank Road (Sheldrake north to Sheldrake south) • Connaught Avenue / Roman Avenue (Carling to Hindley) • Leacock Drive (Beaverbrook to The Parkway) • Varley Drive (Beaverbrook to Milne)	Constructed 915 metres of new accessible sidewalks and pedestrian links at the following locations: • McCurdy Drive (Castlefrank North to Dorey Park Multi Use Pathway) • Star Top (Cyrville to 50 metres south of Cyrville Road)  Continued developing functional designs for the following sidewalk projects: • Ahearn Avenue (Farrow to Scrivens) • Connaught Avenue / Roman Avenue (Carling to Hindley) • Leacock Drive (Beaverbrook to The Parkway) • Varley Drive (Beaverbrook to Milne) • Varley Drive (Beaverbrook to Carr)  New projects where planning studies will be initiated in 2021 include: • Arnot Road (Dynes to Fisher) • Cobden Road (Iris to Elmira) • Chimo Drive (Katimavik to Anik and McClure) • Meadowbrook Road (Dondale to Bortolotti) • Carrière Street (Orléans to Belcourt) • Navaho Drive (Iris to Erindale)	2020	2024
Transportation Services	Cycling Facilities Program / Active Transportation Missing Link Program	Complete new cycling facilities and make improvements to existing cycling facilities. Projects often include the development of multi-use pathways and intersection modifications including accessibility features.	In 2020, construct accessible cycling connections in the following locations: • Akerson Road MUP (through the Hydro corridor to Pony Park) • Booth Street MUP (Pimisi Station to Ottawa River pathway) • Laurier Avenue (Nicholas to Waller) • O'Connor Street (Laurier to Wellington)	Completed multi-use pathway (MUP) connections for both pedestrians and cyclists in the following locations: • Booth Street MUP (Sir John A. Macdonald to Ottawa River pathway) • Aviation Pathway (Cyrville Station to Ogilvie)  In 2021, construct accessible pedestrian and cycling connections in the following locations: • Scott Street (Tunney's to Bayview Station) • MUP on north side of Boteler Street (Cumberland to King Edward) • Akerson MUP (Pony Park to Trans Canada Trail) • Larsen Pathway • Old Second Line MUP extension to Terry Fox • New sidewalk on Parkhaven (Georgina to Dresden)	2020	2024
Transportation Services	Development Sidewalks	Design and construct accessible sidewalk linkages that cannot be secured from developments under the Planning Act, resulting in gaps in pedestrian connectivity. Projects typically address situations where existing communities need to be linked with sidewalks to a new development across vacant land.	In 2020, design and construct the following sidewalk linkage: • Nixon Farm Drive	Filled in gaps in sidewalk connections in existing neighborhoods by constructing new accessible pedestrian links at the following locations:  • Nixon Farm Drive • Paul Anka sidewalk  In 2021, design and construct the following sidewalk linkage: • Manotick Main Street (from Eastman Avenue to 60 metres north)	2020	2022



Transportation Services	Integrated Full Road Renewal –Multiple Locations	Identify transportation design requirements for upcoming road renewals throughout the city. The replacement of underground infrastructure (water and sewer) will result in full road reconstruction (by Planning, Infrastructure and Economic Development) with the opportunity to redesign these streets, including adding new sidewalks in locations where sidewalks currently do not exist.	<p>Completed preliminary and/or detailed design in 2019 of many local streets scheduled for full road reconstruction in the next two years.</p> <p>New sidewalks have been recommended at the following locations, subject to detailed design:</p> <ul style="list-style-type: none"> <li>• Winona Avenue</li> <li>• City Centre Avenue</li> <li>• Lebrun Street</li> </ul> <p>Ongoing review and design of future full road reconstruction projects to identify opportunities to provide additional sidewalks, controlled crossings and other pedestrian and accessibility enhancements.</p> <p>Major road scoping ongoing in 2020 includes the following locations:</p> <ul style="list-style-type: none"> <li>• Catherine Street</li> <li>• Chamberlain Avenue</li> <li>• Isabella Street</li> <li>• Byron Avenue</li> <li>• Alta Vista Drive</li> </ul> <p>Major road scoping starting in 2020 includes the following location:</p> <ul style="list-style-type: none"> <li>• Woodroffe Avenue (Saville Row to Richmond)</li> </ul>	<p>Completed preliminary and/or detailed design in 2020 of many local streets scheduled for full road reconstruction in the next two years, including:</p> <ul style="list-style-type: none"> <li>• Belmont Avenue (Bank to Riverdale)</li> <li>• Huron Avenue North (Wellington West to Byron)</li> <li>• Hamlet Road (Haig to Saunderson)</li> <li>• Claymor Avenue (Greenbriar to Falaise)</li> <li>• Fisher Avenue (Deer Park to Meadowlands)</li> </ul> <p>New sidewalks have been recommended at several locations, subject to detailed design, including:</p> <ul style="list-style-type: none"> <li>• Avenues N, O, P, Q, R, S, T and U</li> <li>• Falaise Road (Senio to Prince of Wales)</li> <li>• Deer Park Road (Fisher to Millbrook)</li> <li>• Valley Drive (Foley to Pleasant Park)</li> <li>• Henley Street (Alpine to Connaught)</li> </ul> <p>Ongoing review and design of future full road reconstruction projects in 2021 to identify opportunities to provide additional sidewalks, controlled crossings and other pedestrian and accessibility enhancements.</p> <p>Major road scoping ongoing will continue and begin in multiple locations in 2021.</p>	2020	2024
Transportation Services	Street and Pathway Lighting Improvements	Install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility.	Complete the LED Streetlight Conversion Project.	<p>Continued the conversion of 58,000 standard streetlight fixtures in the city to LED technology as part of the LED Streetlight Conversion Project. As of the end of 2020, about 92 per cent of the City's streetlights had been converted.</p> <p>In 2021, complete the conversion of standard streetlight fixtures to LED.</p>	2020	2021
Transportation Services	Transportation- related Environmental Assessment and Functional Design Studies	Complete environmental assessment (EA) and functional design studies in support of transportation projects throughout the city. Functional designs include a variety of accessible features, consistent with the City of Ottawa's Accessibility Design Standards, such as bus stops and platforms, sidewalks, exterior paths, curb ramps and accessible parking.	<p>Initiate the following studies in 2020 with a Statement of Work report to Transportation Committee:</p> <ul style="list-style-type: none"> <li>• Huntmar Drive Widening (Palladium to Maple Grove) and Stittsville Main Street Extension EA (Maple Grove to R. Grimwood Grant)</li> <li>• St. Laurent Boulevard Transit Priority (Innes to Montreal) Planning and EA Study</li> </ul> <p>Complete the following EA study and report to Transportation Committee and Council in 2020:</p> <ul style="list-style-type: none"> <li>• Barrhaven Light Rail and Grade Separations EA Study (Baseline Station to Barrhaven Town Centre including grade separations at Fallowfield and Southwest Transitway/Woodroffe)</li> </ul> <p>Continue work on the following studies, planned for completion in 2021:</p> <ul style="list-style-type: none"> <li>• Brian Coburn Extension and Cumberland Transitway Westerly EA Study (Blair to Brian Coburn)</li> <li>• Montreal-Blair Road Transit Priority Corridor Planning and EA Study (St. Laurent to Blair LRT Station and Blair North)</li> </ul> <p>Public Infrastructure and Economic Development (PIED) will lead the detailed design and construction of these projects, except for the Light Rail Transit (LRT) program.</p>	<p>Completed work on the following EA and functional design studies in 2020:</p> <ul style="list-style-type: none"> <li>• Chamberlain, Catherine and Isabella Functional Design Study</li> <li>• Alta Vista Drive Functional Planning Study</li> </ul> <p>Continued work on the following studies during 2020, which are planned for completion in 2021 and 2022:</p> <ul style="list-style-type: none"> <li>• Brian Coburn Extension and Cumberland Transitway Westerly EA Study (Blair to Brian Coburn)</li> <li>• Montreal-Blair Road Transit Priority Corridor Planning and EA Study (St. Laurent to Blair LRT Station and Blair North)</li> <li>• Barrhaven Light Rail and Grade Separations EA Study (Baseline Station to Barrhaven Town Centre, including grade separations at Fallowfield and Southwest Transitway/Woodroffe)</li> </ul> <p>Started the following study in 2020 with a Statement of Work report to the Transportation Committee:</p> <ul style="list-style-type: none"> <li>• Huntmar Drive Widening (Palladium to Maple Grove) and Stittsville Main Street Extension EA (Maple Grove to Robert Grant)</li> </ul> <p>New projects will begin in 2021. The Planning, Infrastructure and Economic Development Department will lead the detailed design and construction of these projects (except for LRT projects) once a source of funding has been determined.</p>	2020	2024

Transportation Services	Road Safety Action Plan	Develop a strategy for making the City's roads safer for all users and for continuing to advance toward zero fatal and serious injury collisions.	<p>City Council approved the City's third Road Safety Action Plan, for 2020 to 2024. The plan is based on a safe systems approach which prioritizes human life and health, considers safety as a shared responsibility between road providers, regulators and users, recognizes that roads should be designed so that human error doesn't lead to death or serious injury and calls for a change in culture.</p> <p>The plan's objective is to reduce the average annual rate of fatal and major injury collisions by 20 per cent by 2024.</p> <p>The plan focuses the City's efforts and resources where they would have the greatest impact on reducing collisions that result in serious injury or death, including the protection of more vulnerable road users, like pedestrians.</p>	<p>Started the implementation of the Council-approved 2020-2024 Road Safety Action Plan (RSAP). This plan focuses the City's efforts and resources where they would have the greatest impact on reducing collisions that result in serious injury or death, and on the protection of more vulnerable road users, like pedestrians.</p> <p>Actions taken in 2020 included:</p> <ul style="list-style-type: none"> <li>Implementing enhanced high-visibility pedestrian crosswalk markings at 10 high-priority locations, including Albion Road, Colliston Crescent East and Walkley Road, Carling Avenue, and Bayshore Drive and Birchdale Avenue.</li> <li>Installing pedestrian signals at two warranted locations – Bay Street and Gladstone Avenue, and Metcalfe Street and Waverley Street West.</li> </ul> <p>In 2021, continue the implementation of the Council-approved 2020-2024 Road Safety Action Plan (RSAP).</p> <p>In 2021, City Council approved \$4 million for the continued implementation of road safety countermeasures under this program. The 2021 RSAP implementation plan will be presented for City Council approval in March 2021.</p>	2020	2024
Transportation Services	Transportation Master Plan (TMP)	Review and update the Transportation Master Plan, which is the City's long-term blueprint for planning, developing and operating Ottawa's walking, cycling, transit and road networks. The review will be informed by a number of key considerations, including equity and inclusion.	<p>The Transportation Master Plan update will be ongoing through 2020.</p> <p>The first round of public consultation will be completed in January 2020. The second round of consultation will take place during spring 2020 and will include engagement of people with disabilities through the project's Ambassador's Working Group and Community Working Group, which include representatives from the Accessibility Advisory Committee as well as representatives of other accessibility agencies.</p>	<p>Completed the first and second rounds of public consultation for the Transportation Master Plan (TMP) update in 2020. These consultations included a presentation to the Accessibility Advisory Committee (AAC), as well as engagement of people with disabilities through the project's Ambassador's Working Group and Community Working Group, which include representatives from the AAC and other accessibility agencies.</p> <p>In 2021, the third round of public consultation for the TMP update is planned to take place in the spring and will include consultation with the same groups as in the second phase (Accessibility Advisory Committee, Ambassador's Working Group and Community Working Group). The focus of the consultation will be on the content of discussion and policy papers that support the development of the TMP.</p>	2019	2023
Transportation Services	NEW - Accessibility Measures at Intersections with Cycle Tracks	Provide guidance and direction on the design and installation of accessibility measures where a cycle track or multi-use pathway approaches an intersection.	Developed and adopted interim guidance and direction on the design and installation of accessibility measures where a cycle track or multi-use pathway approaches an intersection.	<p>This new Appendix 7.8 to Ottawa's Accessibility Design Standards provides City staff and designers with clearer direction on how to best achieve an accessible design. It addresses several areas including: delineation between the sidewalk and cycle track; application of tactile walking surface indicators; straight path of travel; and, accessibility measures at multi-use pathways approaching a signalized intersection. But, it also includes some general information on how pedestrians with vision loss negotiate a road right-of-way.</p> <p>In 2021, continue to work on developing further guidance on accessibility measures at intersections with cycle tracks. Transportation Planning and other City staff will be examining various delineation techniques for separating pedestrians and cyclists, including vertical separation, curbs, at-grade delineation methods, and the use of directional or positive guidance tactile pavers. This effort will be part of a project to further develop design guidance on the functional design of protected intersections under a variety of different contexts. The project will include consultation with a wide array of City and accessibility stakeholders.</p>	2020	2021
Transportation Services	Pedestrian Accessibility – Intersection and Ramping Enhancements	Improve accessibility at bus stops, intersections and mid-block crossings through the installation of accessible pedestrian facilities, such as curb ramps, tactile warning surface indicators and short sections of sidewalk. These changes bring existing facilities into compliance with the <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) and City of Ottawa Accessibility Design Standards.	<p>In 2020, implement pedestrian accessibility enhancements at the following intersections, subject to detailed design:</p> <ul style="list-style-type: none"> <li>Beauséjour Drive and Country Walk Drive</li> <li>Beauséjour Drive and Des Sapins Gardens</li> <li>Donald B. Munro Drive and Carp Road</li> <li>Eagleson Park and Ride and Highway 417 off-ramp</li> <li>Manotick Main Street and Clapp Lane</li> <li>Morgan's Grant Way and March Road – 30-metre section of sidewalk to bus stop 6152</li> <li>Nicolas Street and Laurier Avenue</li> <li>Trim Road and Dairy Drive and Trim Road and St. Joseph Boulevard roundabouts</li> </ul>	<p>Completed accessible intersections and pedestrian curb ramps at the following locations in 2020:</p> <ul style="list-style-type: none"> <li>Beauséjour Drive and Country Walk Drive</li> <li>Beauséjour Drive and Des Sapins Gardens</li> <li>Donald B. Munro Drive and Carp Road</li> <li>Manotick Main Street and Clapp Lane</li> <li>Morgan's Grant Way and March Road – 30-metre section of sidewalk to bus stop 6152</li> <li>Trim Road and Dairy Drive</li> <li>Trim Road and St-Joseph Boulevard roundabouts</li> </ul> <p>Implement pedestrian accessibility enhancements at the following intersections in 2021, subject to detailed design:</p> <ul style="list-style-type: none"> <li>Eagleson Park and Ride and Highway 417 off-ramp</li> <li>River Run and River Mist</li> <li>Somerset East and Nelson</li> <li>Lockhart and 50 metres south of Neepawa</li> <li>Other locations as opportunities arise</li> </ul>	2020	2024



**Transportation**

Lead Department	Initiative Subject	Objective	Actions	2020 Updates	Start	End
Emergency and Protective Services	Vehicle for Hire Accessibility Levy Fund	Maintain the collected funds from the negotiated Vehicle for Hire Accessibility Levy Fund contributions; enter into negotiations with Private Taxi Companies (PTC) to increase the surcharge.	Continue to use funds to improve and expand accessible transportation, expand the taxi-coupon program, and support not-for-profit agencies that provide transportation services to older adults and people with disabilities. Entered into renegotiations with PTCs to increase the voluntary per trip surcharge.	Emergency and Protective Services (EPS) is continuing to use the funds to improve accessible transportation in the City of Ottawa; The General Manager of EPS has renegotiated with licensed Private Taxi Companies and will report back to Community and Protective Services Committee in 2021 on the outcomes. The City of Ottawa, under the <i>Municipal Act</i> , 2001, does not have the authority to impose that an accessibility levy be applied to Private Transportation Companies that do not offer accessible vehicle-for-hire services to the City's standards. To date, there has been no change in the legislation to allow municipalities to impose an accessibility levy.	2016	2024
Emergency and Protective Services	Accessible Transportation Improvements	Increase accessibility of transportation services for people with disabilities.	Implementation of initiatives: increase number of taxi coupons, decrease fee of taxi coupons, increase funding for rural transportation through partnership with rural transportation providers.	By-law and Regulatory Services continues to support the Transportation department (OC/Para Transpo) with these initiatives. Transportation will have Taxi coupon numbers for reference but Emergency and Protective Services can confirm fund distribution in 2020 (Jan-Sept incl.) is as follows: Taxi coupons--\$69,166; Discounted taxi coupons--\$41,250; Rural transportation funding--\$150,000	2016	2024
Emergency and Protective Services	Accessible Taxi service study	Conduct a study and recommend improvements for on demand accessible taxi services in Ottawa.	As directed by Council, conduct a study of the complaints and concerns expressed regarding the quality, availability and costs of on-demand accessible taxi services, including their causes and recommending any potential solutions for improvements.	This item is on the Bylaw and Regulatory Services (BLRS) work plan and a consultant has been retained. However, due to the ongoing response to the COVID-19 pandemic, the study and report to Council has been rescheduled to 2021.	2020	2024
Transportation Services	Stage 2 Light Rail Transit (LRT) - O-Train Lines 1 and 2 Accessibility	Expand Ottawa's rapid transit network through the construction of extensions to O-Train Line 1 and Line 2.	In 2020, complete the design review of the Stage 2 LRT stations.	Completed the preliminary design review and continued the final design review of Stage 2 LRT stations.  In 2021, complete the final design review and continue the construction of the Stage 2 LRT stations. These stations will be constructed to be fully accessible to customers, meeting or exceeding the requirements of the <i>Accessibility for Ontarians with Disabilities Act</i> , Ontario Building Code and the City's Accessibility Design Standards. Designs for new stations include the same accessible features in the Stage 1 stations, including: tactile directional wayfinding; dual elevators serving station platforms; tactile/Braille signage; as well as fully accessible public washrooms at Trim, Place d'Orléans, Moodie, Baseline, Lincoln Fields and Limebank stations.	2019	2025
Transportation Services	O-Train Line 1, Outreach and Familiarization	Develop a familiarization plan prior to the opening of the O-Train Line 1 for community stakeholders and customers with disabilities, who may need additional time to be introduced to the new Line 1 stations.	Implemented the O-Train Ambassador program. O-Train Ambassadors or "red vests" have been on-site at all train stations since the launch of Line 1 on September 14, 2019. This contingent of about 170 individuals have provided customers with assistance with: trip planning; using the ticket machines; entering and exiting fare gates; finding their way around the stations and bus platforms; and, responding to questions.  The O-Train Ambassador program has been extended into 2020 to provide continued assistance to Line 1 customers.	Extended the temporary O-Train Ambassador (OTA) program to the end of 2020 to provide continued assistance to O-Train Line 1 customers.  Transition the temporary OTA program into a new permanent Station Attendant program in 2021. Station Attendants will be on O-Train Line 1 at all times. They will be positioned at high-volume locations and will visit different stations during their shifts to provide additional resources focused on customer service. Their primary responsibility will be to provide excellent customer service – a first point-of-contact for customer-related inquiries at stations, and on trains and platforms. They will tour stations to observe and report on a variety of issues and assist customers of all abilities during service disruptions and special events.	2019	2021
Transportation Services	Stage 2 LRT - O-Train Lines 1 and 2 Outreach and Public Engagement	Consult with persons with disabilities to ensure their needs are considered at all phases of the Stage 2 Light Rail Transit (LRT) project.	In 2020, hold an additional two Stage 2 drop-in information sessions to provide residents with an overview of the project.  Update and engage the Accessibility Advisory Committee in 2020 regarding Stage 2 LRT stations, vehicles and accessibility. And, continue to engage other accessibility stakeholders and persons with disabilities.	Updated and engaged several stakeholders in 2020 regarding the accessibility of proposed Stage 2 LRT stations and vehicles. Presentations were made to the following agencies and groups, and their feedback, questions and comments were documented: • City of Ottawa Accessibility Advisory Committee on September 15, 2020. • Representatives of the Canadian National Institute for the Blind, Alliance for the Equality of Blind Canadians and Canadian Council of the Blind on October 1, 2020. • Ottawa Council on Aging's Age-Friendly Pedestrian Safety and Walkability Committee on October 20, 2020.  In 2021, the Stage 2 LRT communications team will continue to engage stakeholders regarding the accessibility of proposed stations and vehicles. Presentations and consultations will be responsive to community request, and feedback will be considered and implemented where possible.	2020	2025
Transportation Services	Stage 2 LRT – O-Train Lines 1 and 2 Pedestrian Connections	Expand Ottawa's rapid transit network through the construction of extensions to O-Train Line 1 and Line 2.	Maintain pedestrian connections during construction of Stage 2 Light Rail Transit (LRT) infrastructure, consistent with the City's Accessibility Design Standards. Temporary crossings and paths of travel may be implemented in certain areas, and pedestrians may need to use extra caution as accessible routes and traffic patterns change.	Engaged the public and accessibility stakeholders in a review of Stage 2 LRT station connectivity.  Ten public advisory committee meetings were held – two for the Confederation Line East, three for the Trillium Line and five for the Confederation Line West – to review and provide feedback on ways to improve connectivity for cyclists, pedestrians and persons with disabilities.  In 2021, the Connectivity initiative will continue working with the public, stakeholders and Councilors as required. Pedestrian and cycling connectivity enhancements identified through the public advisory committees will be considered and implemented where possible.	2020	2025



Transportation Services	Cooperative Seating Signage Review	Improve the visibility and effectiveness of on-board signage identifying the cooperative seating area of the bus and both O-Train lines.	A review of the signage on bus and trains will take place in 2020. The current signage design is based on an extensive review of industry best practices (bus environment) conducted in 2009. The 2020 review will confirm whether the current signage is still in line with best practices and identify any ways it can be improved. That review will be coordinated with Next Stop Announcement System messages and any potential changes to operational policy/practices.	No activities have taken place in 2020 due to shifting work priorities related to stabilizing O-Train Line 1 operations following the fall 2019 launch and the COVID-19 pandemic.  Conduct a review of the cooperative seating signage on bus and trains in 2021. The current signage design is based on an extensive review of industry best practices (bus environment) conducted in 2009. The 2021 review will confirm whether the current signage is still in line with best practices and identify any ways it can be improved. That review will be coordinated with next-stop-announcement-system messages and any potential changes to operational policy/practices.	2020	2021
Transportation Services	Navigation for Customers at Transit Stations	Investigate additional wayfinding, as well as smartphone and beacon technology, to improve navigation inside and around transit stations for persons who are blind or partially sighted.	Explore available wayfinding and digital navigation technologies and solutions for persons who are partially sighted or blind. The last few years of decreasing device costs for people with accessibility needs and emerging digital solutions for accessibility have created diverse options that need to be properly understood for long-term implementation. In parallel with technology research, actively engage persons who are blind or partially sighted, as well as relevant accessibility stakeholders, in discussions about digital navigation technologies for persons who are blind or partially sighted.	Continued to monitor emerging trends and developments in wayfinding and digital navigation technologies and solutions for persons who are blind or partially sighted in 2020.  Discussions with representatives of the Canadian National Institute for the Blind, Alliance for the Equality of Blind Canadians and Canadian Council of the Blind on this matter have been ongoing. However, the technology continues to evolve and there is no current consensus among stakeholders. Instead, OC Transpo and stakeholders have agreed to focus on the development of text descriptions of transit stations. This work has been delayed by the operational demands of the COVID-19 pandemic but will resume in 2021.  Develop text descriptions of O-Train Line 1 stations, as well as other major transit stations. These descriptions will be made available for all customers on octranspo.com in 2021 and 2022.	2020	2022
Transportation Services	OC Transpo Bus Replacement	Replace OC Transpo conventional transit buses that reach the end of their life cycle.	Acquire an additional 74 40-foot buses and 19 Double Decker buses in 2020. These new buses will be fully accessible and will have the same accessibility features as OC Transpo's recently acquired vehicles.	Completed the onboarding of an additional 74 new 40-foot buses and 19 Double Decker buses in 2020. These buses were all fully accessible, including features such as: allocated spaces for customers using mobility devices, equipped with "theatre-style" flip-down seats; a second next-stop-announcement sign for customers facing the back of the bus; and better-quality interior and exterior audio speakers.  Acquire four 40-foot electric buses in 2021 as part of an electric-bus pilot project. This acquisition will permit OC Transpo to test the vehicles on Ottawa's bus routes and in the city's climate. The new buses will be fully accessible with all the same accessibility features our customers currently enjoy.	2020	2021
Transportation Services	Next Stop Interior Bus Announcement - Monitoring	Provide communication support to customers through interior audible and visual announcements on route.	Continue regular compliance monitoring of the next stop interior bus announcements system.	Continued compliance monitoring of the next stop interior bus announcements system, with respect to audibly and visually calling out next stops. This was accomplished through on-board monitoring by OC Transpo staff doing regular in-service checks, as well as through feedback provided by both customers and Operators. However, on-board monitoring by OC Transpo staff was suspended in March 2020 due to the COVID-19 pandemic and will resume when it is safe to do so.  In 2021, continue regular compliance monitoring of the next stop interior bus announcements system.	2020	2024
Transportation Services	Para Transpo Operations Review	Review of Para Transpo operations, including eligibility criteria, trip cancellation, booking and customer service.	Measures planned for 2020 include: • Establishing the independent eligibility appeals panel for applicants who have been denied eligibility and wish to have the decision reviewed. • Implementing the Para Transpo renewal process, where customers with full and conditional eligibility will have their eligibility renewed and/or re-assessed once every three years. • Implementing the late cancellation policy, which will be applied to all Para Transpo trips based on a points system for late cancellations and no-shows.	Started work on several measures intended to enhance Para Transpo service and procedures, including: • Establishing the independent eligibility appeals panel for applicants who have been denied eligibility and wish to have the decision reviewed. • Implementing the Para Transpo renewal process, where customers with full and conditional eligibility will have their eligibility renewed and/or re-assessed once every three years. • Implementing the late cancellation policy, which will be applied to all Para Transpo trips based on a points system for late cancellations and no-shows.  However, implementation of these measures has been delayed due to the operational requirements of the COVID-19 pandemic.  In 2021, continue with development and implementation of measures to enhance Para Transpo service and procedures.	2016	2021
Transportation Services	Funding Partnership with Rural Community Support Service Agencies	Partner with community support service (CSS) agencies in the provision of transportation services to older adults and persons with disabilities in the rural area.	Increase funding to CSS agencies by \$30,000 to \$856,000 in 2020. This inflationary increase, for the delivery of transportation services to rural seniors and persons with disabilities, was approved by City Council in the 2020 budget.	Increased funding to CSS agencies by \$30,000 in 2020 – from \$826,000 to \$856,000 – for the delivery of transportation services to rural seniors and persons with disabilities, as part of the 2020 budget process. \$200,000 of the overall funding envelope is provided by the Vehicle-for-Hire Accessibility Fund, which is generated through an accessibility surcharge paid by ride-sharing services like Uber and Lyft.  Like conventional and Para Transpo ridership, the CSS agencies experienced significantly decreased demand in 2020 due to the impact of COVID-19.  Provide \$856,000 in funding to CSS agencies in 2021. This allows for the delivery of transportation services to rural seniors and persons with disabilities, as part of the Council-approved 2021 budget.	2020	2024

Transportation Services	On-Street Bus Stop Accessibility Improvements	Enhance universal access to on-street bus stops and facilities through new construction, or the renovation and maintenance of existing stops.	<p>In 2020, develop a multi-year initiative to address existing barriers at on-street bus stops and to make more on-street stops accessible. Progress on this initiative will be reported on annually through the City's Municipal Accessibility Plan.</p> <p>Continue to make improvements to on-street bus stops in 2020, through regular OC Transpo programs and initiatives, and by coordinating work with other City projects, including:</p> <ul style="list-style-type: none"> <li>• Modernizing several older on-street bus stops and bus shelters to meet the City's Accessibility Design Standards.</li> <li>• Installing new accessible exterior benches at some on-street stops and upgrading existing benches to the current standards.</li> <li>• Prioritizing additional stops for rehabilitation, focusing on locations with the greatest need, using data gathered as part of the on-street bus stop accessibility review.</li> </ul>	<p>Improved accessibility at about 106 on-street bus stops in 2020. Enhancements included the installation of new level bus pads, shelters, benches, connections to adjacent sidewalks and pathways, larger boarding areas, and curb ramps in locations where no adjacent pedestrian connections existed.</p> <p>Some notable changes made included:</p> <ul style="list-style-type: none"> <li>• Installation of 26 new accessible exterior benches, including ones at bus stops near Fisher Park Community Centre, Chapel Hill Retirement Residence, Dovercourt Recreation Centre and Promenade Seniors' Suites and Retirement Residence.</li> <li>• Rehabilitation of several bus stops in the vicinity of community facilities and hubs to bring them up to City Accessibility Design Standards, including two stops on Stittsville Main Street near the Stittsville Villa and Manor, two stops on Raven Road at the Carleton University campus, and a stop at Scott and Parkdale, near Tunney's Pasture Station.</li> </ul> <p>Continue to make improvements to on-street bus stops in 2021, through regular OC Transpo programs and initiatives, and by coordinating work with other City projects, including:</p> <ul style="list-style-type: none"> <li>• Modernizing several older on-street bus stops and Para Transpo stops to meet the City's Accessibility Design Standards.</li> <li>• Installing new accessible exterior benches at some on-street stops and upgrading existing benches to the current standards.</li> <li>• Prioritizing additional stops for rehabilitation, focusing on locations with the greatest need, using data gathered as part of OC Transpo's on-street bus stop accessibility review.</li> </ul>	2020	2024
Transportation Services	Transit Station and Park and Ride Accessibility Improvements	Enhance universal access to transit stations and Park and Rides through the renovation and maintenance of existing facilities.	<p>Continue to make improvements to bus and train stations and Park and Rides in 2020 for the benefit of customers of all abilities, including:</p> <p>Start planning and design for the installation of an additional redundant elevator in the north tower at Blair Station, and the replacement of the current elevator.</p> <ul style="list-style-type: none"> <li>• Improve accessible parking and passenger loading zones at Park and Rides.</li> <li>• Eliminate barriers identified by customers and stakeholders.</li> <li>• Improve stairs and landings at some older stations.</li> </ul>	<p>Improved universal access to transit stations and Park and Rides:</p> <ul style="list-style-type: none"> <li>• Started planning and design work for the installation of an additional elevator in the north tower at Blair Station, and the replacement of the current elevator. This measure will ensure customers have the choice of two elevators in the north tower and will ensure fewer disruptions in elevator service.</li> <li>• Resurfaced the stairs at Lycée Claudel, Pleasant Park and Riverside Stations. This work included the installation of tactile warning indicators at the top landing of stairs, and as well as high-colour-contrasted nosing strips on the stair treads. These measures have improved both the safety and visibility of the stair surfaces for customers.</li> <li>• Repaired the concrete exterior pathway leading to the south entrance to Lycée Claudel Station. This work removed several trip hazards and gaps along the exterior path of travel.</li> </ul> <p>Continue to make improvements to bus and train stations and Park and Rides in 2021 for the benefit of customers of all abilities, including:</p> <ul style="list-style-type: none"> <li>• Finalize the design for the rehabilitation of the north tower at Blair Station, start the construction of the new redundant elevator, and complete the replacement of the existing elevator.</li> <li>• Rehabilitate the Park and Ride at the Bob MacQuarrie Recreation Complex. This work will include the installation of three accessible parking stalls with access aisles.</li> <li>• Expand the network of ticket machines available to customers at several more stations and Park and Rides. The ticket machines have several accessibility features, including controls at an accessible height, Braille and raised text identifying machine parts and keys, and audible voice instruction through a headphone jack.</li> <li>• Eliminate barriers identified by customers and stakeholders.</li> </ul>	2020	2024
Transportation Services	Pedestrian Crossovers (PXOs)	Install pedestrian crossovers (PXOs), which allow pedestrians to cross streets safely in locations where no crossings existed before. PXOs are identified by specific signs, pavement markings and depressed curbs.	<p>City Council approved \$500,000 in funding for the Pedestrian Crossovers Program in 2020. Staff will install as many PXOs as possible throughout the city within the program budget.</p>	<p>Installed 10 new PXOs in 2020. PXOs make it easier and safer for residents, particularly children, older adults and persons with disabilities, to get around their own neighborhoods. They give pedestrians the right of way over vehicles and cyclists, and in many cases, safely reduce walking distances for residents.</p> <p>City Council approved \$512,000 in funding for new PXO installations in 2021.</p>	2020	2024
Transportation Services	Taxi Coupon Program	Promote the current Taxi Coupon Program, which provides discounted taxi fares to Para Transpo customers, as an alternative to Para Transpo. The program enables customers to book their own trip from participating Ottawa taxi companies and save off the regular fare.	Ongoing promotion and administration of the Taxi Coupon Program.	<p>In 2020, 1,001 Para Transpo customers purchased 13,619 taxi coupon books. These numbers were lower than in previous years due to the impact of the COVID-19 pandemic.</p> <p>In 2021, continue ongoing promotion and improvement of the administration of the Taxi Coupon Program.</p> <p>Provide an online purchasing option to taxi coupon customers.</p>	2020	2021
Transportation Services	Emergency Procedures on Public Transit	Enhance the information provided on emergency procedures for all public transit customers.	Enhance information available to customers of all abilities about the existing procedures in place to safely evacuate stations, trains and buses during an emergency. This information will be communicated to customers through a variety of channels, including the web site, social media and public service announcements.	<p>Work on this initiative was delayed to 2021 due to the operational requirements of COVID-19.</p> <p>In 2021, enhance information available to customers of all abilities about the existing procedures in place to safely evacuate stations, trains and buses during an emergency.</p>	2020	2021



Transportation Services	NEW - O-Train Line 1 Evacuation Review	Review the access and evacuation procedures from the O-Train Line 1.	Complete a review of the access and evacuation procedures from the O-Train Line 1.	This review will include a hazard assessment, an update to current procedures, and will inform an update of communications to the public.	2021	2021
Transportation Services	Para Transpo Online Services	Expand the options available to customers who would like to book a Para Transpo trip online and track the progress of their booking.	<p>In 2020, introduce the Para Transpo online booking web form to all customers. By filling out this form on octranspo.com, customers will be able to submit their requests for next-day bookings. Once submitted, the request would be assigned to Customer Service Centre staff who will manually book the trip and send an email confirmation to the customer.</p> <p>Begin the development of the second stage of Para Transpo online services, which will include:</p> <ul style="list-style-type: none"> <li>• Booking, confirming or cancelling a Para Transpo trip.</li> <li>• Creating a new subscription for recurring trips.</li> <li>• Tracking the location of a booked trip and getting an estimated time of arrival.</li> <li>• Sending trip reminders to customers by automated phone message, email or SMS text.</li> </ul> <p>This work will be done in collaboration with a community working group, composed of customers of all types of abilities, who will be engaged in the development of the online services and who will test them before they are made widely available to customers. The introduction of these self-serve options will improve convenience for customers and will free up more capacity on the Para Transpo phone lines for customers who book by phone. These new online services are expected to be rolled out in stages to Para Transpo customers starting near the end of 2020.</p>	<p>Rolled out the Para Transpo online booking web form to all customers in February 2020. This first interim stage in the introduction of Para Transpo online services enabled customers to submit their requests for next-day bookings by filling out a web form on octranspo.com.</p> <p>Started the development of the second stage of Para Transpo online services, My Para Transpo, which will include:</p> <ul style="list-style-type: none"> <li>• Booking, confirming or cancelling a Para Transpo trip.</li> <li>• Creating a new subscription for recurring trips.</li> <li>• Tracking the location of a booked trip and getting an estimated time of arrival.</li> <li>• Sending trip reminders to customers by automated phone message, email or SMS text.</li> </ul> <p>Established an eight-member community working group in April 2020, composed of stakeholders and customers of all types of abilities, which has been engaged in the development of these online services.</p> <p>Set up a development site for the My Para Transpo service in December 2020, and delivered training to public and internal working group testers.</p> <p>Begin testing the initial set of functions for the My Para Transpo service in January 2021 - including online trip booking and cancellation. This testing will engage members of the community working group, as well as other customers.</p> <p>This initial set of functions is expected to be available to Para Transpo customers in Q2 2021. Additional functions will be offered to customers as they become available throughout 2021.</p>	2019	2021
Transportation Services	Para Transpo Fare Payment Improvements	Streamline the use of Presto passes	<p>Continue to work on the interim process, which will be implemented in 2020.</p> <p>Staff are also working with fare system suppliers to assess the ability of tapping Presto cards to pay for fares on Para Transpo minibuses and taxis. This would replace the interim process once implemented. A projected completion date will be provided to the Transit Commission and Council when firm.</p>	<p>Implemented an interim process in December 2020 that made it easier for Para Transpo customers to use their Presto monthly pass on Para Transpo. This process allows Para Transpo customers with Presto monthly passes to provide their Presto card number to OC Transpo's Customer Service Centre and provide permission to review their account for the presence of a monthly pass. Once a card number is recorded, customers simply need to show their Presto card to the operator or taxi driver for visual verification as they board. Each subsequent valid month's pass will load onto the customer's automatically once it has been loaded on the Presto card. This has shortened boarding times for customers and removed the need for them to carry a Presto receipt.</p> <p>Continue to work with its fare system supplier in 2021 on a future improvement that will allow customers to tap Presto cards to pay for fares on Para Transpo minibuses and taxis, using both monthly passes and e-Purse funds. This would replace the interim process once implemented.</p>	2018	2021
Transportation Services	NEW - Conventional Transit Fare Changes	Implement conventional transit fare changes for customers.	In the 2021 budget, City Council froze Community Pass (for Ontario Disability Support Program recipients), EquiPass (for people with low incomes) and Access Pass (for Para Transpo customers who also use conventional bus and train service) prices at 2019 levels.	Implemented the freeze on Community Pass, EquiPass and Access Pass prices on January 1, 2021. Other transit fares increased by 2.5 per cent.	2021	2021
Transportation Services	NEW - Para Transpo Ride Guide Review	Enhance information provided to Para Transpo customers by completing a review of the Para Transpo Ride Guide and providing updated content to reflect changes to service and new services.	Complete a review of the Para Transpo Ride Guide in 2021-2022.	This review will include the development of updated content that reflects changes to services, new services that have been implemented to date, and those that will be implemented in the future. The review will also look at the way in which the Para Transpo Ride Guide is prepared and distributed to customers, and make recommendations to ensure customers have the most up-to-date service information and that updates to print materials can be made more efficiently.	2021	2022
Transportation Services	NEW - On-Street Bus Stops and Cycling Facilities: Interaction Zone Design Guidelines	Develop guidelines to address the design and development of on-street bus stops along corridors where cycle tracks or multi-use pathways (MUPs) are present or have been planned.	Established an internal multi-disciplinary City staff working group in 2020 and developed draft guidelines to address circumstances where bicycle facilities are located adjacent to sidewalks and bus stops.	<p>These draft guidelines consider the application of tactile delineation between cycling facilities and bus stops, as well as the application of tactile directional indicators of bus stop boarding locations.</p> <p>In 2021, review proposed guidelines with an accessibility consultant and with the Accessibility Advisory Committee and other relevant accessibility stakeholders.</p> <p>Finalize the guidelines and implement them for all newly constructed on-street stops.</p>	2020	2021



Transportation Services	NEW - Para Transpo Customer Service Working Group	Establish a working group of Para Transpo customers to collaborate with, engage and provide feedback regarding Para Transpo.	Establish a Para Transpo Customer Service Working Group in 2021 for Para Transpo customers to provide feedback on proposed service improvements.	<p>The working group will also increase customer engagement, provide additional opportunities for customer participation, and ensure Para Transpo customer needs are reflected in our communications.</p> <p>The working group will be comprised of OC Transpo staff and 10 to 12 members of the public who are or who represent registered Para Transpo customers. The City's Accessibility Advisory Committee will also be invited to select a delegate to participate on the working group.</p>	2021	2021
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