

2017 Update of Accessibility Initiatives in the City of Ottawa 2016-2020 Municipal Accessibility Plan

For updates to the status 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	Action(s)	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.	Increase in accessible vote tabulators to accommodate population growth.	2018	2018	Ongoing
Accessibility Design Standards - Accessibility During Construction Workshop	PIED: Planning, Infrastructure & Economic Development	Enhance accessibility during construction.	Deliver Accessibility During Construction workshops upon request to internal and external stakeholders and continue to focus on accessibility during construction via site visits.	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.	People with disabilities will benefit from being better able to access the services offered by the business community in Ottawa	2016	2020	Ongoing
Accessibility Lens	PIED: Planning, Infrastructure & Economic Development	Expand options and increase awareness of accessibility supports.	Continue to increase knowledge and awareness of accessibility lens in Human Resource practices through internal communications, one-on-one dialogue and training.	2016	2020	Ongoing
Accessibility Service Request snapshots	PWES: Public Works & Environmental Services	Assist Public Works employees to take accessibility needs into consideration when performing their daily work.	Provide managers with a monthly update of accessibility service requests that their respective branch receive.	2016	2018	Ongoing
Accessible Customer Service	CC&S: City Clerk and Solicitor	Support ongoing learning in Accessible Customer Service principles.	Develop flash cards with “tips and tricks” and a “flip book” by topic on the principles of accessible Customer Service.	2015	2017	Complete

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
NEW: Accessible Holds	OPL: Ottawa Public Library	Great for anyone with mobility issues, arthritis and people in wheelchairs.	Branches will create space (if interest is expressed) at a more accessible area on their hold shelves for customers who have difficulty reaching high or low for their holds.	2016	2017	Ongoing
Accessible Parking	EPS: Emergency & Protective Services	Ensure accessible parking is available to those who have accessible parking permits.	Train all By-law officers on enforcement of accessible parking provisions and provide one Parking Control Officer dedicated to addressing the fraudulent use of accessible parking permits.	2016	2020	Ongoing
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.	Continue to assess and revise Parks Recreation and Cultural Services programming options to increase participation in recreational programs that accommodate individuals with special needs due to disabilities.	2016	2016	Ongoing
Awareness Training for Managers	SIPD: Service Innovation & Performance	Increase awareness of managers about diversity and their duty to accommodate with a resulting increase in the degree that the workplace is barrier free for employees with disabilities.	Deliver training for managers about leading a diverse workforce to refresh managers' knowledge of human rights legislation, duty to accommodate, employment equity, harassment and respectful workplace policies	2017	2017	Ongoing
Departmental Communications with People with Disabilities	CCS: Community and Social Services	Enhance knowledge of the Accessibility Policy among staff.	Develop a communication strategy to increase the knowledge of Community and Social Services staff on the AODA Standards and the City's Accessibility Policy and ensure a direct positive impact to persons with disabilities and accessibility of programs and services.	2016	2020	Ongoing

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Equity and Inclusion Lens Training	CCS: Community and Social Services	Enhance staff knowledge of Equity and Inclusion 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.	2016	2018	Ongoing
General Awareness	SIPD: Service Innovation & Performance	City staff and Human Resources staff will increase awareness and understanding of the needs of people with disabilities.	Through the Corporate Equity and Inclusion Plan and Human Resource's Diversity Plan, organize and attend internal and external events, diversity cafes, panel presentations, EARN events, etc.	2016	2020	Ongoing
Library Card Enhancements	OPL: Ottawa Public Library	Increase Library Services access to more residents.	For customers with disabilities who live in assisted living homes/care homes who have a difficulty getting a library card, this new status would allow anyone in Ottawa to obtain a library card giving them access to our services, Wi-Fi and materials (limited checkout number).	2016	2017	Ongoing
Library Self-Serve Kiosks	OPL: Ottawa Public Library	Reassess design and set up of self-service kiosks at Library locations.	All branches converting to new self serve options will have at least one kiosk which is height adjustable.	2016	2018	Ongoing
Maintenance of Training Program	SIPD: Service Innovation & Performance	Ensure corporate and WCAG trainings are provided, relevant and utilized.	Conduct regular assessments and related reviews.	2016	2020	Ongoing
New Dental Clinic for Wabano Center for Aboriginal Health	OPH: Ottawa Public Health	Provide enhanced services to the Aboriginal community and provide accommodation to persons with mobility disabilities.	Redesign the existing Wabano Health Centre to construct a new dental clinic designed with accessibility features including accommodation for patients who use mobility devices.	2016	2020	Complete

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	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.	Approve a by-law to permit the City to enforce Municipal and Provincial regulations governing outdoor patios operated by private business on City road allowance.	2016	2017	Ongoing
Outreach	Transportation Services	Make residents aware of transportation services available to seniors and persons with disabilities.	Deliver community outreach sessions throughout the city; in partnership with various community agencies.	2015	2016	Ongoing
Partnership with CNIB	OPL: Ottawa Public Library	Improve services to residents who are blind or have low vision.	Hold bi-annual meetings with CNIB to review services and programs and make changes based on recommendations.	2016	2020	Ongoing
Policy Development	CC&S: City Clerk and Solicitor	Provide clarity regarding accessibility considerations in Council reports.	Revise the Accessibility Impacts Checklist.	2016	2017	Ongoing
Public Engagement	CCS: Community and Social Services	Ensure Community and Social Services stakeholder engagement events are more accessible.	Every Community and Social Services public engagement event will include a statement inviting attendees to declare any requirements for accommodations and all accommodation requests will be met using corporately available assistive technology.	2016	2020	Ongoing
Public Engagement	CS: Corporate Services	Provide an interactive budget education and consultation tool to enhance current budget information and concepts and improve overall access to budget consultation process.	Investigate feasibility of implementing an accessible online budget education and consultation tool.	2016	2017	Ongoing
Public Engagement - Outreach	CC&S: City Clerk and Solicitor	Reach out to community organizations and interested persons through electronic communications.	Build distribution list and e-subscription service to share accessibility news with residents.	2015	2020	Ongoing

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Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Public Engagement Communications	PIED: Planning, Infrastructure & Economic Development	Continue to increase awareness of accessibility requirements for people with disabilities and promote a barrier-free approach for planning public engagement activities.	Continue to increase knowledge, awareness and practices through general application of accessibility lens in departmental communications, bulletins and training related to public engagement for open houses, meetings, training sessions and planning primers.	2016	2020	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.	Building Code Services will promote accessibility awareness in the International Building Safety Month and provide information on AODA requirements related to the Building Code.	2017	2017	Ongoing
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.	Promotion of an accessibility lens in urban design and planning within the housing market through an interactive presentation and/or round table discussion coordinated with key stakeholders from the development industry and City of Ottawa.	2017	2017	Ongoing
Public Engagement: Education and Awareness Campaigns: Streetside Spots	PIED: Planning, Infrastructure & Economic Development	Provide informational fact sheets with an accessibility lens on Streetside Spots for business owners and on Ottawa.ca for the general public.	Promotion of accessibility awareness in the launch of Streetside Spots.	2016	2017	Ongoing
NEW: Purchase more Large Print books	OPL: Ottawa Public Library	Will help our older adult population and those with low vision who like to read books.	Content services is making a conscious effort to purchase new large print books.	2016	2020	Ongoing

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Registration Assistance	RCFS: Recreation, Cultural and Facility Services	Improve access to registration services for recreation clients who require alternative services.	Develop a single point of contact to complete transaction; apply for subsidy (Hand in Hand or other) Counter/point of sale option for the Special Needs Unit through telephone registration, front counter registration and/or other modifications to existing or new processes.	2016	2016	Ongoing
Respectful Workplace Training	SIPD: Service Innovation & Performance	Have employees become more familiar with types of workplace harassment and discrimination and the duty to accommodate; the training includes the different types of learning disabilities and the many ways to accommodate people with learning disabilities.	Deliver training to new and existing employees as well as intact training to departments to foster a respectful workplace (includes training to increase the understanding of learning disabilities and leading a diverse workforce).	2016	2020	Ongoing
Scent Free Guidelines Awareness Campaign	SIPD: Service Innovation & Performance	Increase employees and the community's awareness of the Scent Free Guidelines.	Promote a campaign to inform employees and the community of the City's Scent Free guidelines.	2016	2017	Ongoing
NEW: Sensory Story Time	OPL: Ottawa Public Library	Perfect for customers who have lower attention span, or lower vision. Great for the deaf/blind community. This program can also be altered for adults as well as children.	Develop a workshop for staff interested in learning how to perform a sensory story time which focuses on people's 5 senses rather than a traditional sit and listen story time with a book.	2017	2020	Ongoing
Service Delivery Enhancements	OPH: Ottawa Public Health	Make Public Health services more accessible to Ottawa residents.	Review of sites to be geographically located in the community and the potential inclusion of a mobile van to bring services closer to residents.	2016	2016	Complete

Customer Service Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Taxi Bylaw Review and the Taxi and Limousine Regulation and Service Review	EPS: Emergency & Protective Services	By-law & Regulatory Services is undertaking the Taxi and Limousine Regulation and Service Review to examine the City's taxicab and limousine industries in respect of service delivery to residents and visitors, together with the current regulatory framework and new transportation-for-a-fee service models.	Anticipated to be complete in Q1 2016 and depending on the results and recommendations of the Review, the objectives may be incorporated into By-law's administrative and enforcement operations.	2016	2017	Ongoing
Tracking Accessibility inquiries/questions	OPL: Ottawa Public Library	Library Services will have a better idea of what questions and inquiries staff receive which can reflect any changes needed in branches or training for staff.	Utilize a tracking program called Gimlet which allows staff to track customer service interactions.	2016	2016	Complete
Tracking Accessibility inquiries/questions	PWES: Public Works & Environmental Services	Allow for accurate tracking and awareness of all accessibility service requests that come to Public Works to assist in making informed decisions regarding accessibility accommodations.	Refine and streamline the process for tracking accessibility related service requests that are received by Public Works.	2016	2018	Deferred
Travel Training	Transportation Services	Increase the knowledge of persons with disabilities, seniors and new Canadians on the use of public transit	Continue to promote travel training to persons with disabilities, seniors and new Canadians throughout the community.	2016	2020	Ongoing
NEW: Refresher Accessibility Training Accessible Customer Service	CCS: Community and Social Services	<p>CSSD services are inclusive and provided in a way that respects the dignity and independence of persons with disabilities.</p> <p>Continue to promote best practices related to Accessible Customer Service to our residents, staff and community.</p>	<p>1. Delivery of the AODA Customer Service Refresher training will prioritize those employees who are the first point of for clients, residents, and families.</p> <p>2. Use the refresher training material in team meetings as a quick and interactive tool to remind all employees who serve clients of AODA Customer Service principles and policies.</p>	2017	2018	

Built Environment Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Accessibility Design Standards	PWES: Public Works & Environmental Services	Ensure that all key staff within our Facilities unit are briefed on the new Accessibility Design Standards and duty to consult requirements.	Train key Facility and Environmental Engineering staff.	2016	2016	Complete
Accessibility Design Standards – Duty to Consult	PIED: Planning, Infrastructure & Economic Development	Ensure Infrastructure Services branch is fully aware of legislated duty to consult requirements.	Infrastructure Services branch has developed a departmental strategy to meet the legislated duty to consult.	2016	2020	Complete
Accessibility Design Standards – Promotion	PIED: Planning, Infrastructure & Economic Development	Ensure staff and internal/external stakeholders are aware of the updated Accessibility Design Standards (ADS).	Provide information sessions to departments.	2016	2020	Ongoing
Accessibility Design Standards - Awareness Training	All departments	Increase incorporation of accessible design standards in construction of new facilities and renovation of existing facilities leased or operated by City will remove barriers for people with disabilities.	Presentation from Infrastructure Services branch about the City's new Accessibility Design Standards.	2016	2017	Ongoing
Accessibility Design Standards Roll Out Sessions	PIED: Planning, Infrastructure & Economic Development	Increase awareness of the ADS and the updates of the second edition will ensure that it is followed and both new construction and retrofit projects are designed and constructed accessibly.	Ensure staff both internal and external stakeholders are aware of the updated ADS.	2016	2017	Ongoing
Accessibility During Construction	PIED: Planning, Infrastructure & Economic Development	Ensure easy mobility through construction sites.	Continue focus on accessibility during construction via site visits.	2016	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Accessible Pedestrian Signals	Transportation Services	Increase accessibility for pedestrians with visual impairments.	Increase accessibility for pedestrians by reaching the goal of 85% of City intersections being equipped with Audible Pedestrian signals by 2020.	2016	2020	Ongoing
Annual Accessibility Theme	PIED: Planning, Infrastructure & Economic Development	Broaden awareness that accessibility of the built environment benefits everyone.	Develop a theme and materials related to accessible design and construction and share with internal and external stakeholders throughout the year.	2016	2020	Deferred
Annual Education Series with private contractors	PIED: Planning, Infrastructure & Economic Development	Increase accessibility awareness of both internal staff and external partners in the design and construction process.	Half day education sessions will be dedicated to accessibility. Participants include City staff, design consultants and construction contractors.	2016	2020	Ongoing
Annual Updates to Standard Tender Documents	PIED: Planning, Infrastructure & Economic Development	Continuous improvement of engineering standards results in increased accessibility of the built environment.	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.	2016	2020	Ongoing
Barrier Removal Program	PIED: Planning, Infrastructure & Economic Development	Barrier removal to increase accessibility at City facilities and City parks and paths.	Utilize the approved budget to conduct retrofit work and remove barriers identified through audits of existing City facilities, play structures and pathway systems.	2016	2020	Ongoing
Central Library	OPL: Ottawa Public Library	Ensure accessibility for all residents.	Ensure the construction of the new Central Library meets and exceeds Accessibility Design Standards.	2018	2020	Ongoing

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Enhance Accessibility of Facilities	RCFS: Recreation, Cultural and Facility Services	Accessible park features will be available on Ottawa.ca. All new accessible features (including specialized fitness equipment) will be made available to the public on Ottawa.ca.	<ol style="list-style-type: none"> 1. Outdoor Spaces project: audit recently built parks to identify accessibility features; 2. Recreation Centers Accessibility Features 2016 data base update; and 3. Training for staff on the new Accessibility Design Standards 	2016	2020	Ongoing
Information Sessions: Accessible Design Standards and Site Plan Checklist	PIED: Planning, Infrastructure & Economic Development	Create a more informed and engaged development community and continuous improvements in accessible design.	Provide training and information sessions for applicable City staff on the ADS, delivered by Infrastructure Services Department with a component on how to use the Site Plan Checklist being delivered by Planning and Growth Management.	2016	2016	Complete
NEW: Partnership with external organizations on built environment best practices	CC&S: City Clerk and Solicitor	Obtain best practices pertaining to the built environment to augment – but not replace – the requirements set out in the Accessibility Design Standards.	Explore potential opportunities to partner with organizations such as the Rick Hansen Foundation (“RHF”) on accessibility initiatives relating to the built environment.	2017	2017	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.	Develop a Pedestrian and Cycling Design Toolbox which promotes accessible design preferences for infrastructure for future roads, sidewalks, multi-use pathways and cycling facilities to support comfortable and accessible travel for all.	2017	2017	Ongoing
Preserving Accessibility	EPS: Emergency &	Work with BIAs to increase accessibility of City sidewalks and reduce the number of	By-Law and Regulatory Services will be proactively engaging the	2016	2016	Complete

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
on City Sidewalks and Pathways	Protective Services	accessibility complaints related to temporary signs.	business community to raise awareness and encourage business owners to consider safety and accessibility when placing temporary signs.			
Property Standards By-law Review	EPS: Emergency & Protective Services	Ensure that an accessibility lens is applied during the Property Standards By-Law review to benefit and accommodate the community of people with disabilities.	Review the Property Standards By-law to ensure that issues, such as property maintenance which impacts many residents, take accessibility into consideration the needs of people with disabilities.	2016	2017	Ongoing
Public Engagement	SIPD: Service Innovation & Performance	Enhance accessibility for City presenters.	Purchase accessible, transportable podium.	2016	2017	Ongoing
Public Engagement	SIPD: Service Innovation & Performance	Enhance accessibility at City events and venues.	Purchase portable accessible ramp.	2016	2017	Ongoing
Public Engagement	SIPD: Service Innovation & Performance	Facilitate wayfinding for people with visual disabilities.	Pilot a wayfinding system leading to client service areas and public meeting rooms at City Hall.	2016	2017	Ongoing
Renovations to the Sexual Health Clinic	OPH: Ottawa Public Health	Create a more accessible and accommodating space for visitors to the Clinic.	Renovate the Sexual Health Clinic lab and waiting room to make the clinic more accessible for staff and visitors.	2016	2016	Deferred
Update Discrepancy Reporting Process	PIED: Planning, Infrastructure & Economic Development	Ensure decisions where staff do not apply the ADS are thoroughly reviewed to ensure the highest level of application and accessibility in City infrastructure.	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.	2016	2020	Ongoing
NEW: Awareness training	CS: Corporate Services	Accessibility design standards awareness training.	Corporate Real Estate Office (CREO - Presentation from Infrastructure Services Department about the City's new accessibility design standards.	2017	2017	New

Built Environment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
NEW: Identifying winter maintenance issues at bus stops	PWES: Public Works & Environmental Services	Transit Services to identify 'hot spot' bus stops where accessibility is an issue as a result of winter maintenance.	Operations be made aware of 'hot spot' bus stops to investigate and action winter maintenance operations as required.	2017	2020	New

Employment Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
2018 Municipal Election – Enhanced Accessibility	CC&S: City Clerk and Solicitor	Having individualized workplace emergency response plans (IWERIs) in place will assist in the safe evacuation planning of employees with disabilities in the event of an emergency.	Elections Office actively offer election workers individualized workplace emergency response plans to ensure they can safely exit a voting place in an emergency situation.	2018	2018	Ongoing
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.	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.	2016	2018	Ongoing
Creating Opportunities	PWES: Public Works & Environmental Services	Increase Environmental Services staffs' awareness about diversity and inclusion opportunities.	Deliver mandatory training of all supervisors/managers on: <ul style="list-style-type: none"> • Leading a Diverse Workforce • Equity and Inclusion Lens • Learning My Way • Respectful Workplace 	2016	2019	Ongoing
Diversity and Inclusion Plan	OPH: Ottawa Public Health	Removing barriers, accommodating special needs, promoting hiring of people with disabilities, and fostering a respectful and supportive workplace.	Incorporate a Health Equity lens in Ottawa Public Health programs and services to increase Information Technology Services workforce diversity to address under- represented groups.	2016	2016	Complete
Employment Opportunities for People with Disabilities	SIPD: Service Innovation & Performance	Facilitate access to employment opportunities for people with disabilities.	Via the Employment Accessibility Resource Network (EARN), create an online “one-stop shopping” site of employment opportunities.	2016	2018	Complete

Employment Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
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.	Managers and supervisors within the City Clerk and Solicitor Department review information and develop communications about developing IWERIs with staff.	2016	2020	Ongoing
Outreach and Recruitment	SIPD: Service Innovation & Performance	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 to encourage applications from people with disabilities.	2016	2020	Ongoing
Work experience partnership	Transportation Services	Work experience program for approximately 18 people with disabilities in partnership with a number of agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board.	Continue the work experience program in partnership with Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board.	2016	2020	Ongoing
Workplace Accommodations	SIPD: Service Innovation & Performance	Increase management and staff knowledge and understanding about workplace accommodations.	Create an e-learning module to support the Workplace Accommodation policy for people with disabilities.	2016	2016	Complete
NEW: Accessibility awareness for Managers	CS: Corporate Services	Increase of knowledge.	Corporate Real Estate Office (CREO -Distribute accessibility awareness flashcards to Managers to refresh managers' knowledge of accessibility.	2017	2017	New

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	Action(s)	Start	End	STATUS
Accessibility Services Refresh	CC&S: City Clerk and Solicitor	Increase accessibility information on Ottawa.ca.	Create more content on Ottawa.ca about accessibility programs, information and links to accessibility-related pages of other departments.	2016	2016	Ongoing
NEW: Accessible Canada 150 ipod pilot	OPL: Ottawa Public Library	For all customers who are interested in Canadian pre-loaded content and OPL recorded programs. This helps customers who have difficulty coming to a branch or those with learning disabilities might enjoy listening to a program on their own time and pace (the recording has the ability to pause and rewind) and eliminates the barrier of physically coming into a branch to attend a program.	Offer pre-loaded ipod shuffles in celebration of Canada 150. Ipods will have music, books and audio files of in-branch programs that Ottawa Public Library offers; three or four programs will be selected to be recorded on various themes that are suitable for a large audience. Ipods will be at all branches, bookmobiles and Homebound.	2017	2017	New
Accessible PDFs	SIPD: Service Innovation & Performance	Ensure that all of the PDFs created by ServiceOttawa meet the legislative requirements.	All ServiceOttawa owned PDF documents on the web are AODA compliant, including those produced prior to January 1, 2014.	2016	2020	Ongoing
Accessible program pilot	OPL: Ottawa Public Library	Support customers who are homebound, including older adults who have difficulty coming to a branch or those with learning disabilities might enjoy listening to a program on their own time and pace (the recording has the ability to pause and rewind) and eliminates the barrier of physically coming into a branch to attend a program.	Create audio files of in-branch programs that Ottawa Public Library offers; three or four programs will be selected to be recorded on various themes that are suitable for a large audience.	2016	2016	Complete
Accessible Websites and Applications	CS: Corporate Services	Support and assist City Departments to meet AODA WCAG requirements for IT supported Ottawa.ca public facing applications.	Conduct review of all IT supported Ottawa.ca public facing applications and support workplan	2015	2020	Ongoing

Information and Communication Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
			to make them WCAG 2.0 Level AA compliant by 2021.			
Accessible Websites and Applications	CS: Corporate Services	Enable departments to conduct accessibility testing for Quality Assurance program for web pages.	Approve accessibility testing tools for corporate use and facilitate corporate accessibility tool purchases.	2016	2020	Ongoing
Accessible Websites and Applications	CS: Corporate Services	Support implementation of Accessible Web Publishing, Testing and Auditing Procedure.	Provide technical support for accessibility tools.	2015	2020	Ongoing
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Ensure quality of content prior to publishing.	Incorporate accessibility into web publishing guidelines.	2015	2020	Ongoing
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Launch the Web Quality Assurance Program.	Conduct baseline accessibility audits of Ottawa.ca.	2015	2016	Complete
Accessible Websites and Applications	SIPD: Service Innovation & Performance	Provide open data for accessibility-related mobile applications.	Enable public to develop customized applications with open data.	2016	2020	Ongoing
Annual Accessibility Internal Communications Plan	SIPD: Service Innovation & Performance	Ensure managers, supervisors and employees are aware of the City's legislative AODA requirements, training opportunities and rights as it relates to their disabilities.	Develop and deliver a standard communication plan that informs staff, removes barriers and creates equal opportunities.	2016	2020	Ongoing

Information and Communication Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Application Accessibility Maintenance program	CS: Corporate Services	Create consistency in how City applications include and maintain accessibility requirements.	Complete the establishment of a program to track the repair, replacement or elimination of non-compliant public facing web applications to ensure that Information Technology Services supported applications will continue to be accessibility over time. Includes assisting in RFPs for new applications, maintaining current testing tools, working to improve testing consistency, adding accessibility compliance to the project development lifecycle, and updating accessibility development and testing methodologies should WCAG or AODA requirements change.	2016	2020	Ongoing
Claims Process: Creating Accessible Templates	CC&S: City Clerk and Solicitor	Ensure that standard electronic claims templates are more usable to everyone in general, as well as more accessible to individuals with blindness and low vision.	Undertake a review of claims-related word templates and standard email acknowledgements with a view to ensuring they are correctly styled and properly formatted for accessibility purposes.	2016	2017	Ongoing
Corporate accessible templates (formerly Normal.dot update)	CS: Corporate Services	Reduce the possibility of errors in the production of accessible documents.	The rollout of Microsoft Office 2016 has enhanced accessibility features and built-in accessibility checker tools. This feature will have the potential of reducing software costs through the Corporation by eliminating the need for additional licensed products.	2016	2016	Complete

Information and Communication Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
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.	Revitalization of the online Development Application software with e-submission capabilities through the introduction of new Land Management System.	2019	2019	Ongoing
Emergency Public Notification System	EPS: Emergency & Protective Services	Provide emergency alert notifications that generally consist of a mix of traditional radio and television media broadcasts, Twitter broadcasts and postings on ottawa.ca.	Develop new emergency alert notification web application.	2017	2017	Ongoing
Enhance the City's communications channels to promote equal opportunities and improve access	SIPD: Service Innovation & Performance	Improve how the City communicates to people with disabilities.	Track and create an inventory of corporate and departmental communications channels and tactics that remove barriers and create equal opportunities for people with disabilities.	2016	2020	Ongoing
Enterprise Architecture	CS: Corporate Services	Ensure accessibility requirements are included in every software project at project initiation and throughout Information Technology Services lifecycle.	Incorporate accessibility needs into Information Technology Services Project Intake Process.	2016	2017	Ongoing
Intranet	CS: Corporate Services	Increase accessibility of information on internal intranet site to support employees with disabilities.	Apply accessibility techniques on Ozone when new requests are received that Information Technology Services controls such as the framework, main pages requiring scripting and online forms developed by Information Technology Services. Increase staff knowledge by providing accessibility training for web publishing.	2016	2020	Ongoing

Information and Communication Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
MS Office 365/MS Office 2016	CS: Corporate Services	Assist staff in creating accessible documents.	Add training resources such as videos on the accessibility features in the new version of the Microsoft Office 2016.	2017	2018	Ongoing
New property tax and water and sewer bill services on MyService Ottawa and Replace AQACIS System	CS: Corporate Services	New services for customer accounts options in addition to existing availability of alternate formats.	<ol style="list-style-type: none"> 1. Expand customer accounts online system; 2. Implement new water billing system that will include public-facing account features (not available until 2018); 3. Implement accessible online change of ownership service; and 4. Paperless billing for property tax and water and sewer bills. 	2016	2018	Ongoing
Ottawa.ca Accessibility	SIPD: Service Innovation & Performance	Ensure everyone has access to the information on Ottawa.ca.	Re-deploy Ottawa.ca with a fully WCAG 2.0 AA compliant framework and content (excludes applications and PDFs created prior to January 1, 2014); including a rebuild of the Ottawa.ca website addressing accessibility issues currently found within both the content and framework of the site.	2016	2017	Ongoing
NEW: Pictogram project	OPL: Ottawa Public Library	This benefits those who are more visual, have difficulty reading small print, have difficulty with print.	Add to existing project, pictograms are visual representation of OPL's popular non-fiction collection. Looking to add/change images, locations and collections (kids).	2016	2017	Ongoing
Printed Outreach Material for Children	PWES: Public Works & Environmental Services	Ensure all Environmental Services Department children's outreach materials are accessible to children with disabilities.	Review and update outreach materials on the environment used with children to ensure children with disabilities can participate equally in the activities.	2016	2016	Complete

Information and Communication Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Registered 9-1-1 text service for Deaf and Hard of Hearing or Speech Impaired (DHHSI)	EPS: Emergency & Protective Services	Enable text to 9-1-1 for the community of people who are Deaf, hard of hearing and speech impaired.	Deliver the text to 9-1-1 capability for the DHHSI community.	2016	2020	Complete
Social Media Best Practices	SIPD: Service Innovation & Performance	Create a better understanding how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents.	Become subject matter experts on understanding the strengths and weaknesses of social media channels and tactics as in relation to meeting accessibility requirements.	2015	2018	Ongoing
Website Compliance	All departments	Ensure all City websites and the content on those websites are WCAG 2.0 AA compliant.	Test, audit and remediate all City websites and the content on those websites.	2016	2020	Ongoing
New: Video on how the City budget is developed	CS: Corporate Services	Provide information to residents using simple and clear language in a video format on how the city budget is developed to increase transparency and knowledge. Video format assists people who have difficulty reading print due to a visual, physical or learning disability.	Used a doodle video and a presentation video for ease of access.	2016	2016	Complete
New: Review web pages for accessibility	CS: Corporate Services	Accessible web content review.	Ensure web content for City real estate properties for sale and lease is accessible by reviewing the relevant pages on Ottawa.ca.	2017	2017	New

Transportation Accessibility Initiatives

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

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
Accessibility During Construction	Transportation Services	Ensure minimal disruption and maximum mobility to people with disabilities during construction.	Implement the "Accessibility during Construction" section of the City of Ottawa Accessibility Design Standards.	2018	2020	Ongoing
Accessible Design	Transportation Services	Ensure Stage 2 of Rail implementation is accessible to people with disabilities.	The Stage 2 Rail Project will be designed to meet accessibility standards contained in the Canadian Standards, the Ontario Building Code and the AODA Design of Public Spaces Standard.	2018	2020	Ongoing
Accessible Design – Duty to Consult	Transportation Services	Ensure the needs of people with disabilities are addressed at all phases of the project.	Consult with the Accessibility Office, the Accessibility Advisory Committee and the community on the project.	2018	2020	Ongoing
Accessible Design – Exit Route Planning	Transportation Services	Ensure emergency exits for people with disabilities.	Build barrier free secondary exit routes for all new rail stations.	2018	2020	Ongoing
Bus Stop Accessibility Review	Transportation Services	Remove barriers to accessing bus stops.	Complete a review of current on-street bus stops to identify barriers to access.	2017	2020	Ongoing
Cooperative Seating Signage Review	Transportation Services	Enhance the visibility of these areas to help increase all customers' awareness of cooperative seating, and giving first priority to those who need it.	Improve the visibility and effectiveness of on-board signage identifying the cooperative seating area of the bus and both O-Train lines.	2017	2018	Ongoing
Exterior Bus Stop Announcements	Transportation Services	Enhance service provided to customers who are blind or have vision loss (as well as all other customers) by providing audible route and destination announcements as the bus doors open.	Expand the next stop announcement system on buses to provide audible exterior pre-boarding announcements of the route and destination.	2016	2016	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
NEW: Intersection Accessibility Enhancements	Transportation Services	Design and construct accessibility enhancements at intersections throughout the City.	Improve intersection accessibility through the addition of curb ramps, tactile warning surface indicators and through the removal of path of travel obstructions. These changes will bring existing intersections into compliance with the AODA and City of Ottawa Accessibility Design Standards.	2016	2017	Ongoing
NEW: Next Stop Interior Bus Announcements	Transportation Services	Provide communication support to customers through interior audible and visual announcements on route.	Continue to leverage the interior next stop announcement system as a means of providing customers, including those with vision loss, with audible information relevant to all transit users – including details of detours, service changes, bus number changes, etc.	2016	2020	Ongoing
NEW: OC Transpo Accessibility Training	Transportation Services	Provided Leading a Diverse Workforce training to all relief Training and Development instructors, giving them an opportunity to learn about diversity and changing demographics in the workplace, and the duty to accommodate. All full-time Training and Development instructors were provided with this training in 2015.	Provide training to all current Para Transpo operators in regard to communicating and interacting with customers with intellectual, developmental and mental health disabilities. Training will also be provided to these operators on the City of Ottawa’s Equity and Inclusion Lens. This training will supplement operator’s previous training on accessible customer service, and is being introduced in conjunction with the expansion of Para Transpo eligibility. Ongoing training for new and current employees, as well as training compliance monitoring.	2016	2020	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
O-Train Confederation Line Opening	Transportation Services	Improve the accessibility of the rapid transit network from Blair Station to Tunney's Pasture Station, through the opening of 13 new Light Rail stations and the introduction of new light rail transit vehicles, all of which have been designed to be accessible to all customers.	Opening the Confederation Line will provide all transit customers with frequent, reliable rapid transit through the core of the city. All Confederation Line stations have been designed and will be operated to be universally accessible, incorporating a variety of features aimed to improve the experience and comfort for all customers.	2018	2018	Ongoing
ParaPay	Transportation Services	Implement ParaPay, a new card-less electronic fare payment system for Para Transpo customers to make fare payment easier and more convenient. Customers will be able to purchase a monthly ParaPass, or a ParaPurse, by phone, online or in-person, and to monitor their fare payment transactions online.	Customer testing – the ParaPay ambassador program – will proceed in two phases, both of which will engage existing Para Transpo customers. These customers will provide feedback and input on the new payment system before it is implemented.	2016	2020	Ongoing
Para Transpo Booking Technology Enhancements	Transportation Services	Enable Para Transpo customers to book their trips more conveniently, at any time, and without the assistance of a Para Transpo customer service representative.	Expand the options available to customers who would like to book a Para Transpo trip. This may include the development of new online and Integrated Voice Response (IVR) booking systems.	2016	2020	Ongoing
Para Transpo Drivermate Mobile Data Terminal (MDT)	Transportation Services	Make real-time location information available to Para Transpo staff; enabling staff to see the location of contracted Para Transpo taxis, provide better estimated arrival times to customers and improve the scheduling of same-day trip requests.	Rollout of Drivermate MDT GPS technology.	2016	2017	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
NEW: Para Transpo Fare Changes	Transportation Services	Simplification and streamlining of Para Transpo fares, as set by City Council in the 2017 budget.	Approved in budget.	2016	2017	Complete
Para Transpo Operations Review	Transportation Services	Enhance Para Transpo operations - including eligibility criteria, trip cancellation, trip prioritization and booking.	Staff will present the results of the customer and stakeholder consultations to the Transit Commission for their information. The report will detail next steps in the review, which includes developing recommended changes to Para Transpo's eligibility policy and booking processes.	2016	2017	Ongoing
NEW: Para Transpo Vehicle Replacement	Transportation Services	Complete the replacement of the current Para Transpo mini-bus fleet, thereby improving customer accessibility and convenience.	All 82 of the new Para Transpo mini-buses were put into service by mid-2016, and the old fleet was retired.	2016	2016	Complete
NEW: Pedestrian Connections to Confederation Line Stations	Transportation Services	Enhancing pedestrian access to Confederation Line stations from adjacent neighbourhoods.	Rideau Transit Group will submit the feasibility study for the Michael Street-St-Laurent Station Multi-Use Pathway to the Transportation Services Department in Q1 2017.	2016	2017	Ongoing
NEW: Pedestrian Connections to Confederation Line Stations	Transportation Services	Started installing curb ramps with tactile walking surface indicators (TWSIs) at a number of pedestrian intersections leading to Confederation Line stations and facilities. These curb ramps with TWSIs will improve access to the stations for persons with mobility related disabilities and vision loss.	Installations of curb ramps with Tactile Walking Surface Indicators at intersections will continue in 2017. Once completed, about 65 locations will have been addressed, including several along Booth Street, Tremblay Road, Sir John A. Macdonald Parkway and Belfast Road.	2016	2017	Ongoing

Transportation Accessibility Initiatives

Initiative Subject	Lead Department	Objective	Action(s)	Start	End	STATUS
NEW: Pedestrian Crossovers	Transportation Services	The intent of the program is to install up to 60 crossovers per year, while ensuring that at least one crossover is installed in each City ward.	Through the Pedestrian Crossover Program, in 2017, staff will endeavour to install up to 60 additional pedestrian crossovers throughout the city.	2016	2018	Ongoing
Rural transportation partnership	Transportation Services	Expand rural transportation options for rural residents.	Continue funding partnership with the Community Support Service agencies in the provision of rural transportation services.	2016	2016	Ongoing
NEW: Sidewalk and Pedestrian Connection Improvements	Transportation Services	Provide new sidewalks and enhance existing sidewalks and pathways to improve pedestrian connections with public transit and within neighbourhoods.	Install new or improved sidewalks, pedestrian connections and facilities to better connect residents to transit stops and other amenities in a number of neighbourhoods, improving mobility for seniors and those with disabilities.	2016	2017	Ongoing
Transit Station and Transit Facility Improvements (formerly Station and Bus Stop Accessibility Improvements)	Transportation Services	Remove physical barriers in the built environment and enhance access to public transit services and facilities for persons with disabilities.	Continue to make improvements to transit stations and facilities.	2016	2016	Ongoing
Taxi Coupon Program	Transportation Services	Enhance awareness of Taxi Coupon Program.	Assist Para Transpo users with costs associated with transportation.	2016	2020	Ongoing