



Information Report

**Corporate and Finance Services
Innovation and Transformation**

OAAC-24-04

Date: February 16, 2024

To: Members of the Oshawa Accessibility Advisory Committee (O.A.A.C.)

From: Julie Maclsaac, Director - Innovation & Transformation

Re: 2024 Year End Status Update of the 2023-2027 Oshawa Accessibility Plan

Please find attached the 2023 Year End Status Update of the 2023-2027 Oshawa Accessibility Plan Report for your review.

Recommendation:

1. That the City of Oshawa's 2023 Year End Status Update - 2023-2027 Oshawa Accessibility Plan provided as Attachment No. 1 to Report OAAC-24-04 be received as information; and,
2. That a copy of this report be included in the Information Package to Council.



Oshawa Accessibility Plan



2023 – 2027
2023 Year End Status Update

If you require this document in an alternate accessible format, please contact Service Oshawa at 905-436-3311 or email service@oshawa.ca

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2023 Year End Status Update - 2023-2027 Accessibility Plan

Office of the Chief Administrative Officer – Corporate Communications (CAO-COM)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CAO-COM-1 Information/Communication Technological Website Accessibility	Review Corporate and Connect Oshawa website accessibility and develop plans to address any remaining WCAG 2.0 compliance requirements.	Ongoing	<ul style="list-style-type: none"> Assessment completed and plans implemented. 	<ul style="list-style-type: none"> Weekly and monthly assessments completed.
CAO-COM-2 Technological Website Usability	Implement Oshawa.ca search function and results to ensure information is findable.	Ongoing	<ul style="list-style-type: none"> Development of “how to” videos to provide assistance. Other plans/improvements made. 	<ul style="list-style-type: none"> 2024

Office of the Chief Administrative Officer – Legislative Services (CAO-LS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CAO-LS-1 Information/Communication Live Chat	Reinstatement of Live Chat to website.	2023 – 1 st Quarter	<ul style="list-style-type: none"> • Reinstated to facilitate communication with residents • Communication campaign developed to promote availability of service. • # Interactions with Live Chat. 	<ul style="list-style-type: none"> • Reinstated January 2023. Average 356 chats/month. • Referenced in communications sent for various services. • As of the end of October 2023, 3557 chat interactions.
CAO-LS-2 Information/Communication Fillable Forms	Investigate opportunities to use existing technologies for online fillable form functionality.	2024	<ul style="list-style-type: none"> • # Staff trained. • # Forms developed. 	<ul style="list-style-type: none"> • Acquired Form Builder software to ensure online forms are fillable and accessible. Working with various departments to transition necessary forms to this software.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CAO-LS-3 Information/Communication Internal Document Accessibility	Review Municipal Election Standards, identify improvements and review alternative voting methods where feasible for the 2026 Municipal Election.	2025-2026	<ul style="list-style-type: none"> • Review previous election feedback for accessibility improvements. • Research alternative voting methods that will remove voting barriers. • Prepare and implement an Accessibility Municipal Election Plan with feedback from the public, groups representing people with disabilities and the O.A.A.C. 	<ul style="list-style-type: none"> • Reported to Council on 2022 Election Accessibility • Will prepare accessibility plan in 2026 for the election at that time. Further research and reporting will be done in 2024-2025 to determine voting methodology.
CAO-LS-4 Information/Communication Barrier Identification	Coordinate the special council meeting to receive comments from the public concerning Diversity, Inclusion and Accessibility.	Annually	<ul style="list-style-type: none"> • # Delegations to Council at special meeting. • # Meeting attendees. • # Recommendations. 	<ul style="list-style-type: none"> • Held May 31, 2023. • 10 delegations regarding diversity, inclusion and accessibility.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CAO-LS-5 Information/Communication Support Programs and Services	Provide information about support programs and services available in the community for people with disabilities.	Ongoing	<ul style="list-style-type: none"> Document prepared identifying the #/type support requested through Service Oshawa. 	Registrations as of the end of October, 2023: <ul style="list-style-type: none"> Side Blvd Grass Cutting Program – 51 Bag Limit Program – 57 Waste Cart Program – 0 Snow Clearing Assistance Program – 888.

Corporate and Finance Services – Finance Services - Financial Services and Procurement (CFS-FS-FSP)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-FS-FSP-1 Information/Communication Vendor Accessible Requirements	Develop a checklist to be completed by vendors during the bid process to identify accessibility features of software as it relates to WCAG 2.0.	2023	<ul style="list-style-type: none"> Checklist completed. 	<ul style="list-style-type: none"> Draft checklist prepared – undergoing staff review for implementation.
CFS-FS-FSP-2 Information/Communication Bidding Opportunities	Work with the Accessibility Coordinator to explore connecting with businesses who support/employee people with disabilities.	2023	<ul style="list-style-type: none"> # Organizations/agencies connected with 	<ul style="list-style-type: none"> Contacted Abilities Centre for opportunities.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-FS-FSP-3 Information/Communication Request for Proposal Process	Develop a social procurement policy.	2024-2026	<ul style="list-style-type: none"> • Review completed of social/accessible procurement policy and practice. • # Consultations completed. • Policy developed. 	<ul style="list-style-type: none"> • 2024-2026
CFS-FS-FSP-4 Customer Service Accessibility Accommodations	Programs identify need for accessibility accommodation in the annual budgets based on historical data.	Annually	<ul style="list-style-type: none"> • \$ Allocated. • Improvements achieved as a result. • Public feedback results. 	<ul style="list-style-type: none"> • Capital budget funds for accessibility built into project allocation. • Annual capital funding for OAAC recommended accessible improvement projects.

Corporate and Finance Services – Human Resource (CFS-HR)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-HR-1 Information/Communication Accommodation Discussions	Automate tracking of accommodation plans and continue to incorporate into onboarding material.	2023	<ul style="list-style-type: none"> • Accommodation plans loaded into new Health and Safety Management software. • Develop onboarding checklist for managers and include accommodation discussion. 	<ul style="list-style-type: none"> • Ready to be implemented.
CFS-HR-2 Information/Communication Job Postings	Review job posting language to proactively invite people of different backgrounds to apply and strengthen welcoming statements for diversity groups on job postings, and review language used and unnecessary requirements.	2023	<ul style="list-style-type: none"> • Language reviewed and updated as necessary. • Review completed of unnecessary requirements. 	<ul style="list-style-type: none"> • To be completed by end of 2023.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-HR-3 Employment Accommodation Needs	Consider formal implementation of Work Life Program elements (job-sharing, flex hours and four-day work weeks) to be inclusive of employees who need flexible work arrangements.	2024	<ul style="list-style-type: none"> • Review of current work-life program material and development of next steps 	<ul style="list-style-type: none"> • 2024
CFS-HR-4 Employment Hiring Practices	Consult with other municipalities, organizations on their recruitment best practices for accessibility.	2024	<ul style="list-style-type: none"> • Networking and information sharing with other municipalities • Future capstone project 	<ul style="list-style-type: none"> • 2024
CFS-HR-5 Employment Recruitment	Research the use of alternative job boards, outreach and posting locations to attract individuals of diverse backgrounds to apply.	2024	<ul style="list-style-type: none"> • Information gathered on alternative posting sources • Analysis on budget impacts and target audience numbers served/reached 	<ul style="list-style-type: none"> • 2024

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-HR-6 Employment Training and Education	Educate hiring managers on unconscious biases, accessible and equitable selection and hiring practices and the benefits of a diverse workforce.	2024-2025	<ul style="list-style-type: none"> • # Managers completed training. • # Training sessions. • # Hours in training. 	<ul style="list-style-type: none"> • 2024-2025
CFS-HR-7 Information/Communication Recruitment	Engage with organizations and employment agencies serving equity seeking groups to establish diverse recruitment sources.	Ongoing	<ul style="list-style-type: none"> • Participation in job fairs, information events, meetings and discussions with applicable organizations and learning institutions 	<ul style="list-style-type: none"> • Participated in 6 job fairs/community outreach initiatives in 2023.
CFS-HR-8 Employment Training	Continue to work with applicable branches to utilize LMS use and enhance training topics and opportunities related to accessibility.	Ongoing	<ul style="list-style-type: none"> • Training sessions completed. • Variety of new training topics available. 	<ul style="list-style-type: none"> • Ongoing
CFS-HR-9 Employment Health and Safety	Include accessibility measures for persons with diverse disabilities in training delivery.	Ongoing	<ul style="list-style-type: none"> • Review training offerings for inclusion and accessibility measures 	<ul style="list-style-type: none"> • Ongoing

Corporate and Finance Services – Innovation and Transformation (CFS-IT)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-1 Employment Training	Provide information and training about Accessibility to new Council/Corporate Leadership Team.	2023	<ul style="list-style-type: none"> • # People trained. • # Training sessions. • # Hours trained. 	<ul style="list-style-type: none"> • Provided an education and training session to City Council on Diversity, Equity and Inclusion as part of Council orientation. • Participated in coordination of a Special Council evening meeting to address community issues related to accessibility, diversity and inclusion. • 880 Cities presented to City Council on building inclusive cities. • In 2023 over 240 staff trained through iLearn on AODA and Human Rights.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-2 Employment Training	Roll out the Age Competencies Training developed with TeachingCity to City staff and OSCC staff.	2023	<ul style="list-style-type: none"> • # Staff trained. 	<ul style="list-style-type: none"> • Training offered in Fall 2023. 34 staff trained.
CFS-IT-3 Information/Communication Website Access	Work with Communications to provide ASL (American Sign Language) messages on the website.	2023	<ul style="list-style-type: none"> • Consult with people who are Deaf and hard of hearing and agencies that support them. • Provide ASL engagement messaging. • # Engagement website participants. • # Requests for service and feedback provided. 	<ul style="list-style-type: none"> • Networked with Durham Deaf Services and Canadian Hearing Society to better understand service requirements. • ASL message prepared for website main page and community engagement page.
CFS-IT-4 Information/Communication Accessibility Awards Program	Review and revise the Accessibility Awards program.	Start 2023	<ul style="list-style-type: none"> • Review completed. • Revisions implemented. 	<ul style="list-style-type: none"> • Checklist for site visit completed per Council's direction. • No nominations received in 2023.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-5 Employment Training	Revise the Inclusive Language Manual, the Equity Lens and the importance of plain language. Roll out an associated training/communication program internally and externally as appropriate.	2023-2024	<ul style="list-style-type: none"> • Conduct research and assessment. • Manual updated. • # Staff provided training workshop. • # Training sessions provided. • # Hours trained. 	<ul style="list-style-type: none"> • Deferred to 2024.
CFS-IT-6 Information/Communication Population Analysis	Conduct an analysis of Oshawa's aging population and people with disabilities and communicate internally and externally.	2023-2024	<ul style="list-style-type: none"> • Provide training to staff to conduct analysis. • # Staff trained. • Analysis completed. • # Presentations. • # People informed. 	<ul style="list-style-type: none"> • Oshawa Community Trends Report completed to review data from 2016-2021. • Presentation to Council in June 2023.
CFS-IT-7 Information/Communication Stock photos	Increase the number of photos representing people with disabilities for use in corporate print and on-line material.	2023-2025	<ul style="list-style-type: none"> • # photos collected 	<ul style="list-style-type: none"> • Deferred to 2024.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-8 Customer Service Accessibility Assurance Certificates	Research types of Accessibility Assurance Certificates and decide which Certificate is preferable from vendors; continue to run accessibility checks on out of the box products.	2024	<ul style="list-style-type: none"> • Complete research and analysis. • Implement a certificate for analysis. 	<ul style="list-style-type: none"> • 2024.
CFS-IT-9 Information/Communication Community Engagement	Develop an approved internal procedure for staff to engage with O.A.A.C. and people with lived experience for projects/policies /services etc.	2024	<ul style="list-style-type: none"> • Procedure completed. • # consultations held with O.A.A.C. • # of participants with lived experience consulted. 	<ul style="list-style-type: none"> • 2024.
CFS-IT-10 Employment Recognition	Implement a Corporate program to recognize individual or departmental staff achievements in accessibility.	2024	<ul style="list-style-type: none"> • # recognized • # achievements 	<ul style="list-style-type: none"> • 2024.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-11 Employment Training	Develop KPIs to measure internal accessibility training impact.	2025	<ul style="list-style-type: none"> • Quarterly status reports about the # of pdfs posted to the City's website. • Survey results from training sessions. 	<ul style="list-style-type: none"> • 52 staff attended accessible document training sessions in 2023. • 2023 training feedback reported 89% found the training was knowledgeable and valuable to their job/professional development.
CFS-IT-12 Employment Accessibility Training	Review and revise the Staff/Volunteer Accessibility On-Boarding program and process.	2025	<ul style="list-style-type: none"> • Revisions completed. • # Trained. 	<ul style="list-style-type: none"> • 2025.
CFS-IT-13 Employment Staff Census	Work with DEI and HR staff to plan next employee demographic census.	2025	<ul style="list-style-type: none"> • Plan completed 	<ul style="list-style-type: none"> • 2025.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-14 Information/Communication Internal Communications for Staff	Develop a process/procedure to ensure that PDFs, WORD documents, RFPs and other internal files are accessible and identify future needs regarding accessibility of other internal communication resources.	2025-2026	<ul style="list-style-type: none"> • Research completed. • Process/procedure developed. • # Accessible internal files available. 	<ul style="list-style-type: none"> • 2025-2026.
CFS-IT-15 Information/Communication Key Performance Indicators (K.P.I.)	Develop KPIs for non-legislated policies and initiatives, including accessibility through a lens of intersectionality.	2025-2026	<ul style="list-style-type: none"> • # K.P.I.s generated. • \$ provided in budget to meet initiatives. • Outcomes of initiatives. 	<ul style="list-style-type: none"> • 2025-2026.
CFS-IT-16 Information/Communication Accessibility Plan Development	Develop the next Accessibility Plan.	2026	<ul style="list-style-type: none"> • Plan developed and approved by Council with O.A.A.C. and community/staff engagement. 	<ul style="list-style-type: none"> • 2026.
CFS-IT-17 Employment Accessible Document Training	Coordinate corporate accessible document training, as required.	Annually	<ul style="list-style-type: none"> • # Sessions held. • # Staff trained. • # Hours trained. 	<ul style="list-style-type: none"> • Completed for 2023. 52 staff attended accessible document training sessions.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-18 Employment Mentoring Day	Celebrate Disability Mentoring Day.	Annually	<ul style="list-style-type: none"> • # Mentors/mentee matches. 	<ul style="list-style-type: none"> • Opportunity no longer available with agency.
CFS-IT-19 Information/Communication Partnership Development	Continue to collaborate with the Region of Durham on a wide variety of initiatives related to accessibility.	Ongoing	<ul style="list-style-type: none"> • # Initiatives in partnership. • Outcomes of initiatives. 	<ul style="list-style-type: none"> • Investigating opportunity for regional accessible document training. • Attended regional coordinators information sharing meetings.
CFS-IT-20 Information/Communication Partnerships	Explore opportunities through TeachingCity to advance accessibility initiatives.	Ongoing	<ul style="list-style-type: none"> • # Partnerships strengthened. • # student participants. 	<ul style="list-style-type: none"> • Collaborated with 5 Ontario Tech students to create accessible budget communication tool. • Collaborated with 4 Ontario Tech students to review 4 Age Friendly elements in Oshawa.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-21 Information/Communication Accessibility Awareness	Lead internal accessibility awareness programs and advocate for change within the organization.	Ongoing	<ul style="list-style-type: none"> • # Awareness Programs. • # Changes instituted. 	<ul style="list-style-type: none"> • Celebrated National AccessAbility Week and Accessible Trick or Treating. • Advocated with staff for improved accessible access and the removal of barriers with the development of the new Accessibility Plan and during daily interactions.
CFS-IT-22 Information/Communication Support to O.A.A.C.	Provide assistance and advice to the members of the Oshawa Accessibility Advisory Committee.	Ongoing	<ul style="list-style-type: none"> • # meetings held. • # events attended. 	<ul style="list-style-type: none"> • 8 + Monthly committee and subcommittee meetings held. • Hosted joint Oshawa Accessibility and Diversity Committee networking event. Approximately 20 people in attendance. • Coordinated 3 committee public awareness events.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-IT-23 Information/Communication Accessible Document Process	Continue to address items identified in the Accessibility Document Review.	Ongoing	<ul style="list-style-type: none"> • # Changes implemented. • Quarterly Accessible Documents completed. 	<ul style="list-style-type: none"> • Annual training completed in 2023. • Monthly monitoring of website pdfs completed.
CFS-IT-24 Information and Communication Policies/Procedure Development/Review	Continue to ensure that community members with lived experience from the O.A.A.C. when developing and/or reviewing policies/procedures, projects and strategies.	Ongoing	<ul style="list-style-type: none"> • Development of a comprehensive process that is communicated to staff. • # Policies/processes reviewed by those with lived experience. 	<ul style="list-style-type: none"> • Staff continuing to bring projects to O.A.A.C. meetings to gather their feedback - 14 occasions.
CFS-IT-25 Compliance Reporting	Complete the required bi-annual Compliance Reporting to the Ministry	2023, 2025	<ul style="list-style-type: none"> • Compliance Report submitted to Ministry by deadline 	<ul style="list-style-type: none"> • Compliance Report submitted to Ministry in December 2023 indicating A.O.D.A. compliance.

Corporate and Finance Services – Information Technology Services (CFS-ITS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
CFS-ITS-1 Design of Public Spaces Meeting Rooms	Establish standard for technology within meeting rooms to ensure accessibility for users.	2023	<ul style="list-style-type: none"> Standard completed Meeting room audits completed. 	<ul style="list-style-type: none"> Review and planning for meeting room modernization is on-going.
CFS-ITS-2 Information/Communication Recreation Software Replacement	Conduct a scan to establish accessibility baseline levels.	2023	<ul style="list-style-type: none"> Scan completed. 	<ul style="list-style-type: none"> Scan completed.
CFS-ITS-3 Information/Communication Intranet Replacement	Execute a scan to establish baseline accessibility levels.	2023	<ul style="list-style-type: none"> Scan completed. 	<ul style="list-style-type: none"> Scan completed.
CFS-ITS-4 Information/Communication Land Management Software Solution	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0 compliance.	2023	<ul style="list-style-type: none"> Compliance achieved. 	<ul style="list-style-type: none"> Project is in progress; an update will be provided once the appropriate stage of the project has been completed. Move to 2024.

Community and Operations Services - Parks Facilities Maintenance (COS-PFM)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
COS-PFM-1 Design of Public Spaces Maintenance	When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available.	Ongoing	<ul style="list-style-type: none"> • # occasions when required. 	<ul style="list-style-type: none"> • 5 notices posted in 2023.

Community and Operations Services - Recreation Services (COS-RS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>COS-RS-1 Customer Service Registration</p>	<p>Use “how-to” videos more consistently to streamline program registration (e.g., for Parks and Recreation programs).</p>	<p>2023</p>	<ul style="list-style-type: none"> • # Published materials in Alternative languages • # Videos prepared. • # People/public engaged in development. • # People accessing the videos. • # Customer feedback. 	<ul style="list-style-type: none"> • 8 “How to” videos created to assist with On-Line Registration system. Ability to add closed caption and select language for written instructions. Consultations with 6 internal staff along with analysis of what other municipalities have created. • 205 video views combined. activeOshawa Online Help page has been viewed 68 times since July.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>COS-RS-2 Customer Service Programming for Older Adults</p>	<p>Provide opportunities for older adults to participate in social, recreational and continuing education programs.</p>	<p>2023</p>	<ul style="list-style-type: none"> • # Opportunities for older adults to participate in programs. • # Older adults participating in programs. 	<ul style="list-style-type: none"> • Added more Pickleball playing time at Delpark Homes Centre and Donevan Recreation Complex. Donevan - 10 hours a week total/10 participants - average; Delpark – 15 hours a week/30 participants average. Expanding Pickleball program to Children’s arena to begin in late November – 2 times/week. • Held Aquafit-athon in cooperation with OSCC 55+ - 36 participants
<p>COS-RS-3 Customer Service Programming for Older Adults</p>	<p>Create and promote volunteer opportunities for older adults.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Prepare promotional tools to recruit older adults. • Develop a volunteer recruitment of older adults plan. • # Older adults recruited. 	<ul style="list-style-type: none"> • No development at this time.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
COS-RS-4 Design of Public Spaces Facility Access/Use	Explore improved methods of wayfinding at recreation facilities. i.e. wayfinding map for outdoor features i.e. fields; virtual facility tours to identify features available.	2023	<ul style="list-style-type: none"> • Development of wayfinding map and virtual tours for outdoor features i.e. fields, facilities • Consultation completed with O.A.A.C./public/groups regarding improvements 	<ul style="list-style-type: none"> • No development at this time.
COS-RS-5 Customer Service Customer Service Awareness	Provide accessibility training for staff in related to invisible disabilities, different communication abilities, mental health, first aid, inclusion, physical assistance.	Ongoing	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 3 training sessions held in Mental Health First Aid (30 participants –over 3 sessions; 4.5 hours. • De-escalation training held in 2023 –75 staff currently trained – ongoing expanding to part time staff in December and 2024.
COS-RS-6 Customer Service Assistive Devices	Support use/training of various communication devices and methods for customer service staff i.e. apps, tablets.	Ongoing	<ul style="list-style-type: none"> • # Training sessions. • # Trained. • # Hours of training. Training for assisting diverse populations 	<ul style="list-style-type: none"> • No development at this time.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
COS-RS-7 Customer Service Programming Options for People with Disabilities	Explore programming options for people with disabilities.	Ongoing.	<ul style="list-style-type: none"> • Consult with the public/O.A.A.C. and research other groups/municipal programming. • # Opportunities. 	<ul style="list-style-type: none"> • Added Bocchia at South Oshawa Community Centre in consultation with community members. Held once a week 2 hour block; 3 participants average.

Community and Operations Services - Road Operations (COS-RO)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
COS-RO-1 Design of Public Spaces Parking Spaces	Repainting of accessible symbols in the on–street/parking lot accessible parking stalls.	Annually or as required.	<ul style="list-style-type: none"> • # Parking spaces repainted. 	<ul style="list-style-type: none"> • 39 spaces repainted throughout Oshawa in 2023.

Community and Operation Services – Community Support Services – Traffic, Streetlighting and Transportation and Parking (COS-CSS-TSTP)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>COS-CSS-TSTP-1 Transportation Installation of Accessible Pedestrian Signals (A.P.S.)</p>	<p>The Region of Durham maintains A.P.S. request locations. Identified locations in Oshawa signalized intersections would be financed through the City's budget.</p>	<p>Annually</p>	<ul style="list-style-type: none"> • # Locations recommended to the Region of Durham. 	<ul style="list-style-type: none"> • The 2023 A.P.S. will be installed in 2024. Staff have also submitted for an additional location to be completed as part of the 2024 Capital Budget process. Region of Durham to confirm locations.
<p>COM-CSS-TSTP-2 Design of Public Spaces Review quantity and location of municipal on-street/parking lot accessible parking spaces</p>	<p>Respond to requests for additional on street/municipal parking lot parking spaces in downtown Oshawa.</p>	<p>Requests are reviewed on a case by case basis.</p>	<ul style="list-style-type: none"> • Prepare a listing of the location and number of accessible spaces located. • # Requests for change. • # Additional spaces provided. 	<ul style="list-style-type: none"> • Review of accessible downtown municipal parking lots to be continued in 2024. 12 accessible parking spaces added to parking garage G3 (Mary Street Garage) in 2023.

Economic and Development Services – Building Services (EDS-BS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
EDS-BS-1 Information/Communication Public Information	Continue to provide on-line accessible documents.	Ongoing	<ul style="list-style-type: none"> • # Forms made accessible. 	<ul style="list-style-type: none"> • 100 percent completed.

Economic and Development Services – Business and Economic Development Services (EDS-BEDS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>EDS-BEDS-1 Design of Public Spaces Accessibility Grants/ Community Improvement Plans (Urban Growth Centre and Simcoe Street South)</p>	<p>Process grant applications to land owners in the Urban Growth Centre area and in the Simcoe Street South area. Grants are subject to funding availability.</p>	<p>Annually- Quarter 1 and 3.</p>	<ul style="list-style-type: none"> • # Grants received. • # Grants awarded. • # Accessibility projects/improvements made. 	<ul style="list-style-type: none"> • 8 approved grant applications received in 2023. • 5 Accessible projects committed in 2023 include upgraded exterior lighting, environmental design modification, enclosing front entrance/alcove areas, new wiring and hook up for accessible door opener, barrier free residential apartment, and new front door with accessible push buttons.
<p>EDS-BEDS-2 Information/Communication Grant Awareness</p>	<p>Clearly identify funds available to businesses and developers for accessibility enhancements i.e. grants, CIPs on the City website.</p>	<p>Annually</p>	<ul style="list-style-type: none"> • Update to website provided. • # Views/inquiries received. • # Grants/\$ provided. 	<ul style="list-style-type: none"> • 2023 YTD: 219 Page views, 158 unique visitors.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
EDS-BEDS-3 Information/Communication Restaurant Guide	Prepare promotional tool to identify accessibility features of restaurants.	Annually	<ul style="list-style-type: none"> • Tool completed. 	<ul style="list-style-type: none"> • Survey is currently underway with Downtown Business owners identifying accessibility features. • New section of Local Business Guide is highlighting self-reported accessibility features of Downtown Oshawa businesses
EDS-BEDS-4 Information/Communication Gather statistical information regarding use of mobility devices/aids in the downtown	Investigate ways to work cross-functionally with other branches in order to use more precise technologies for measuring vehicle/pedestrian traffic.	Annually	<ul style="list-style-type: none"> • Traffic count completed and comparison made from previous years. 	<ul style="list-style-type: none"> • Traffic counts were undertaken by Region of Durham.
EDS-BEDS-5 Design of Public Spaces Inventory of barriers to entry – downtown stores and restaurants	Downtown vacancy and assessment of barriers to enter commercial stores and restaurants will be conducted.	Annually	<ul style="list-style-type: none"> • Assessment completed. • Recommendations developed with feedback from people with lived experience. 	<ul style="list-style-type: none"> • Downtown Assessment of barriers conducted and completed.

Economic and Development Services – Engineering Services (EDS-ES)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>EDS-ES-1 Design of Public Spaces Active Transportation</p>	<p>Explore opportunities to increase active transportation among accessibility community during the Integrated Transportation Master Plan update.</p> <p>Host discussions with the accessibility community throughout the study.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Identify active transportation opportunities near older adult housing. • # Discussions held. 	<ul style="list-style-type: none"> • Deferred to 2024.
<p>EDS-ES-2 Design of Public Spaces Active Transportation</p>	<p>Respond to requests to add rest stops and/or benches along active transportation routes, in the downtown and at facilities to meet the needs of people with disabilities and older adults when possible.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Identify opportunities for benches or rest stops. 	<ul style="list-style-type: none"> • Ongoing – Recommend stops and/or benches along active transportation routes during design of public spaces.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
EDS-ES-3 Design of Public Spaces E-Scooter Pilot	Have discussions with the accessibility community prior to launch and throughout the pilot.	2023	<ul style="list-style-type: none"> • Assessment and improvements recommended 	<ul style="list-style-type: none"> • Ongoing. • Conducted discussions with the O.A.A.C. prior to launch. Will continue to receive feedback throughout the pilot.
EDS-ES-4 Customer Service Transportation Options	Recommend awareness and/or education program when implementing new programs or facilities.	Ongoing	<ul style="list-style-type: none"> • # Tools created. • # People reached. 	<ul style="list-style-type: none"> • Ongoing. • Websites and educational information available in accessible formats.
EDS-ES-5 Design of Public Spaces Older Adult Pedestrian Safety	Explore solutions to increase safety for older adult pedestrians.	Ongoing	<ul style="list-style-type: none"> • Research solutions to increase safety and prepare recommendations for improvement. 	<ul style="list-style-type: none"> • Ongoing. • Recommended improvements to increase safety for older adult pedestrians during design of public spaces.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
EDS-ES-6 Design of Public Spaces Road construction	Use accessibility lens with transportation studies, designs, road construction /reconstruction to ensure safety and access. Continue to circulate designs to Accessibility Program Coordinator for review.	Ongoing	<ul style="list-style-type: none"> • # Review of lens for road construction completed. • .# Consultations with public, organizations to ensure accessibility. 	<ul style="list-style-type: none"> • Ongoing. Continue to circulate designs/studies to Accessibility Program Coordinator for review.

Economic and Development Services – Planning Services (EDS-PS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
EDS-PS-1 Design of Public Spaces Site Plan, Rezoning Reviews	Review plans monthly for accessibility features with the O.A.A.C.	Ongoing	<ul style="list-style-type: none"> • # applications reviewed. 	<ul style="list-style-type: none"> • 16 applications reviewed.
EDS-PS-2 Design of Public Spaces Review Planning Studies	Review plans/studies for accessibility with the O.A.A.C. as necessary.	Ongoing	<ul style="list-style-type: none"> • # studies reviewed. 	<ul style="list-style-type: none"> • 3 planning studies reviewed.

Safety and Facilities Services – Facilities Management Services (SFS-FMS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>SFS-FMS-1 Transportation Electric Vehicle Charging Stations</p>	<p>Investigate a standard detail for EV parking.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Review completed. • Standard recommended for inclusion in O.A.D.S. 	<ul style="list-style-type: none"> • Detail in draft stages. Public facing EV Chargers parking stalls are revised from three existing to two van accessible (3400mm); hatched area between c/w protection bollards. Detail to be reviewed by Engineering Services.
<p>SFS-FMS-2 Design of Public Spaces Accessibility Parking at City Facilities</p>	<p>Re-examine the distance of travel from accessible parking to city facility entrances. Evaluate the need for additional rest areas.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Audits completed • # modifications implemented 	<ul style="list-style-type: none"> • Completed audit of Delpark –Facility Operations to revise parking layout on the south side. Reviewed with OAAC. • SOCC – accessible parking; rest areas/benches at concrete apron before main entrance doors.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
SFS-FMS-3 Design of Public Spaces Size of Family Change Rooms	Re-audit existing family change rooms for maneuverability.	2023	<ul style="list-style-type: none"> • Review with other municipalities • Audit completed • # modifications made 	<ul style="list-style-type: none"> • Delpark audit completed. • Existing amenities comply/exceed the minimum accessible standards. Consideration to be given to expand change room areas in future renovations.
SFS-FMS-4 Design of Public Spaces Meeting Rooms	Conduct audits of meeting spaces to identify potential barriers to staff to attend.	2024	<ul style="list-style-type: none"> • Complete meeting room audits with feedback from staff, user groups, O.A.A.C. etc. regarding meeting room barriers. • Generate a plan of action for addressing barriers to participation. 	<ul style="list-style-type: none"> • 2023 City Hall physical audits completed. • Discussions held regarding meeting room technology needs.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
SFS-FMS-5 Customer Service Parks, Trail, Path Usage	Explore opportunities to increase older adult usage of parks, trails and paths.	2024	<ul style="list-style-type: none"> • Research other municipalities /gather public/O.A.A.C. feedback for gaps. 	<ul style="list-style-type: none"> • 2023 complete audits of OVBG and Columbus with OAAC. Opportunities identified to increase bench allocation through operations. • Existing rails and pathways deemed compliant.
SFS-FMS-6 Design of Public Spaces Corporate Signage Standard Review	Update signage standards for city facilities, parks and trails to ensure consistency and accessibility.	2025	<ul style="list-style-type: none"> • Review completed. • # changes implemented. • Staff training provided. 	<ul style="list-style-type: none"> • 2023 - New parks – Ed Broadband, Sandy Hawley, Deer Valley. New signage. • Older parks signage being addressed on an ongoing basis through Operations.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>SFS-FMS-7</p> <p>Design of Public Spaces</p> <p>Facility Barrier Removal</p>	<p>Coordinate capital improvements to remove accessibility barriers identified by audits in City facilities using the Council approved Oshawa Accessibility Design Standards (O.A.D.S.) with budget or grant approval.</p>	<p>Annually</p>	<ul style="list-style-type: none"> • # Upgrades made. • \$ Spent. • Grants received. 	<ul style="list-style-type: none"> • City Hall accessible washroom complete; Lease space renovations to Mary St (PG3) ongoing • Received grant (Enabling accessibility Fund) for Mary St. lease space; modify entrance door to comply with OADS. Renovation ongoing. • Preliminary design/assessment for RM Library completed, requires larger capital commitment. • DRC main door modification ongoing.
<p>SFS-FMS-8</p> <p>Design of Public Spaces</p> <p>Identification of Barriers</p>	<p>Prioritize and audit/re-audit City facilities that have been upgraded or improved with members of the O.A.A.C. Three (3) per year.</p>	<p>Annually</p>	<ul style="list-style-type: none"> • Re-audits completed. • Inventory/budget updated. 	<ul style="list-style-type: none"> • Re-audits completed for 2023 with OAAC. • City Hall, Donevan.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
<p>SFS-FMS-9 Design of Public Spaces Identification of Barriers</p>	<p>Prioritize and audit City facilities based on the City's facility audit program. Participate in Provincial Audits/Inspections as required.</p>	<p>Annually</p>	<ul style="list-style-type: none"> • Audits completed. • Inventory/budget updated. 	<ul style="list-style-type: none"> • Audits completed with OAAC for 2023. • Participated in a Design of Public Spaces provincial inspection in September 2023, and no issues of non-compliance were found.
<p>SFS-FMS-10 Design of Public Spaces Built Environment Improvement Plan</p>	<p>Generate a list of potential parks/trails grant accessibility projects and continue to monitor funding opportunities (e.g. provincial or federal grants, Rick Hansen Foundation).</p>	<p>Annually</p>	<ul style="list-style-type: none"> • List generated • Grants applied for • Grants received. 	<ul style="list-style-type: none"> • Grant (Infrastructure Canada) received for ATMP3 (Abourwood/Conlin).
<p>SFS-FMS-11 Design of Public Spaces Park Development/ Redevelopment</p>	<p>Audit all relevant approved capital park development/redevelopment projects with the Oshawa Accessibility Advisory Committee.</p>	<p>Annually</p>	<ul style="list-style-type: none"> • # Audits completed. 	<ul style="list-style-type: none"> • 2023 Audits complete with OAAC.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
SFS-FMS-12 Design of Public Spaces Plans and Studies Review	Review applicable new park development and redevelopment plans, for accessibility features as it relates to O.A.D.S./A.O.D.A. and present to the O.A.A.C. when applicable.	Ongoing	<ul style="list-style-type: none"> # Plans and studies reviewed. 	<ul style="list-style-type: none"> Sunnyside and Raglan Park redevelopment design presented to OAAC.
SFS-FMS-13 Design of Public Spaces Maintaining Areas	When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available.	Ongoing	<ul style="list-style-type: none"> # occasions when required 	<ul style="list-style-type: none"> 7 occasions

Safety and Facilities Services – Fire Services (SFS-FS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
SFS-FS-1 Employment Recruitment	Recruit firefighters, and other service professions, in local high schools and colleges on a yearly basis, through job fairs, flyers, posters, and email and social media campaigns.	Annually	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Posted a hiring video on @OshawaFire Twitter account 4 times and generated 8131 views. Hired 28 firefighters

Safety and Facilities Services – Municipal Law Enforcement and Licensing Services (SFS-MLELS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
SFS-MLELS-1 Transportation On-demand accessible cabs	Update the progress made in meeting the need for on-demand accessible cabs as per Ontario Regulation 191/11.	Annually	<ul style="list-style-type: none"> • # meetings held • # accessible cabs 	<ul style="list-style-type: none"> • 5 active/issued accessible Taxicab plates in 2023. • 55% less active/issued Taxicab plates (9) from 2022. • 3 complaints related to availability. • Meetings held with DRT provider and taxicab broker.
SFS-MLELS-2 Transportation Audits/Inspections	Verification that cabs and cab drivers are meeting the requirements identified in Ontario Regulation 191/11.	Ongoing	<ul style="list-style-type: none"> • .# inspections completed 	<ul style="list-style-type: none"> • Annual inspection completed in March 2023. • 5 inspections for 5 Accessible Taxicab plates.

Oshawa Senior Community Centres - (OSCC)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
OSCC-1 Design of Public Space Signage	Install universal accessible signage (braille) at John St. Branch.	2023	<ul style="list-style-type: none"> # Signs installed. 	<ul style="list-style-type: none"> 8 signs installed. Completed
OSCC-2 Customer Service Housing and Community Support Options	Provide community referrals and forms to assist seniors navigate housing options. Support Durham Access to Social Housing (D.A.S.H.) applicants with D.A.S.H. website.	Ongoing	<ul style="list-style-type: none"> Track # of referrals provided. Track # of DASH applicants supported. 	<ul style="list-style-type: none"> Completed.

Oshawa Accessibility Advisory Committee – (O.A.A.C.)

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
O.A.A.C.-1 Information/Communication Public Awareness	Prepare a “Growth of Accessibility” display in celebration of Oshawa’s 100 th Anniversary.	2024	<ul style="list-style-type: none"> # People who visited display. # Volunteer hours. 	<ul style="list-style-type: none"> 2024

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
O.A.A.C.-2 Information/Communication Resident and Business/Community Accessibility Awards	Identify and honour businesses and citizens at a Special Council meeting on accessibility/inclusion issues.	Annually	<ul style="list-style-type: none"> • Event held. • # People/groups recognized with awards. 	<ul style="list-style-type: none"> • Special Council meeting held 2023. • 1 group recognized.
O.A.A.C.-3 Information/Communication Public Awareness	Host a public information display at the Oshawa Canada Day event.	Annually	<ul style="list-style-type: none"> • Attended event. • # People who visited display. 	<ul style="list-style-type: none"> • Attended event. • Many people attended booth.
O.A.A.C.-4 Information/Communication Public Awareness	Host an Accessibility Awareness event at Tribute Community Centre or sports event.	Annually	<ul style="list-style-type: none"> • Attended event. • # People who visited display. • # Volunteer hours. 	<ul style="list-style-type: none"> • Attended event – promoted Treat Accessibly. • Approximately 250 people visited display. • 15 volunteer hours.
O.A.A.C.-5 Information/Communication Public Awareness	Participate at community events as time permits to promote accessibility awareness.	Ongoing	<ul style="list-style-type: none"> • # Events attended. • # People who visited display. • # Volunteer hours. 	<ul style="list-style-type: none"> • Attended 2023 Peony Festival - 158 connections.

Area of Focus	Action to be taken	Timing	Key Performance Indicators	Status Update
O.A.A.C.-6 Information/Communication Education/Community Outreach	Learn about the services community agencies provide for people with disabilities.	Ongoing	<ul style="list-style-type: none"> • # Community agency presentations provided. 	<ul style="list-style-type: none"> • Received presentation from Durham Region 311 program.
O.A.A.C.-7 Information/Communication Public Awareness	Prepare social media (i.e. Facebook, Twitter, etc.) announcements to promote accessibility awareness and City programs, services and facilities.	Ongoing	<ul style="list-style-type: none"> • # Announcements prepared. 	<ul style="list-style-type: none"> • Prepared social media campaign for National AccessAbility Week/Redshirt Day. • Prepared social media messaging for Treat Accessibly. • Flag raising ceremony held at City Hall for National Accessibility Week.