

# **2019 Update of Accessibility Initiatives: City of Ottawa 2016-2020 Municipal Accessibility Plan**

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

## Customer Service Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Accessible Programming	RCFS: Recreation, Cultural and Facility Services	Open access and provide quality, safe Recreation, Cultural and Facility Services programming to individuals with special needs.	Inclusive Recreation Guide to highlight programs; guide is available in hard and electronic copies. A Summer Camp Fair in March 2019 will specifically highlight summer camps for individuals with accessibility needs offered by the City of Ottawa and its partners. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Accessible Parking	EPS: Emergency & Protective Services	Ensure accessible parking is available to those who have accessible parking permits.	In 2018, 2,626 tickets were issued for illegally parking in a space reserved for people with disabilities. Investigations into individuals who misuse accessible parking permits resulted in the issuance of 113 Part I Provincial Offence Notices. By-law and Regulatory Services will continue to investigate and address abuse of accessible parking permits as resources permit. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Awareness Training for Managers	SIPD: Service Innovation & Performance	Increase awareness of managers about diversity and their duty to accommodate with a resulting increase in	Five training sessions on Leading a Diverse Workforce were delivered to 81 managers. Leading a Diverse Workforce training sessions will continue to be offered throughout 2019. This will continue as part of regular ongoing business.	2017	2020	Ongoing

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		the degree that the workplace is barrier free for employees with disabilities.				
Equity and Inclusion Lens Training	CSS: Community and Social Services	Enhance staff knowledge of Equity and Inclusion (EI) Lens training.	The City held 15 training sessions where 304 City staff completed EI Lens training. Most sessions were at capacity, resulting in staff being placed on a waitlist. At least two staff training sessions are being planned for 2019. This will continue as part of regular ongoing business.	2016	2018	Ongoing
General Accessibility Awareness	SIPD: Service Innovation & Performance	City staff and Human Resources staff will increase awareness and understanding of the needs of people with disabilities.	Awareness and understanding of the needs of people with disabilities has increased through various activities including the annual Employment Accessibility Resource Network conference that was hosted at City Hall, which 22 staff attended, and a series of Diversity Cafes. Additionally, the Learning My Way training provide employees a broader understanding of the needs of people with disabilities. The Diversity and Inclusion Plan is being refreshed to align with the City Strategic Plan for the 2019-2022 Term of Council. This will continue as part of regular ongoing business.	2016	2020	Ongoing

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Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Maintenance of Accessible Web Training Program	SIPD: Service Innovation & Performance	Ensure corporate and Web Content Accessibility Guidelines trainings are provided, relevant and utilized.	Corporate training on web accessibility validation tools and creating accessible documents were delivered to staff throughout 2018. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Centre for Equitable Library Access (CELA Library)	OPL: Ottawa Public Library	Offer alternative reading formats for people with a print disability. Increase browse-ability of the collection for customers.	DAISY audiobook collection is now part of OPL's public collection. In branch promotion of Talking Book status (fines free status for people with print disabilities) and DAISY audiobooks. Moved collection from behind closed doors, to public spaces in 9 branches across Ottawa.	2016	2020	Ongoing
Older Adult Plan	CSS: Community and Social Services	The Older Adult Plan (OAP) 2015-2018, supports a long-term vision for our community that values, empowers, and supports older persons and their quality of life.	The OAP 2015-2018 had 51 actions, led by City departments (including Ottawa Public Health and Ottawa Public Library), to address the needs of Ottawa's older residents. Based on feedback from community consultations in 2018, the 2019-2022 OAP action plan is currently in development.	2015	2018	Ongoing

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Homebound Services (HBS) Programming	OPL: Ottawa Public Library	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. This will continue as part of regular ongoing business.	2017	2018	Ongoing
Snow Go and Snow Go Assist Programs	CSS: Community and Social Services	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.	The Snow Go program responded to over 700 calls referring over 370 clients to snow contractors. The Snow Go Assist responded to over 1,130 calls, assisted 495 clients with \$64,000 in subsidies. This will continue as part of regular ongoing business.	2015	2018	Ongoing
Suite of Employment and Social Services Programs and Initiatives for Clients with Disabilities	CSS: Community and Social Services	Enhance accessibility of Employment and Social Services Programs including Essential Home Support Services (EHSS).	Every year, over 2,000 low-income clients receive financial support through EHSS. In 2018, Home Support Services had 1,350 active clients; the Addictions Services Initiative had an average of 84 Ontario Works clients per month, who receive intensive case management supports from addiction agencies. This will continue as part of regular ongoing business.	2017	2018	Ongoing
Outreach	Transportation Services	Make residents aware of transportation	OC Transpo engaged 131 customers and stakeholders in two Para Transpo service	2016	2020	Ongoing

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		services available to older adults and persons with disabilities.	information sessions in January 2018. Customers received updates on the improvements and changes that resulted from previous consultations and Commission and Council reports. They provided additional feedback on the issue of online booking. This information was posted on octranspo.com. In addition, OC Transpo conducted or participated in 16 community outreach sessions on the conventional and specialized public transportation options available to seniors and persons with disabilities. This will continue as part of regular ongoing business.			
Policy Development	CC&S: City Clerk and Solicitor	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.	2016	2019	Ongoing
Public Engagement: Outreach	CC&S: City Clerk and Solicitor	Reach out to community organizations and interested persons through electronic communications.	Approximately 2,500 residents subscribed for e-subscription service. Accessibility-related updates are sent quarterly. This will continue as part of regular ongoing business.	2015	2020	Ongoing

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Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Public Engagement: Education and Awareness Campaigns: Development Industry Presentation	PIED: Planning, Infrastructure & Economic Development	Increase awareness of accessibility requirements for people with disabilities within the housing market and promote a barrier-free approach to design concepts.	In September 2018, a Visitability presentation was delivered to the Development Review Subcommittee.	2017	2018	Ongoing
Refresher Accessibility Training Accessible Customer Service	CSS: Community and Social Services	To ensure services are provided in an inclusive way CSS continues to promote best practices related to Accessible Customer Service to our residents, staff and community.	Housing Services requested 43 shelter staff receive Accessible Customer Service refresher training. This will continue as part of regular ongoing business.	2017	2018	Ongoing
NEW: Client Centric Approach Professional Development (formerly SAIL) for Employment and Social Services Staff	CSS: Community and Social Services	Support staff in maintaining stronger relationships with clients. It will develop or enhance staff competencies in coaching, engagement, problem	In 2018, approximately 235 staff were trained. The program benefits clients with disabilities (and all clients) as it trains staff to see each client as an individual and to develop plans and supports that are specific to meet their personal needs and goals.	2018	2020	Ongoing

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		<p>solving and teaches them to place the client at the centre of every interaction.</p>				
<p>NEW: Mental Health First Aid for Seniors and Youth</p>	<p>CSS: Community and Social Services</p>	<p>Recognize the symptoms of mental health problems or crises as they develop in youth and seniors, provide initial help when facing a mental health problem or crisis, and guide to appropriate resources and supports.</p>	<p>In 2018, approximately 25 Employment of Social Services staff were trained. This training will continue in 2019.</p>	<p>2018</p>	<p>2019</p>	<p>Ongoing</p>
<p>Registration Assistance</p>	<p>RCFS: Recreation, Cultural and Facility Services</p>	<p>Improve access to registration services for recreation clients who require alternative services.</p>	<p>Email available for individuals with questions on Hand in Hand registration. Individuals can meet with a coordinator to determine the best fit for programming. Consult with families for recommended improvements on the registration and communications processes. This will continue as part of regular ongoing business.</p>	<p>2016</p>	<p>2020</p>	<p>Ongoing</p>



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Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Respectful Workplace Training	SIPD: Service Innovation & Performance	To ensure employees become more familiar with types of workplace harassment and discrimination and the duty to accommodate; the training includes information on the different types of learning disabilities and the many ways to accommodate people with learning disabilities.	In 2018, 12,520 employees completed the Respectful Workplace, Violence Harassment e-Learning training and 376 employees were trained in 22 sessions on Respectful Workplace, Learning My Way and Equity & Inclusion Lens. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Scented Products in the Workplace Guidelines	SIPD: Service Innovation & Performance	Increase employees and the community's awareness of the Scented Products in the Workplace Guidelines.	In 2018, a review of the City's 2008 Scented Products in the Workplace Guidelines was conducted. The final guideline is anticipated to be approved and launched in 2019.	2016	2019	Ongoing
Sensory Story Time	OPL: Ottawa Public Library	Perfect for customers who have lower attention span, or lower vision. Great for	Training module complete and preparing for three training sessions in 2019. Building on partnership with Children's Hospital of Eastern Ontario staff	2017	2020	Ongoing

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Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		the deaf/blind community. This program can also be altered for adults as well as children.	to take training. Training will become part of regular business offerings in 2019 and beyond.			
Tracking Accessibility Inquiries/ Questions	OPL: Ottawa Public Library	OPL will have a better idea of what questions and inquiries staff receive which can reflect any changes needed in branches or training for staff.	Accessibility services received Marval to start tracking inquiries in December 2018. Initial project paused to test out Marval first, then revisit OPL specific tracking system.	2016	2019	Ongoing
Travel Training	Transportation Services	Teach persons with disabilities and older adults to travel safely and independently on the bus and O-Train.	Distributed 2,050 travel-training passes to agency trainers and trainees throughout 2018. In May 2018, the old travel training cards were switched to smart cards, permitting access to current and future O-Train stations with fare gates. This year's Travel Training program was done in partnership with about 98 community organizations. Of the 2,465 individuals provided with travel training in 2018, about 47 per cent are now using transit independently, and about 43 per cent are able to use transit with the assistance of a support person or are still in training. The remaining trainees applied for Para	2016	2020	Ongoing

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			Transpo eligibility or decided to use private transportation. This will continue as part of regular ongoing business.			
NEW: Accessible Sport Instructional Programming	RCFS: Recreation, Cultural and Facility Services	Making sport more accessible. To provide quality learning and experiences for children and youth of all abilities.	Launched the I Love to Ski program, a cross-country ski program for children & youth with Autism. Partnered with Ausome Ottawa to facilitate specialized training for program leaders. Started in 2013, Para multi-sport offers wheelchair basketball, rugby and Boccia Ball. Boccia ball, launched in the fall of 2018, is intended for clients with physical limitations and allows participants to use a ramp to launch the ball.	2018	2020	Ongoing
Purchase More Large Print Books	OPL: Ottawa Public Library	To assist the older adult population and those with low vision who like to read books.	OPL's collection development team is committed to developing the Large Print collection as long as it continues to be used and is viable. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Accessibility for Ottawa Businesses	PIED: Planning, Infrastructure & Economic Development	Share best practices and provide accessibility-related resources and information to the local business community.	This will continue as part of regular ongoing business.	2016	2020	Ongoing

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Outdoor Patio By-law	PIED: Planning, Infrastructure & Economic Development	Increase knowledge about the impacts of sidewalk encroachment and continuous improvement in sidewalk accessibility. Inform the community about the City's By-law.	An information sheet for businesses regarding the Right-of-Way Patio By-law has been developed and distributed to businesses for the 2019 patio season. This will continue as part of regular ongoing business.	2016	2018	Complete
Service Animal Definition as per AODA Definition in Integrated Accessibility Standards Regulation	EPS: Emergency & Protective Services	Align City By-laws to the AODA update that occurred July 1, 2016, especially regarding service animals.	In 2018, Council approved amendments to the Animal Care and Control By-law, Vehicle-For-Hire By-law and Parks & Facilities By-law to include the updated service animal definition.	2016	2018	Complete
Public Engagement: Education and Awareness Campaigns: Streetside Spots	PIED: Planning, Infrastructure & Economic Development	Provide informational fact sheets with an accessibility lens on Streetside Spots for business owners and on ottawa.ca for the general public.	This will continue as part of regular ongoing business.	2016	2017	Complete

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Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
2018 Municipal Election – Enhanced Accessibility	CC&S: City Clerk and Solicitor	Continue to ensure that electors with disabilities have the ability to vote privately and independently.	The City conducted a successful and accessible election in 2018. Please see details in <a href="#">Elections Accessibility report</a> . This will continue as part of regular ongoing business.	2018	2018	Complete
Accessibility Lens	PIED: Planning, Infrastructure & Economic Development	Expand options and increase awareness of accessibility supports.	This will continue as part of regular ongoing business.	2016	2018	Complete
Accessible Holds	OPL: Ottawa Public Library	Great for anyone with mobility issues, arthritis and people in wheelchairs.	This will continue as part of regular ongoing business.	2016	2017	Complete
Dental Clinic for Wabano Centre for Aboriginal Health	OPH: Ottawa Public Health	Provide enhanced services to the Aboriginal community and provide accommodation to persons with mobility disabilities.	Dental services will continue as part of regular ongoing business.	2016	2017	Complete
Partnership with CNIB	OPL: Ottawa Public Library	Improve services to residents who are	Working with Canadian National Institute for the Blind to work on Phone It Forward project.	2016	2020	Complete

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		blind or have low vision.				
Library Card Enhancements	OPL: Ottawa Public Library	Increase access to Library services to more residents.	This will continue as part of regular ongoing business.	2016	2017	Complete
Public Engagement: Education and Awareness Campaigns: Building Safety Month	PIED: Planning, Infrastructure & Economic Development	Incorporate an accessibility lens and provide information on the AODA to people within the design, building and construction industry.	Completed in 2017.	2017	2017	Complete
Service Delivery Enhancements	OPH: Ottawa Public Health	Make Public Health services more accessible to Ottawa residents.	Completed in 2016.	2016	2016	Complete

## Built Environment Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Accessible Pedestrian Signals (APS)	Transportation Services	Increase accessibility for pedestrians with visual impairments.	Continue to comply with the 2016 AODA requirement by ensuring all newly constructed or replaced traffic signals include APS. Installed 50 APS in 2018, bringing the total number of AODA-compliant APS citywide to 171. Currently, out of 1,174 signalized intersections, 937 are equipped with audible signal components, which represents about 80 per cent of the City's signalized network.	2016	2020	Ongoing
NEW: Accessible Technologies for Accessible Pedestrian Signals (APS) and Pedestrian Countdown Signals (PCS)	Transportation Services	Test and pilot accessible technologies that enable customers with disabilities to activate APS and PCS remotely.	In collaboration with the Canadian National Institute for the Blind and vendors, began evaluating technologies that can activate existing APS signals via either a smartphone app or fob. This technology enables those with disabilities to activate the APS remotely, and to obtain audible information about the intersection and pedestrian countdown signal.	2018	2020	Ongoing
Annual Education Series with Private Contractors	PIED: Planning, Infrastructure & Economic Development	Increase accessibility awareness of both internal staff and external partners in	In February 2019, the education series included a guest speaker from Canadian National Institute for the Blind (CNIB). Kathleen Forestell, M.Ed., Lead Advocacy and Community Outreach, CNIB Ontario East spoke about accessibility during	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		the design and construction process.	construction. Also assisted with evaluation of accessibility of products used in Recycling in Parks pilot project			
Annual Updates to Standard Tender Documents	PIED: Planning, Infrastructure & Economic Development	Continuous improvement of engineering standards results in increased accessibility of the built environment.	As part of regular ongoing business, Standard Tender Documents are updated to reflect changes to accessibility standards and a half-day presentation in March/April covers the highlights of that year's updates where attendees can also ask questions.	2016	2020	Ongoing
Awareness Training	CS: Corporate Services	Accessibility Design Standards awareness training.	To be completed in 2019.	2017	2019	Ongoing
Barrier Removal (Retro-fit) Program	PIED: Planning, Infrastructure & Economic Development	Barrier removal to increase accessibility at City facilities and City parks and paths.	As outlined in report, \$2 million has been approved for retrofits to remove barriers in 2019.	2016	2020	Ongoing
Accessibility Design Standards – Promotion	PIED: Planning, Infrastructure & Economic Development	Ensure staff and internal/external stakeholders are aware of the updated Accessibility Design Standards.	City staff will undertake construction audits as part of the 2019 construction season as well as present an accessibility during construction presentation to Project Managers and inspectors.	2016	2017	Ongoing



Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Accessibility During Construction	PIED: Planning, Infrastructure & Economic Development	Ensure easy mobility through construction sites.	No site visits were conducted in 2018. Audits are scheduled to be undertaken by the Standards unit in 2019.	2016	2020	Ongoing
Enhance Accessibility of Facilities	RCFS: Recreation, Cultural and Facility Services	Increase the accessibility of new and existing City Facilities. All new accessible features (including specialized fitness equipment) will be made available to the public on ottawa.ca.	<p>Work completed in 2018 includes:</p> <ul style="list-style-type: none"> <li>• Ottawa.ca is updated as new accessible features are incorporated into new and existing parks. In 2018, 80 parks were developed and updated. In 2019 - 2020, 105 more parks are scheduled for development /updates.</li> <li>• RCFS facilities are being reviewed in 2019-2020 to ensure that the database is up to date.</li> <li>• New staff joining the branch continue to receive training on the Accessibility Design Standards.</li> <li>• Accessibility Design Standards are being developed for sports fields and courts, recreation centres, aquatic, ice, and outdoor facilities.</li> <li>• Supporting the GottaGo! initiative by maintaining the public washroom database for City facilities and deploying seasonal portable toilets to key locations.</li> </ul>	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Identifying Winter Maintenance Issues at Bus Stops	PWES: Public Works & Environmental Services	Transportation Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance.	Roads and OC Transpo continue to work together on this initiative. A process has been implemented to update this list each year.	2017	2020	Ongoing
Maintenance of Accessible Elements	RCFS: Recreation, Cultural & Facility Services	Departments continue to abide by clause 80.44 of the IASR via procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.	<p>Projects completed in 2018:</p> <ul style="list-style-type: none"> <li>• Millennium Park Press Box &amp; Stands - Grass areas pathway</li> <li>• Social Services Swing Space - Accessibility Upgrades</li> <li>• Routhier School Community Center - Door Operating Systems</li> <li>• Richcraft Recreation Complex - Upgrade the emergency call system for the 5 unisex washrooms</li> <li>• Nepean Creative Arts Centre – installation of new Door Operating System in Studio 3</li> <li>• Minto Recreation Complex – hand rails installed in 2<sup>nd</sup> floor hallway into arena</li> <li>• Richmond Arena – installation of new Door Operating System</li> <li>• Walter Baker Sports Centre – multiple Door Operating System installed</li> </ul>	2015	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Maintenance of Sidewalks	PWES: Public Works & Environmental Services	Maintenance activities are scheduled based on the extent of the hazard in accordance with the maintenance quality standard. PWES performs annual sidewalk surveys to identify issues 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.	2015	2020	Ongoing
NEW: Adding accessibility buttons to doors used by public or staff	CSS: Community and Social Services	This initiative removes barriers for clients and staff with accessibility needs by allowing comfortable use rather than waiting or having to ask for assistance.	2018 update detailed in report.	2018	2020	Ongoing
Accessible Shelter Access	CSS: Community and Social Services	Increase accessibility of Family shelters to provide accessible solutions for all those	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	2017	2018	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		seeking emergency shelters that have accessibility restrictions.	possible. 2018 Carling family shelter initiatives completed.			
NEW: Affordable and accessible housing	CSS: Community and Social Services	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.	Details in report.	2018	2021	Ongoing
Albert-Slater Post Light Rail Transit (LRT) Repurposing Functional Design Study (Bay Street to Waller Street, including the Mackenzie King Bridge)	Transportation Services	Implement interim road modifications for the removal of the Transitway lanes between Bay and Waller Street.	Completed the functional design study for post-LRT road modifications to Albert and Slater Streets (Bay Street to Waller Street). The redesign will include the following improvements: <ul style="list-style-type: none"> <li>• Widening sidewalks to a minimum width of two metres;</li> <li>• New dedicated cycling facilities;</li> <li>• Shortening pedestrian crossing distances; and,</li> <li>• Increasing the size of some transit stops.</li> </ul>	2017	2021	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Community Connectivity Program	Transportation Services	Enhance pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit stations.	<p>Completed construction of new accessible pedestrian connections in the following locations:</p> <ul style="list-style-type: none"> <li>• Albert Street to Pimisi Station lower level, where a wide bike/pedestrian underpass of the O-Train will be provided just west of Booth Street (substantial completion);</li> <li>• Lett Street and Pimisi Station lower level (substantial completion);</li> <li>• Carling O-Train Station to Dow’s Lake; and,</li> <li>• Enhanced crossing of Colonel By Drive at the uOttawa tunnel (raised pedestrian crossing with cross-ride for cyclists).</li> </ul> <p>Completed designs for improved connections at the following locations:</p> <ul style="list-style-type: none"> <li>• Belfast Road/Coventry Road to Trainyards Pathway;</li> <li>• Cedarview Avenue, south of Baseline Road;</li> <li>• Pimisi Station to Empress Avenue; and,</li> <li>• Albert Street to Bayview Station.</li> </ul>	2016	2020	Ongoing
NEW: Cycling Facilities Program	Transportation Services	Complete new cycling facilities and make improvements to existing cycling facilities. Projects often include the development of multi-use pathways and	<p>Completed multi-use pathways connections in the following locations:</p> <ul style="list-style-type: none"> <li>• Woodroffe Avenue (Longfields Drive to Stoneway Drive);</li> <li>• Shefford Avenue (Ottawa River Parkway and Montreal Road);</li> <li>• Rideau River Western Pathway; and,</li> <li>• Nepean Trail.</li> </ul>	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		intersection modifications including accessibility features.	Completed accessible intersection improvements at the following locations: <ul style="list-style-type: none"> <li>• March Road and Herzberg Road; and,</li> <li>• Merivale Road and Colonnade Road.</li> </ul>			
Community Gardens	CSS: Community and Social Services	Community gardens developed on City lands comply with the Accessibility Design Standards.	In 2018, two new community gardens were re-developed incorporating accessible design. It is anticipated that one to three new community gardens will be developed on City Lands in 2019. The City has been actively working with the community and City stakeholders to develop and finalize a City of Ottawa Community Garden Standards guideline. It is expected that the first rendition will be completed in 2019.	2015	2018	Ongoing
Development–Related Missing Sidewalks	Transportation Services	Goal is to design and construct sidewalk linkages to address situations where existing communities need to be linked with a new development across vacant land.	New accessible pedestrian links have been constructed at the following locations and this will continue as part of regular ongoing business: <ul style="list-style-type: none"> <li>• Longfields Drive (Highbury Park to Via Verona);</li> <li>• Rockingham Avenue (Bank Street to Clementine Boulevard); and,</li> <li>• 1590 Belcourt Boulevard.</li> </ul>	2016	2020	Ongoing
Internal Wayfinding Beacons	OPL: Ottawa Public Library	Test out the accessible technology that allows customers who are blind and	Pilot was deferred to 2019. Ruth E. Dickinson branch currently preparing messaging and beacon placement for launch in 2019.	2018	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		partially sighted to have better wayfinding options in the libraries.				
Integrated Full Road Renewal – Albert and Slater Streets (Empress Avenue to Bay Street) and Bronson Avenue (Laurier Avenue to Queen Street)	Transportation Services	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 functional design study for Albert and Slater Streets (Empress Avenue to Bay Street), and Bronson Avenue (Laurier Avenue to Queen Street). These studies 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.	2017	2023	Ongoing
NEW: Integrated Full Road Renewal - Hawthorne Avenue, Colonel By	Transportation Services	Complete the renewal for Hawthorne Avenue (Main Street to Colonel By Drive),	Work completed in 2018 includes initiated preliminary designs for Hawthorne Avenue, Colonel By Drive, Main Street and Greenfield	2018	2022	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Drive, Main Street and Greenfield Avenue		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.	Avenue. The design for Hawthorne Avenue will include the following improvements: <ul style="list-style-type: none"> <li>• Widening sidewalks to a minimum width of two metres, exceeding the City’s Accessibility Design Standards;</li> <li>• Shortening pedestrian crossing distances; and,</li> <li>• Increasing the size of some transit stops.</li> </ul> Colonel By Drive will include a multi-use pathway on the east side.			
Integrated Full Road Renewal – Elgin Street and Waverley Street (Elgin Street to Jack Purcell Park)	Transportation Services	Complete the renewal for Elgin Street (Gloucester Street to Queen Elizabeth Drive) and Waverley Street (Elgin Street to Jack Purcell Park).	Completed the detailed designs for Elgin Street (Gloucester Street to Queen Elizabeth Drive) and Waverley Street (Elgin Street to Jack Purcell Park). The redesign will include the following improvements: <ul style="list-style-type: none"> <li>• Widening sidewalks to a minimum width of two metres;</li> <li>• Shortening pedestrian crossing distances;</li> </ul>	2016	2020	Ongoing



Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<ul style="list-style-type: none"> <li>• Increasing the size of some transit stops;</li> <li>• Flexible on-street parking/patio spaces; and,</li> <li>• Removing hydro poles and burying existing hydro lines (Planning, Infrastructure and Economic Development).</li> </ul>			
Integrated Full Road Renewal – Multiple Locations	Transportation Services	Identify design requirements for a number of road renewals throughout the city.	Completed preliminary and/or detailed design of many local streets scheduled for full road reconstruction in the next two years. On-going review and design of future full road reconstruction projects to identify opportunities to provide additional sidewalks, crosswalks and other pedestrian and accessibility enhancements.	2016	2020	Ongoing
Ontario Renovates Program and and VisitAbility of New Housing Units	CSS: Community and Social Services	Make existing housing and new community housing more accessible, or renovations on homes or rental units for older adults and persons with disabilities.	In 2018: <ul style="list-style-type: none"> <li>• 288 individuals were approved for Ontario Renovates funding; and,</li> <li>• Four housing projects were completed, adding 29 accessible units. Construction continues on 4 other projects in 2019 and more were approved for construction in 2020.</li> </ul>	2017	2018	Ongoing
Pedestrian Countdown Signals	Transportation Services	Equip all newly constructed or replaced Accessible Pedestrian Signals	In 2018, 23 traffic signals were equipped with PCS. Currently, out of 1,174 signalized intersections, 991, or about 80 per cent, are equipped with PCS.	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		with Pedestrian Countdown Signals (PCS). PCS offer pedestrians information on how much time they have to cross the intersection safely.				
NEW: Renovation Plans for Dental Clinic at 2525 St Laurent Blvd	OPH: Ottawa Public Health	Increase accessibility for clients with disabilities.	<p>Examples:</p> <ul style="list-style-type: none"> <li>• Waiting room doors will have push button openers.</li> <li>• Waiting room will be large enough for wheelchairs to maneuver.</li> <li>• New reception desk will have a lower section to accommodate wheelchairs.</li> <li>• Working with landlord to install push buttons on the common washrooms. The completion for these renovations is projected for Q2 (2019).</li> </ul>	2018	2019	Ongoing
Flora Footbridge (Fifth Avenue and Clegg Street)	PIED & TS: Planning, Infrastructure & Economic Development &	Construct a new footbridge over the Rideau Canal near Lansdowne Park.	Continued construction of the Flora Footbridge across the Rideau Canal. This pedestrian bridge will be fully accessible and will shorten distances between the Glebe and Old Ottawa East to improve connections to the O-Train at Hurdman and Lees Stations.	2017	2019	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
	Transportation Services					
Street and Pathway Lighting Improvements	Transportation Services	Install new or upgrade existing lighting on streets, improving pedestrian and vehicular safety and accessibility.	Converted 14,260 streetlight fixtures to Light-Emitting Diodes (LED) in 2018 as part of the LED Streetlight Conversion Project. Since the project began in July 2016, 35,787 streetlight fixtures out of 58,000, or about 62 per cent, have been upgraded to LED technology.	2016	2020	Ongoing
Transportation-related Environmental Assessment and Functional Design Studies	Transportation Services	Complete environmental assessment (EA) and functional design studies in support of transportation projects throughout the city. Functional designs include a variety of accessible features, consistent with the City of Ottawa's Accessibility Design Standards.	<p>Completed the following studies in 2018:</p> <ul style="list-style-type: none"> <li>• Kanata Light Rail Transit EA and Planning Study (Moodie Station to Hazeldean Road);</li> <li>• Leirrim Road Widening and Realignment EA and Planning Study (River Road to Bank Street); and,</li> <li>• Merivale Road Transit Priority Study (Carling Avenue to Baseline Road) EA Study.</li> </ul> <p>Continued work on the following studies during 2018:</p> <ul style="list-style-type: none"> <li>• Brian Coburn Road Extension and Cumberland Avenue Transitway Westerly EA Study (Blair Road to Brian Coburn Road);</li> <li>• Montreal-Blair Road Transit Priority Corridor Planning and EA Study (St. Laurent Boulevard to Blair Light Rail Transit Station and Blair Road North);</li> <li>• Barrhaven Light Rail and Grade Separations EA Study (Baseline Station to Barrhaven</li> </ul>	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<p>Town Centre including grade separations at Fallowfield Road and Southwest Transitway/Woodroffe Avenue);</p> <ul style="list-style-type: none"> <li>• Jockvale Road Multi Use Pathway Rail Grade-separation EA Study; and,</li> <li>• Earl Armstrong Road Extension EA Study (Albion Road to Hawthorne Road).</li> </ul>			
Partnership with External Organizations on Built Environment Best Practices	CC&S: City Clerk and Solicitor	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	Meeting with City staff and Rick Hansen Foundation in November 2018. Continued collaboration on programs and initiatives that support and promote cross-disability advancements and opportunities.	2017	2019	Ongoing
Pedestrian Cycling Design Toolbox	Transportation Services	Promote uniformity in the design of public facilities (such as intersections and roadway crossings) and adherence to AODA requirements.	Completed the final draft of the Pedestrian and Cycling Design Toolbox. This Toolbox will be used to guide the design of future roads, sidewalks, multi-use pathways and cycling facilities, and will be consistent with the AODA and City of Ottawa Accessibility Design Standards.	2016	2019	Ongoing
Preserving Accessibility on City	EPS: Emergency &	Work with Business Improvement Areas to increase	Clear path project raised awareness of sidewalk mobility/accessibility issues. Subsequent visits to each area show that the positive impacts have	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Sidewalks and Pathways	Protective Services	accessibility of City sidewalks and reduce the number of accessibility complaints related to temporary signs and a-frame boards.	lasted and that requirements are being maintained, with only a few exceptions. This will continue as part of regular ongoing business.			
Public Engagement – Ramp	RCFS & SIPD: Recreation, Cultural and Facility Services & Service Innovation & Performance	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.	2016	2020	Ongoing
Public Engagement – Wayfinding	SIPD: Service Innovation & Performance	Facilitate wayfinding for people with visual disabilities.	A wayfinding system leading to client service areas and public meeting rooms at City Hall has been purchased and installed. External stakeholders, including the Canadian National Institute for the Blind participated in testing the systems and helped optimize the technology. The City is exploring extending the wayfinding system to Ben Franklin Place in 2019. This will continue as part of regular ongoing business.	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Renovations to the Sexual Health Clinic	OPH: Ottawa Public Health	Create a more accessible and accommodating space for visitors to the clinic.	Renovations to the Sexual Health Clinic lab are complete. Next steps include moving to electronic personal health records which will free up additional space, allowing more privacy for clinic clients.	2016	2019	Ongoing
Update Discrepancy Reporting Process	PIED: Planning, Infrastructure & Economic Development	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.	The new corporate Variance Process was approved by PIED General Manager in December 2018. Process to be implemented across the Corporation in 2019.	2016	2020	Ongoing
NEW: All-terrain wheelchair - Pilot Project	RCFS: Recreation, Cultural and Facility Services	Improve access to Britannia beach with access to an all-terrain wheelchair.	Any member of the public requiring assistance to access Britannia Beach can reserve this wheelchair. The chair can be submersed to assist with entry into the water and enhances participation in activities in the sand area of the beach.	2017	2018	Complete
Information Sessions: Accessible Design	PIED: Planning, Infrastructure	Create a more informed and engaged development	Completed in 2016.	2016	2016	Complete

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Standards and Site Plan Checklist	& Economic Development	community and continuous improvements in accessible design.				
Accessible “Drop Off” Locations for Events	EPS: Emergency & Protective Services	Any person or organization wishing to hold a special event with designation from the City of Ottawa must have designated accessible “Drop off” locations when planning for event transportation.	2018 events included an accessible drop off/pick up locations on all event site maps, reviewed and approved by the Special Events Advisory Team. This has become part of regular ongoing business. The Event Central’s Event Guide was reviewed in 2018, and now includes a dedicated Accessibility section that gives event organizers information, standards for best practices, as well as links to resources to assist in planning accessible events.	2017	2018	Complete
Improve accessibility to 735 Industrial Ave. By-law and Regulatory Services Headquarters facility	EPS: Emergency & Protective Services	Enable easier and more reliable access to the building for staff and the public who are served at the Licensing Service counter on the second floor.	In summer 2018, the front entrance curb was lowered and the patio stones were re-laid at the entrance of the building. A new elevator was installed in the fall of 2018 to ensure access is more reliable to the second floor. The elevator and new interlocking brick entrance have improved accessibility for staff and the public.	2018	2018	Complete
NEW: Physical Accessibility of the	CSS: Community	Redesign office interview spaces to	Wider open cubicle design has increased mobility access and allows for better communication	2017	2018	Complete

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Children's Services 8 <sup>th</sup> floor cubicle reconfiguration	and Social Services	accommodate for increased staff accommodate clients with disabilities.	between staff and clients. Open design affords greater visibility of clients /staff who use wheelchairs.			
NEW: Renovations to the Social Services Hub	CSS: Community and Social Services	Renovate the Hubs in two locations to provide an open and welcoming employment and community resource area for residents.	Removing walls provided a larger, barrier free space for residents. This renovation assists all residents who use the Hub.	2017	2018	Complete
Assistive Workstation Upgrades	OPL: Ottawa Public Library	Increase the accessibility of our existing assistive technology stations.	43 OPL Assistive technology stations were upgraded with Windows 10 system. This will continue as part of regular ongoing business.	2016	2020	Complete
NEW: Traffic and Parking By-law Update – Accessible Parking	Transportation Services	Update the City's Traffic and Parking By-law to bring its off-street parking requirements in line with the AODA.	Updated the Traffic and Parking By-law, effective June 1, 2018. This update significantly increased the number of off-street accessible parking spaces required for newly constructed or renovated parking facilities. The revised By-law is now aligned with the AODA and the City of Ottawa Accessibility Design Standards.	2017	2018	Complete



Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Accessibility to 1445 Carling Avenue Ottawa Fire Headquarters	EPS: Emergency & Protective Services	Enable easier and reliable access to the building for residents and staff.	Installed accessible front doors at Ottawa Fire Services headquarters.	2018	2018	Complete
Construction on 2 new stations (1935 Cyrville Road, 2283 Portobello Boulevard)	EPS: Emergency & Protective Services	These new facilities ensure that no resident is left behind in the event of requiring refuge in an emergency.	These new stations are completely accessible and deemed post-disaster points of refuge in the event of emergencies allowing for easy and reliable access for residents and staff.	2018	2018	Complete
Accessibility Design Standards – Duty to Consult	PIED: Planning, Infrastructure & Economic Development	Ensure Infrastructure Services branch is fully aware of the legislated duty to consult requirements.	This will continue as part of regular ongoing business.	2016	2017	Complete
Public Engagement – Podium	SIPD: Service Innovation & Performance	Enhance accessibility for City presenters.	This will continue as part of regular ongoing business.	2016	2017	Complete
Property Standards By-law Review	EPS: Emergency & Protective Services	Ensure that an accessibility lens is applied during the Property Standards By-law review to benefit and	Work completed in 2017.	2016	2017	Complete

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		accommodate the community of people with disabilities.				
Accessibility Design Standards - Awareness Training	All departments	Increase incorporation of Accessibility Design Standards in construction of new facilities and renovation of existing facilities leased or operated by the City to remove barriers for people with disabilities.	This will continue as part of regular ongoing business, upon request from departments.	2016	2017	Complete
Physical Accessibility of Childcare Centre	CSS: Community and Social Services	City of Ottawa operates 11 Municipal Child Care Centres for children 18 months to 5-years old; enhance physical accessibility.	Work completed in 2017.	2017	2018	Complete

## Employment Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Corporate Diversity and Inclusion Plan	SIPD: Service Innovation & Performance	Make linkages between accessibility, the Corporate Diversity and Inclusion plan and the priorities laid out in the Corporate Strategic Plan.	Human Resources (HR) chairs the Employment Accessibility Resource Network Leadership Group and is a member of the Steering Committee. This involvement connects the City to many service providers that support job seekers with disabilities, builds understanding of current developments in the field and helps the City with the identification and removal of barriers in hiring practices. HR will continue to make linkages as per the new City Strategic Plan for the 2019 - 2022 Term of Council. Involvement with this group will continue as part of regular ongoing business.	2016	2019	Ongoing
Creating Opportunities	PWES: Public Works & Environmental Services	Increase Environmental Services staffs' awareness about diversity and inclusion.	Respectful Workplace training is 89% complete. Leading a Diverse Workforce, Equity & Inclusion Lens and Learning My Way courses are part of our existing supervisor development program. Our Training & Development Unit continues to roll-out registration in these courses. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Diversity and Inclusion Plan	OPH: Ottawa Public Health	Incorporate a Health Equity lens in OPH to	Space and equipment accommodated to provide the voluntary work experience for students at	2016	2018	Ongoing

Employment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		address under-represented groups by removing barriers, accommodating special needs, promoting hiring of people with disabilities and fostering a respectful and supportive workplace.	OPH. In addition, accommodations are made for attendants who accompany students as required. This will continue as part of regular ongoing business.			
Manager and Supervisor Training - Internal Staff Communication	CC&S: City Clerk and Solicitor	Ensure that managers and supervisors are familiar with the individualized workplace emergency response process and will provide the tools and guidance to their employees.	This will continue as part of regular ongoing business.	2016	2020	Ongoing
Collaboration Tools	CS: Corporate Services	Enable staff to communicate with each other in accessible formats.	New Office 365 has accessibility features and includes communication tools such as Teams, File sharing and collaboration and Yammer. Early	2016	2020	Ongoing

Employment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			adopters have received tools in 2018 and all staff will receive the tools in 2019.			
NEW: Recruitment	CS: Corporate Services	Promote the City of Ottawa as an inclusive employer.	Request to Human Resources to add a review of CS job descriptions in their future work plan to ensure that the requirements are not causing barriers to employment.	2018	2020	Ongoing
Outreach and Recruitment	SIPD: Service Innovation & Performance	Enable the City to connect with people with disabilities and promote employment opportunities.	The City hosted its first Career Showcase in 2018, aimed at attracting diverse candidates, including those with disabilities in collaboration with the Employment Accessibility Resource Network (EARN) and other community groups. With over 400 participants in attendance, the showcase featured workshops on how to prepare an online profile, preparing for an interview and a “Life in the City” Café profiling diverse employees’ experiences working at the City. The event was a success in that 92% of participants indicated that they were satisfied with the event; and 95% of attendees reported they feel confident about applying to City jobs. Human Resources will continue to enable the City to connect with people with disabilities and promote employment opportunities through community relationships. This will continue as part of regular ongoing business.	2016	2020	Ongoing

Employment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Work Experience Partnership	Transportation Services	Work experience program for people with disabilities in partnership with a number of agencies.	OC Transpo continued its work experience program for 21 persons with disabilities at several different staff facilities, including Pinecrest garage and 1500 St-Laurent Boulevard. The program is done in partnership with community agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board.	2016	2020	Ongoing
Accessibility awareness for Managers	CS: Corporate Services	Increase accessibility knowledge for Managers.	Additional sessions being scheduled in 2019.	2017	2017	Ongoing
Workplace Accommodations	SIPD: Service Innovation & Performance	Increase management and staff knowledge and understanding about workplace accommodations.	This will continue as part of regular ongoing business.	2016	2016	Complete
2018 Municipal Election – Enhanced Accessibility	CC&S: City Clerk and Solicitor	Having Individualized Workplace Emergency Response plans (IWERIs) in place will assist in the safe evacuation planning of employees with	IWERIs offered to all poll workers during 2018 election. This will continue as part of regular ongoing business.	2018	2018	Complete

Employment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		disabilities in the event of an emergency.				
Employment Opportunities for People with Disabilities	SIPD: Service Innovation & Performance	Facilitate access to employment opportunities for people with disabilities.	This will continue as part of regular ongoing business.	2016	2017	Complete

## Information and Communications Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Broadband back-up alarm pilot project for snow removal vehicles and equipment	CS: Corporate Services	Reduce unnecessary nuisance noise, while producing a focused broadband noise directly behind snow removal vehicles while in reverse.	<p>Improvements include:</p> <ul style="list-style-type: none"> <li>• Broadband sound is focused to the hazard area;</li> <li>• Adjusts so that it is higher than ambient noise;</li> <li>• Sound is more locatable; and,</li> <li>• Uses a larger range of frequencies that may be more effective for people with hearing loss.</li> </ul> <p>Starting in 2019, this technology will be installed on the remaining City of Ottawa snow removal fleet (302 vehicles and pieces of equipment, including the 62 units involved in the pilot).</p>	2018	2020	Ongoing
NEW: Inclusive Recreation Webpage	RCFS: Recreation, Cultural and Facility Services	Update the Inclusive Recreation webpage to include relevant information for parents, guardians and service providers.	The Marketing and Communications Unit of RCFS is updating content on the Inclusive Recreation webpage in 2019. This update is to increase awareness of programming available and the corresponding process for inclusive recreation programming in an accessible manner.	2019	2019	Ongoing
Accessible Canada 150 iPod Pilot	OPL: Ottawa Public Library	Assist customers who have difficulty	Collection is part of OPL collection up until the pilot review is complete. Collection to remain at	2017	2018	Ongoing



Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		coming to a branch or those with learning disabilities to enjoy programming.	OPL, however themes and locations will change to improve accessibility. Collection content will change to mimic what is happening in the community of Ottawa. For example, having iCanada's that are primarily Indigenous content, or Lesbian, Gay, Bisexual, Transsexual and Queer (LGBTQ). This will continue as part of regular ongoing business.			
Accessible PDFs	SIPD: Service Innovation & Performance	Ensure that all of the Portable Document Formats (PDFs) created by ServiceOttawa meet the legislative requirements.	All PDFs that are attributed to ServiceOttawa are either accessible or were created prior to January 1, 2014. Web Services will support ServiceOttawa staff who produce PDFs with tools and training to bring ServiceOttawa PDFs to the standard required by the end of 2020. Further work will be done to remove or remediate any PDFs published prior to January 1, 2014. This will continue as part of regular ongoing business.	2016	2020	Ongoing
Accessible Websites and Applications	CS: Corporate Services	Support and assist City Departments to meet AODA Web Content Accessibility Guidelines requirements for Information and Technology	Current automated testing tools are in place.	2015	2020	Ongoing

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		Services-supported ottawa.ca public facing applications.				
Accessible Websites and Applications	CS: Corporate Services	Enable departments to conduct accessibility testing for Quality Assurance program for web pages.	In 2018, staff renewed the Standing Offer list of third-party companies who can do accessibility testing on City websites and applications.	2016	2020	Ongoing
Accessibility Services Refresh	CC&S: City Clerk and Solicitor	Increase accessibility information on ottawa.ca.	As information is refreshed, the content is also made more accessible. This work is now part of regular business.	2016	2018	Ongoing
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Ensure quality of content prior to publishing.	Web accessibility training is provided to all publishers for ottawa.ca prior to being given access to publish. Accessibility requirements for publishers have been incorporated into the new 2018 Web Accessibility Policy.	2015	2020	Ongoing
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Provide open data for accessibility-related mobile applications.	New data continues to be published on the open data site as it is made available and will be throughout the period of the City of Ottawa Municipal Accessibility Plan reporting. This work will continue in 2019.	2016	2020	Ongoing

Information and Communications Accessibility Initiatives

<b>Initiative Subject</b>	<b>Lead Department</b>	<b>Objective</b>	<b>2018-2019 Update</b>	<b>Start</b>	<b>End</b>	<b>Status</b>
Annual Accessibility Internal Communications Plan	CC&S: City Clerk and Solicitor	Ensure managers, supervisors and employees are aware of the City's legislative 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.	2016	2020	Ongoing
Application Accessibility Maintenance Program	CS: Corporate Services	Create consistency in how City applications include and maintain accessibility requirements.	Configuration Management Database in Information and Technology Services (ITS) has been modified to include accessibility tracking and reporting. A new form is available to staff to record accessibility compliance which goes to ITS for recording in the database. Staff continue to provide data and updates.	2016	2020	Ongoing
Development Application Software Application	PIED: Planning, Infrastructure & Economic Development	Provide access to development applications and related information in an accessible online format that is user friendly.	The revitalization of the Development Application is not in scope for Phase I of the Land Management System. As such, the department will prepare a plan to have the software compliant by January 1, 2021.	2019	2021	Ongoing
Social Media Best Practices	SIPD: Service Innovation & Performance	Create a better understanding how best to use social media to meet the needs of people with	Public Information and Media Relations continues to increase social media and web presence to improve accessibility of corporate information to the public as a standard part of communications processes.	2015	2018	Ongoing

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		disabilities, thereby improving the effectiveness of communicating to residents.	This will continue as part of regular ongoing business.			
Enhance the City's Communications Channels to Promote Equal Opportunities and Improve Access	SIPD: Service Innovation & Performance	Improve how the City communicates to people with disabilities.	Public Information and Media Relations has developed a list of communications tactics and channels that increase accessibility for corporate programs and services. Accessibility requirements continue to be taken into consideration as a standard part of the development of communications plans. This work will continue in 2019.	2016	2020	Ongoing
Property Tax and Water and Sewer Bill Services on MyService Ottawa and Replace AQUACIS System	CS: Corporate Services	New services for customer accounts options in addition to existing availability of alternate formats.	<p>Completed the expansion of customer accounts online system, to include the online change of ownership service and paperless billing option for property tax and water sewer bills. In 2019, a new water billing system will be implemented to include the following features:</p> <ul style="list-style-type: none"> <li>• Set up automated payments through debit or credit card;</li> <li>• Stop, move or start a new service;</li> <li>• Schedule an appointment to service water meter equipment;</li> <li>• View water consumption; and,</li> </ul>	2016	2019	Ongoing

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<ul style="list-style-type: none"> <li>Register for alerts when water consumption is higher than usual.</li> </ul>			
ottawa.ca Accessibility	SIPD: Service Innovation & Performance	Ensure everyone has access to the information on ottawa.ca.	<p>Significant work was completed in 2018 regarding accessible content on ottawa.ca including: enhancing all online By-laws to Hypertext Markup Language (HTML), and HTML By-laws to accessible versions (zoning By-law is in progress), fixing broken links, misspellings, alt tags, and more. The accessibility rating of the website moved from 65 to 96 out of 100 through the City's automated validation service in comparison to an industry benchmark of 67. In 2019, work on ottawa.ca on broken links, misspellings and the zoning By-law will continue; and workshops will be offered to publishers on alternative text, headings, and link text. Technical work will be done to simplify the creation of accessible tables.</p>	2016	2020	Ongoing
Website Compliance	All departments	Ensure all City websites and the content on those websites are Web Content Accessibility Guidelines 2.0 AA compliant.	<p>Sites managed by ServiceOttawa (ottawa.ca, MySO, documents.ottawa.ca, so311, serviceottawa.ca, online forms, and In My Neighbourhood) are monitored for accessibility through a validation tool. Identified issues are sent to publishers to update, to web services to remediate, or to Information and Technology</p>	2016	2020	Ongoing

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			Services for technical changes. All updates for these platforms are tested for web accessibility compliance prior to launch.			
Emergency Public Notification System	EPS: Emergency & Protective Services	Provide an accessible emergency alert notifications system.	Procurement of an accessible Public Notification System that generally consist of a mix of traditional radio and television media broadcasts, Twitter broadcasts was researched and was not viable, as the technology does not currently exist.	2017	2018	Complete
Enterprise Architecture	CS: Corporate Services	Ensure accessibility requirements are included in every software project throughout its lifecycle.	This will continue as part of regular ongoing business.	2016	2018	Complete
Website Refresh	OPH: Ottawa Public Health	All hosted OPH websites are being amalgamated into one platform which will bring them to AODA 2.0 AA compliance.	OPH has received confirmation that website is compliant and will continue to monitor and maintain compliance.	2017	2018	Complete
Pictogram Project	OPL: Ottawa Public Library	To benefit those who are more visual, have difficulty	The installation of the pictograms was completed and in 2019, a review of the pilot will be	2016	2019	Complete

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		reading small print and/or have difficulty with print.	conducted to determine the value of the pictograms and branch interest in the expansion.			
Printed Outreach Material for Children	PWES: Public Works & Environmental Services	Ensure all Environmental Services Department children's outreach materials are accessible to children with disabilities.	Online resources for children are reviewed as part of an accessibility review of Portable Document Formats (PDF). Accessible formats are available upon request; ex. braille recycling brochure via vendor. Outreach materials are always created according to accessibility standards. Content and materials are reviewed regularly, and updates are mindful of incorporating accessibility. This exercise also includes operational communications, and notices, etc.	2016	2016	Complete
Claims Process: Creating Accessible Templates	CC&S: City Clerk and Solicitor	Ensure that standard electronic claims templates are more accessible to individuals with blind and partially sighted.	Completed in 2017.	2016	2017	Complete
Video on How the City Budget is Developed	CS: Corporate Services	Provide information in an accessible video format on how the city budget is developed.	Completed in 2017.	2016	2017	Complete

Information and Communications Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Launch the Web Quality Assurance Program.	Completed in 2016.	2015	2016	Complete



## Transportation Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Vehicle for Hire Accessibility Levy	EPS: Emergency and Protective Services	Increase accessibility of transportation services for people with disabilities.	The new Vehicle-for-Hire (VFH) By-law was implemented in 2016. By-law & Regulatory Services (BLRS) continues to negotiate a voluntary, per trip accessibility surcharge agreement with each new private transportation company that is licensed. A VFH Accessibility Levy public consultation was completed in 2018. Emergency and Protective Services is developing a staff report with recommendations from the VFH Accessibility Fund Steering Committee on how to spend the funds for consideration and final approval in Spring 2019.	2016	2019	Ongoing
Stage 2 O-Train Confederation and Trillium Lines Accessible Design	Transportation Services	Ensure Stage 2 of Rail implementation is accessible to people with disabilities.	Continued preliminary engineering studies, as well as the design of 24 new stations and infrastructure supporting 44 km of light rail extensions and additional light rail vehicles.	2017	2023	Ongoing
NEW: O-Train Line 1, the Confederation Line, Outreach and Familiarization	Transportation Services	Develop a familiarization plan prior to the opening of the Confederation O-train Line, to	Piloted some initial outreach to persons with disabilities at OC Transpo's train simulator, as well as in O-Train Line 2, the Trillium Line, stations and vehicles.	2018	2019	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		ensure community stakeholders and customers with disabilities, have additional time to be introduced to the new stations.				
Accessible Design – Duty to Consult	Transportation Services	Consult with persons with disabilities to ensure their needs are considered at all phases of the Stage 2 project.	Incorporated fully accessible public washrooms into the preliminary designs for the Stage 2 O-Train stations at Trim Road, Moodie Drive, Baseline Road and Limebank Road, as approved by Council. Ensured accessible local pedestrian pathways were integrated into the preliminary design for Stage 2 stations. Presented the Stage 2 Plan to the Accessibility Advisory Committee on June 19, 2018.	2017	2023	Ongoing
Accessible Design – Exit Route Planning	Transportation Services	Ensure emergency exits and plan exit routes for people with disabilities.	Incorporated elevators leading to the platforms in the preliminary design of certain Stage 2 O-Train stations for use by customers in the event of an emergency evacuation. In addition, all station designs have achieved AODA and Ontario Building Code compliance in providing emergency exits and planned exit routes for persons with disabilities. Also conducted a large-scale emergency exercise at Lyon Station on	2017	2023	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<p>September 12, 2018 to prepare first responders, such as police, fire, paramedics and other emergency personnel. The exercise involved dozens of volunteers, including several persons with disabilities, in a simulated emergency in the underground tunnel. Information gathered during the exercise will help the City ensure the safety of all customers in the event of an emergency.</p>			
<p>Bus Stop Accessibility Review</p>	<p>Transportation Services</p>	<p>Review current on-street bus stops to identify barriers to access.</p>	<p>Continued the review of all on-street bus stops in 2018. This review, which started in 2017, will provide OC Transpo with baseline data on the accessibility of the city's on-street bus stops. The information gathered will assist in identifying barriers and prioritizing future accessibility improvements. To date, OC Transpo has assessed almost 58 per cent of its more than 5,500 on-street stops.</p>	<p>2017</p>	<p>2020</p>	<p>Ongoing</p>
<p>Cooperative Seating Signage Review</p>	<p>Transportation Services</p>	<p>Enhance the visibility of cooperative seating areas to increase customers awareness.</p>	<p>A review of the signage on bus and trains will take place after Line 1 has opened. The current signage design is based on an extensive review of industry best practices (bus environment) conducted in 2009.</p>	<p>2017</p>	<p>2019</p>	<p>Ongoing</p>

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Digital Navigation for Customers at Transit Stations	Transportation Services	Investigate the use of smartphone and beacon technology as a means of improving navigation inside and around transit stations for persons who are blind or partially sighted.	Continued to look at the available digital navigation technologies and solutions, as well as monitor emerging trends and developments.	2018	2020	Ongoing
OC Transpo Bus Replacement	Transportation Services	Replace conventional OC Transpo buses that reach the end of their life cycle.	<p>Ordered 79 forty-foot conventional transit buses from Nova Bus. The new vehicles will be fully accessible to all customers, and will have a few new accessibility features:</p> <ul style="list-style-type: none"> <li>• Allocated spaces for customers using mobility devices will have “theatre-style” flip-down seats creating a greater versatility of uses for customers with walkers, service animals, and strollers.</li> <li>• A second next-stop-announcement sign will be located towards the back of the bus, providing those who are rear facing with easier visual access to next stop information.</li> <li>• Interior and exterior speakers will be upgraded to provide improved sound quality and durability.</li> </ul>	2018	2022	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Presto Passes on Para Transpo	Transportation Services	Streamline the use of Presto passes on Para Transpo.	Began working on a process that will streamline the use of Presto passes on Para Transpo. This process will enable Para Transpo customers using a Presto card with a monthly pass to register their Presto card number in advance with Para Transpo. This will give Customer Service Centre staff the ability to verify in advance that a monthly pass is loaded and enter a monthly pass into the ParaPay system. As a result, customers who are boarding a Para Transpo vehicle will just show their Presto card. This will shorten the boarding times for customers, who currently have to show the Operator their Presto card and proof-of-payment, and have the Operator fill out a receipt.	2018	2018	Ongoing
Next Stop Interior Bus Announcements	Transportation Services	Provide communication support to customers through interior audible and visual announcements on route.	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 staff, such as Transit Supervisors doing regular in-service checks, as well as through feedback provided by both customers and Operators. Also, assembled an internal working group to do an assessment of the hardware and software used in the next stop announcement system (NSAS), and look at measures to improve	2016	2020	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<p>its function. Actions taken in 2018 include the following:</p> <ul style="list-style-type: none"> <li>• Incorporated higher quality speakers into new bus purchases.</li> <li>• Updated Operators' work instructions to check NSAS speakers are audible and report any defective speakers on the bus prior to starting their route.</li> <li>• Examined opportunities to increase or enhance maintenance of the NSAS.</li> <li>• Added reminders to call out stops in service bulletins and radio messages advising Operators of temporary detours or changes to planned routes.</li> </ul>			
O-Train Confederation Line Opening	Transportation Services	Improve the accessibility of Ottawa's rapid transit network through the opening of Stage 1 of the O-Train Confederation Line.	Open O-Train Line 1, the Confederation Line, from Blair Station to Tunney's Pasture Station, in 2019. Once opened, it will transform Ottawa's rapid transit network, resulting in the opening of 13 new light rail stations and the introduction of 34 new light rail transit vehicles, all of which will be fully accessible to customers.	2018	2019	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
Stage 1 O-Train Confederation Line Station Pedestrian Connections	Transportation Services	Enhancing pedestrian access to Confederation Line stations from adjacent neighbourhoods.	Completed the installation of curb ramps with tactile walking surface indicators (TWSIs) at a number of pedestrian intersections leading to O-Train Line 1, the Confederation Line, stations and facilities. These curb ramps with TWSIs improved access to the stations for persons with mobility related disabilities and for those who are blind and partially sighted. Locations included Booth Street (at Pimisi Station), Queen Street (at Lyon and Parliament Stations), and at the exterior of Hurdman and Lees Stations. Also installed lighting along the multi-use pathway between the uOttawa and Hurdman O-Train Line 1, the Confederation Line, stations. This work will be completed in 2019.	2016	2019	Ongoing
Para Transpo Operations Review	Transportation Services	Review of Para Transpo operations, including eligibility criteria, trip cancellation, trip prioritization, booking and customer service.	<p>Implemented a number of measures with the goal of expanding Para Transpo eligibility and improving customer service:</p> <ul style="list-style-type: none"> <li>• Adopted three categories of eligibility – full, temporary and conditional, which reflect customer requirements more accurately.</li> <li>• Implemented the eligibility application and assessment process where qualified healthcare professionals from Lifemark, which runs a number of local physiotherapy and occupational therapy clinics, review and assess all customer applications. Lifemark</li> </ul>	2016	2018	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<p>also conducts in-person functional assessments in cases where an application does not demonstrate a clear need for Para Transpo service.</p> <ul style="list-style-type: none"> <li>Started work on developing the formal eligibility appeals process for applicants who have been denied eligibility.</li> </ul>			
Rural Transportation Partnership	Transportation Services	Partner with community support service (CSS) agencies in the provision of transportation services to older adults and persons with disabilities in the rural area.	Provided \$606,000 in funding to three rural CSS agencies for the delivery of transportation services to seniors and persons with disabilities in the rural area. In 2018, the CSS agencies experienced continued demand for their transportation services. The agencies provided 10,775 one-way trips, including 6,194 to customers who were Para Transpo registrants/eligible. The CSS agencies were able to meet about 98 per cent of all trip requests.	2016	2020	Ongoing
Transit Station and On-Street Stop Improvements	Transportation Services	Remove physical barriers in the built environment and enhance access to public transit services and facilities for persons with disabilities.	<ul style="list-style-type: none"> <li>Improved accessibility at about 245 on-street bus stops in 2018, including approximately 152 done in collaboration with Infrastructure Services with funding provided through the federal Public Transit Infrastructure Fund. Accessibility 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.</li> </ul>	2016	2020	Ongoing



Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<ul style="list-style-type: none"> <li>• Improved the Para Transpo loading zone on Melrose Avenue, near the Ottawa Hospital Civic Campus, with the addition of a more generous boarding area, curb ramp and signage.</li> <li>• Added accessible exterior benches at six on-street bus stops, including: stops on Strandherd Drive at Cresthaven Drive, Olmstead Street at Heritage Maple Way, and Olmstead Street at McArthur Avenue; as well as stops on Lola Street at Presland Road, Queen Mary Drive at Vera Street, and Vanier Parkway at Queen Mary Drive, which were done in partnership with the City's Building Better Revitalized Neighbourhoods initiative.</li> </ul>			
Transit Station and Park & Ride Accessibility Improvements	Transportation Services	Enhance universal access to transit stations and Park & Rides through the renovation and maintenance of existing facilities.	<p>Improved universal access to transit stations and Park &amp; Rides:</p> <ul style="list-style-type: none"> <li>• Installed 33 new accessible exterior benches at 10 transit stations to improve the seating options for customers.</li> <li>• Improved the Fallowfield Station Park &amp; Ride by installing a larger passenger-loading zone, and seven additional accessible parking spaces. The parking area now has 28 accessible parking spaces with access aisles, including 15 larger van-accessible spaces, meeting AODA standards.</li> <li>• Installed a number of more accessible pedestrian crosswalks and curb ramps,</li> </ul>	2016	2020	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<p>improving exterior paths of travel at Fallowfield and Terry Fox Stations.</p> <ul style="list-style-type: none"> <li>Improved lighting on Riverside Station's platforms with the installation of LEDs.</li> <li>Resurfaced the stairs at Place d'Orléans Station to improve visibility and grip.</li> </ul>			
NEW: Bus Signage Improvements	Transportation Services	Enhance visibility and legibility of OC Transpo bus destination signage.	Changed the letters on OC Transpo buses' exterior destination signs from all upper-case letters to a mix of upper and lower-case. This change made the signage easier to read and gave words a more defined shape, making them easier to identify from a distance.	2018	2018	Complete
NEW: Transit By-law Updates	Transportation Services	Updated the Transit By-law to align with upcoming changes to the way transit will operate with the introduction of O-Train Line 1, the Confederation Line.	<p>Revised the Transit By-law, with the approval of City Council, in March 2018:</p> <ul style="list-style-type: none"> <li>Updated terminology used with respect to accessibility (e.g. definitions of service animals and mobility aids) to more closely reflect current legislation; and,</li> <li>Introduced a policy that directs customers with bicycles to only board at the train's first door. This will ensure that seven of the eight co-operative seating areas on each train will be exclusively for customers who need this seating, such as persons with disabilities.</li> </ul>	2018	2018	Complete
Exterior Bus Stop Announcements	Transportation Services	Expand the next stop announcement system on buses to	This project is now complete. However, ongoing monitoring and maintenance of the exterior bus	2016	2017	Complete

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		provide audible exterior pre-boarding announcements of the route and destination.	announcement system will continue as part of OC Transpo's regular operations.			
Accessible Websites and Applications	CS: Corporate Services	Support implementation of refreshed Accessible Web Publishing, Testing and Auditing Procedure.	In 2018, the City approved a new Accessible Web Policy to clarify roles and responsibilities are clear. This replaced the previous procedure that was in place.	2015	2020	Complete
Conventional Transit Fare Changes	Transportation Services	Implement fare changes for low-income customers.	Implemented the new single-ride e-purse fare on January 1, 2018 for customers eligible for the EquiPass or Community Pass. This single-ride price of \$1.75 provides a 50 per cent discount on the regular adult fare, providing a lower-priced option for individuals or families who either cannot afford or do not require a monthly EquiPass or Community Pass. The EquiPass is available to customers below the low-income threshold, while the Community Pass is available to Ontario Disability Support Program recipients.	2017	2018	Complete
Pedestrian Crossovers (PXO)	Transportation Services	Install pedestrian crossovers, which allow pedestrians to	Completed the installation of 45 PXOs in 2018. These features make it easier and safer for residents, particularly children, older adults and	2016	2018	Complete

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		cross streets safely in locations where no crossings existed before.	persons with disabilities, to walk around their own neighbourhoods. PXOs give pedestrians the right of way over vehicles and cyclists, and in many cases, safely reduce walking distances for residents. The three-year Pedestrian Crossover Pilot Project ended on December 31, 2018. However, as part of the 2019 Budget, \$500,000 in capital funding was identified for Pedestrian Crossovers. In 2019, staff will continue to install as many pedestrian crossovers as financially and operationally feasible. Additionally, staff is bringing forward a report to Transportation Committee and City Council in spring 2019, which will present the results of the three-year pilot project and will recommend that in addition to the \$500,000 in capital funding, Council approve the allocation of two full-time equivalent staff and the necessary operating funds in the 2020 Budget to further support the program.			
Taxi Coupon Program	Transportation Services	Promote the current Taxi Coupon Program, which provides discounted taxi fares to Para Transpo customers,	Continued to encourage the use of the Taxi Coupon Program through promotion and outreach. 1,840 customers purchased more than 20,052 taxi coupon books in 2018. The program enables customers to book their own trip from participating Ottawa taxi companies and save 40	2016	2020	Complete

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		as an alternative to Para Transpo.	per cent off the regular fare. This will continue as part of part of regular ongoing business.			
Transportation Services Accessibility Training	Transportation Services	Accessibility training for Transportation Services staff consistent with the AODA and other applicable legislation, standards and policies.	<p>Provided dementia awareness training to 217 employees in collaboration with the Alzheimer Society of Ontario. This training, called “Living Safely in the Community,” addressed what staff could do to help keep people with dementia safe, and was delivered to training instructors, as well as Electric Rail and Para Transpo Operators. In 2019, dementia awareness will be included in the training for all new Para Transpo Operators.</p> <p>Provided accessibility training to 95 new conventional transit Operators (through New Bus Operator Training) and to 132 current Para Transpo Operators (through Para Pro refresher training). Included in their curriculum was training on the AODA standards, interacting with persons with various types of disabilities, safe use of accessibility equipment, and emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p> <p>Conducted two “Let’s Talk about Accessibility” sessions for 37 Operators in August 2018. These sessions provided Operators with tips on the provision of accessible service and a first-person account of the impact accessible service can</p>	2016	2020	Complete

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
			<p>have on a person with a disability. These sessions were supplemented with regular internal communications to Operators through a variety of mediums, including OC TV, which provides visual information in staff lounges and common areas. Continue to provide more “Let’s Talk about Accessibility” sessions and additional communications on accessibility to Operators in 2019.</p>			
<p>Para Transpo Fare Changes</p>	<p>Transportation Services</p>	<p>Simplify and streamline Para Transpo fares, as set by City Council in the 2017 budget.</p>	<p>Completed. See previous reports for details.</p>	<p>2016</p>	<p>2017</p>	<p>Complete</p>
<p>Transit Service Expansion in Advance of Stage 1 and 2</p>	<p>Transportation Services</p>	<p>Expand transit service to growing areas of the city and in support of Stage 1 and 2 O-Train Confederation and Trillium Line expansion.</p>	<p>Work completed in 2017.</p>	<p>2016</p>	<p>2017</p>	<p>Complete</p>
<p>Para Transpo Vehicle Replacement</p>	<p>Transportation Services</p>	<p>Complete the replacement of the current Para</p>	<p>Completed in 2016.</p>	<p>2016</p>	<p>2016</p>	<p>Complete</p>

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	2018-2019 Update	Start	End	Status
		Transpo mini-bus fleet, thereby improving customer accessibility and convenience.				
Para Transpo Drivermate Mobile Data Terminal (MDT)	Transportation Services	Enhance customer convenience by providing real-time arrival information through the rollout of GPS technology on taxis contracted with Para Transpo.	Completed in 2017.	2016	2017	Complete